

# A Local Conversation

## The Future of Health and Social Care in Bridgend

On 31st March 2025, Llais Cwm Taf Morgannwg hosted a public forum in Bridgend to discuss the future of health and social care services.

Representatives from Cwm Taf Morgannwg University Health Board and Bridgend Social Services met to discuss the future of services, and gave members of the public the opportunity to share their views and experiences.



# Insights from the local conversation in Bridgend

***Health and Social Care are evolving to work together to provide the best care*** – to support people in their own homes and to provide services within the community

***The NHS APP doesn't work well when trying to book a second appointment in my surgery it doesn't allow another appointment to be booked in*** – this glitch will be passed on to the health board to feed back.

***How will the Health Board deliver care in the community?*** – By bringing in NHS community hubs which will have walk in clinics to deliver flu jabs etc.

***How do I get a GP appointment? The 8am booking service doesn't work for me by the time I get through all appointments are gone*** – there are a few options, you could use the call back option or the NHS APP on your phone

***Where will Social Services deliver services within the community?*** – by getting out into the community and using libraries, group meetings such as 50+ groups etc

***I am concerned that when Care Inspectorate Wales carry out visits to care homes, the care homes already know they are care coming*** – all visits by Care Inspectorate Wales to care homes are unannounced

