



# NORTH WALES REGION

# LLAIS LOCAL KINMEL BAY

## MARCH 2025

# LLAIS

Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

# Accessible formats

This report is also available in Welsh.

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# About Llais

We believe in a healthier Wales where people get the health and social care services they need in a way that works best for them.

We are here to understand your views and experiences of health and social care, and to make sure your feedback is used by decision-makers to shape your services.

We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

We also talk to people about their views and experiences by holding events in your local communities or visiting you wherever you're receiving your health or social care service.

We also work with community and interested groups and in line with national initiatives to gather people's views.

And when things go wrong we support you to make complaints.

There are 7 Llais Regions in Wales.

Each one represents the "patient and public" voice in different parts of Wales.



# Background

As part of our work plan Llais North Wales undertook to engage with citizens in Kinmel Bay. We held this event on 18th March.

## So why Kinmel Bay?

Having reviewed the feedback received from the various engagement activities undertaken to date, it was apparent that some unique factors affect the delivery of health and social care. Kinmel Bay has a resident population of around 8000.

At certain times of the year it can grow to 40,000+ due to the presence of multiple caravan and holiday home parks in the town. With this in mind, we thought it appropriate to undertake a Llais Forum to gather the views and experiences of local stakeholders.

We wanted to hear local citizens' experiences of accessing health & social care services to help identify any service inequalities.



**We engaged with patients, third sector colleagues, local government and NHS professionals in Kinmel Bay Town Hall on 18th March 2025.**

# What we did

We approached local community groups, Town Councillors, Third Sector, Local Government and NHS professionals based in Kinmel Bay in order to hear their personal experiences of health and social care services and their thoughts on what could be done to improve services. Many of the attendees were service users as well as paid and unpaid carers.

Attendees were:

- 19 Members of the public
- Betsi Cadwaladr University Health Board Staff
- Kinmel Bay Medical Centre Practice Staff
- Vision Support UK
- Tenovus
- Conwy Voluntary Services Council (CVSC)
- Councillors from Kinmel Bay Town Council
- Conwy County Borough Council Staff

We promoted our attendance through local organisation and via social media.

**In total we spoke to 19 people on the day.  
e attended 11 community groups across Flintshire**



# Gathering experiences

We didn't want people to fill forms, instead we had a wide-ranging conversation about the issues that were important to them.

We spoke to local residents about their experiences in Health and Social Care and the anonymised stories are set out below. Where appropriate, these cases have been referred to our Independent Advocacy Service or signposted to other help.

## Case 1

This retired gentleman spoke to us about his experiences in hospital and in primary care. He had spent some time on Ward 4 Ysbyty Glan Clwyd and found the nurses to be kind and attentive – but the food was awful, it was cold and unappetising. Whilst on the ward his weight went from 15 stone down to 9.5 stone. He recalled that during his very long stay in hospital he had lost his brother and had been unable to attend his funeral. On discharge from Glan Clwyd, had been transferred to Colwyn Bay Community Hospital, where he had contracted Covid.

He informed us he had been discharged from hospital two days before Christmas. When he got home, there was no food in the house and he was unable to go upstairs to his bedroom. He has had to sleep on the sofa for the past 6 months. There appears to have been no recognition that he lives alone in his discharge planning.

In February of this year, he had to wait 36 hours in the Emergency Department (ED) at Glan Clwyd due to complications from his surgery last year. After 36 hours he was told there would be a further 7 hour wait to see the doctor. He was unable to stay any longer due to being so uncomfortable so decided to come home without being seen.

He reported great difficulty getting an appointment at the Kinmel Bay Medical Centre. In consequence, he has decided to move house from Kinmel Bay to Abergele so that he can access GP services easier. When we spoke to him, he had found a bungalow in Abergele and was awaiting the move. He is a veteran and was not aware that he could receive some extra care and assistance – we have signposted him to the appropriate agencies.

## Case 2

Registered blind person believed that her and her husband's disability was used in a discriminatory manner against them by Conwy County Borough Council. Parents with disabilities are looked at differently by officials.

He informed us he had been discharged from hospital two days before Christmas. When he got home, there was no food in the house and he was unable to go upstairs to his bedroom. He has had to sleep on the sofa for the past 6 months. There appears to have been no recognition that he lives alone in his discharge planning.

## Case 3

Patient had to ring Kinmel Bay Medical Centre 65 times to be told there was no appointment available.

Has attended the Hearing Clinic at Ysbyty Glan Clwyd and found it to be excellent.

## Case 3

Patient had not seen a GP for 3 years until last week. On this occasion they rang the Kinmel Bay Medical Centre 302 times, to be told all appointments were gone.

Eventually went into the medical centre to try to make an appointment, but had to phone from the waiting room.

Believes that more GPs are needed at Kinmel Bay Medical Centre. The patient is thinking about moving GPs to Abergele, because it is much easier to get an appointment there.



## Case 5

Patient suffered a heart attack and had to wait in ED for 11 hours struggling to breathe. Found Ysbyty Glan Clwyd ED to be disorganised, filthy, uncomfortable with no thought for how scared patients are.

The patient suggested a screen to display people's names when it was their turn. People are scared of moving from the waiting area in case they miss their names being called out. A bleeper could help (like they have at restaurants).

## Case 6

Told us about how she had lost her husband and would like to make a complaint about the care given at Ysbyty Glan Clwyd. Her daughter had written to PALS but would now like to proceed with the support of an independent Llais advocate.



## Kinmel Bay Town Councillors

Two town councillors explained how the population of the town expands very significantly in the season due to the holiday camps (which now operate 11 months of the year). This has a major impact on access to health and social care services in Kinmel Bay. The resident population is around 8,000, with around 6,750 patients registered at the Kinmel Bay GP practice. At certain times of the year, the population can rise to 40,000 or more.

Increasingly caravan owners are having to upgrade their caravans to become 6 or 8 berth rather than 4 berths. This means that the holiday park population is increasing very considerably.

The Councillors felt that the Holiday Parks did not, generally, have a beneficial impact on the local economy. They told us that the jobs offered are seasonal, minimum wage and low skilled. The holiday parks tended to keep holiday makers on site for food, drink and entertainment and so the benefits to other local businesses were reduced.

The Councillors said that the proposed tourism tax could bring the area a possible £2million in funding – if the Local Authority decide to adopt the policy.



**Cyngor Tref Tywyn a Bae Cinmel  
Canolfan Adnoddau Gymunedol  
Neuadd y Dref**

**Towyn & Kinmel Bay Town Council  
Community Resource Centre  
& Town Hall**

## Kinmel Bay Medical Centre

The Practice Manager and her deputy attend the morning session. They told us that the practice is concerned that that non-residents from the holiday parks are having a profound impact on local residents who wish to access the practice.

They also advised us that there is an increase in homeless people being homed in the caravan parks by local authorities from across the North West of England. They are unable to register the caravan as a permanent address and, consequently, the practice cannot register them, and so cannot claim for them under the GMS contract. The same applies for other non-resident holidaymakers.

The practice is funded for about 6,750 patients, but they see another 10,000 patients that are not registered and receive no funding for those patients.

The District Nursing service is also affected by the situation and is under increasing pressure. The Conwy East Cluster have funded a Community Advanced Nurse Practitioner, but the funding will be finishing in June.

The Practice Manager felt that the Health Board should look into funding a dedicated GP post for the large numbers of homeless people in living Kinmel Bay.



# What we heard

As with our previous Llais events, we heard from people who had had both good and bad experiences of accessing health and social care services. Some people we spoke to were very satisfied with their care, others were less so.

We have not been able to include everyone's comments, but we have read every single response that we have received.

## **Kinmel Bay – Primary Care Funding for Tourism**

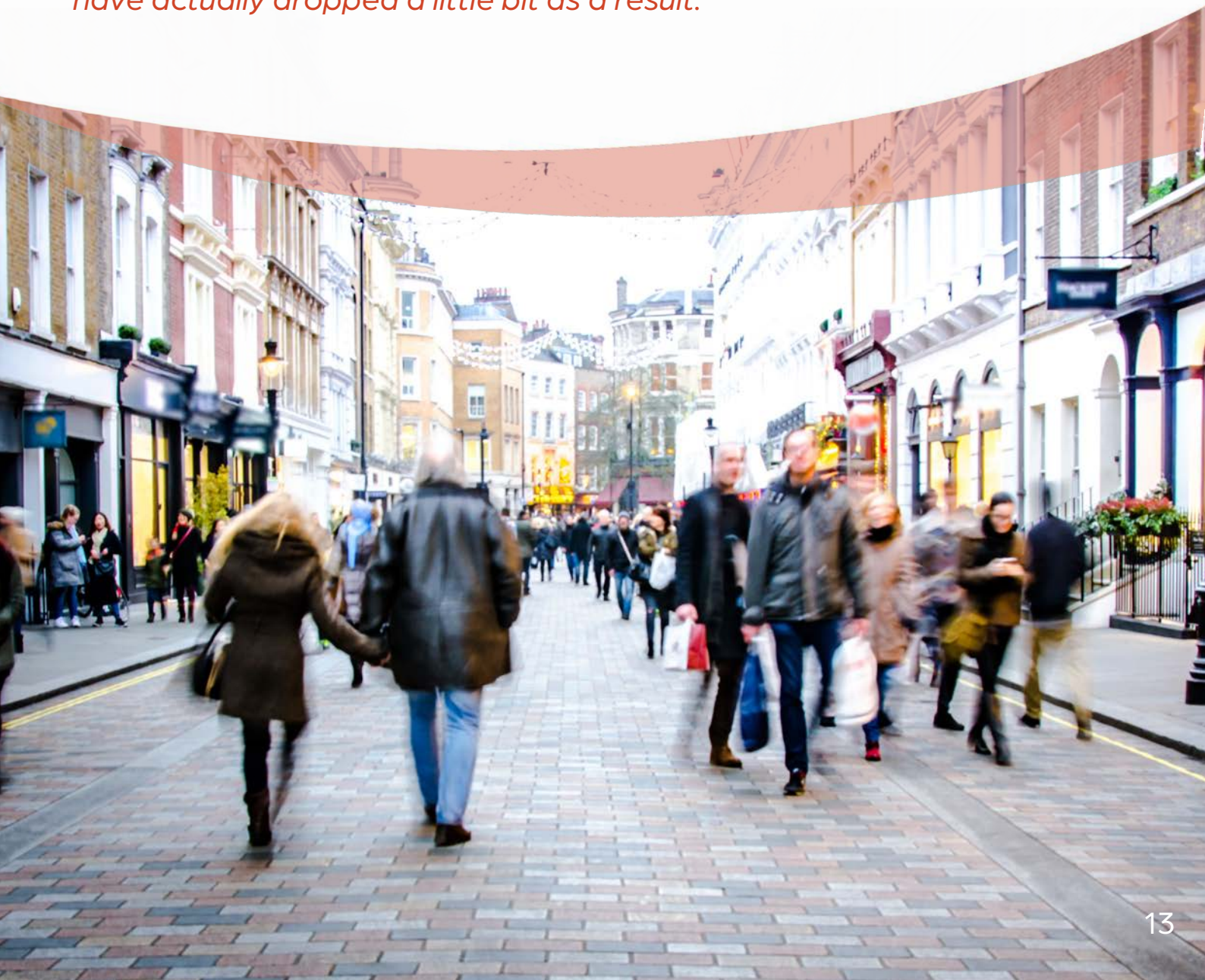
In our discussions with the Practice Manager at the Kinmel Bay practice we learned that they received no additional funding for the very large numbers of out of district patients that they see and treat. This was confirmed in correspondence with the BCUHB Primary Care Contracting Team.

We wanted to know what was done in other areas with a large influx of tourists. We wrote to a number of Primary Care Cluster Leads in tourist destinations. We received the response below from Dr Dan Rainbow at the St Ives surgery;

*"I can't really speak for other practices, but as a partner for the last 23 years at the only surgery in St. Ives (and we get 250,000 tourists passing through the town each year) with a list size of 12,000 I have a fair bit of experience in this issue. It sounds like we have a different set up to you guys in Wales as we get a sum added to our global sum to reflect our historic number of temporary residents that we see (I think it's about £30k in total).*

*We also run a Minor Injuries Unit 8-8 on weekdays within the practice, with a separate contract with our ICB on a tariff per patient seen and treated (approx. £54 per patient I think), that also helps us generate income to offset the costs of needing additional staff to manage the significant additional demand required to manage the tourists (additional staff mostly Advanced Nurse Practitioners). The additional hours from 6.30 – 8.00 pm also count towards our enhanced access hours, so that also helps mitigate some of our costs.*

*We don't get any financial support from the tourist industry, nor local holiday parks though. Since Covid era quite a number of tourists contact their own GP practices and get a remote consultation, so our numbers have actually dropped a little bit as a result."*



# What people suggested

- Transport to hospitals in Liverpool and Manchester is very difficult and we need help to get to these appointments. If you have to pay for a taxi to get to hospital, it is a lot of money for one trip and there's no money left for bread and milk.
- Improve the parking at Glan Clwyd, I have to go a few hours earlier to find a place to park, because I can't walk far and need a space to park close to the hospital.
- More GPs at Kinmel Bay Medical Centre, please.
- Conwy County Borough Council should not discriminate against parents with disabilities
- Make Ysbyty Glan Clwyd ED more comfortable, cleaner and think about the experience of patients who may be anxious and frightened.
- Glan Clwyd ED needs a screen to display people's names for when you're called in to see someone. People are scared of moving from the waiting area in case they miss their names being called out. A bleeper could help (like they have at restaurants)
- Bring in the tourism tax and use the money to fund additional primary care services, including a Homeless Service and a branch surgery at the holiday parks

# Thanks

We thank everyone who took the time to share their views and experiences with us about their health and social care services. We are grateful to the various stakeholders who also attended and listened to the experiences of residents of Kinmel Bay.

We hope the feedback people have taken the time to share influences health and social care services to recognise and value what they do well – and take action where they need to as quickly as they can to make things better.

# Feedback

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

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