

Dylan Thomas

From: Geoff Ryall-Harvey <Geoff.Ryall-Harvey@llaiscymru.org>
Sent: 29 July 2025 09:42
To: Dylan Thomas
Cc: Sue Irlam; Sarah Williams
Subject: Kinmel Bay - Llais Forum

Hi Dylan

Sarah Williams has passed your email to me. I can confirm that we asked Betsi Cadwaladr UHB for their response to our report at the beginning of May. I have not yet received a response and I have chased that up. There have, however, been a number of developments and I can report those to you now;

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.	Patient Transport Ambulance journeys can be requested by the patient's GP at the time the appointment is made. It will always be for the GP to decide whether the patient's circumstances are appropriate.
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.	This is an ongoing issue and was temporarily resolved by the park and ride scheme. I am meeting with the Director of Estates soon and will raise it with him directly.
More GPs at Kinmel Bay Medical Centre, please.	The practice has the appropriate number of GPs for the resident population. There is no mechanism in Wales to increase GP coverage further for temporary residents. This is clearly a major issue for Kinmel Bay and it was discussed at the Bevan Commission event – a number of solutions were suggested, including using a tourist tax levy. Llais will be pursuing this.
Conwy County Borough Council should not discriminate against parents with disabilities	I have written to the Director of Social Services and received a response. It was about personal circumstances so I cannot share it with the Council
Make Ysbyty Glan Clwyd ED more comfortable, cleaner and think about the experience of patients who may be anxious and frightened.	I have passed this on and will discuss with hospital managers and the Director of Estates. It is a common theme in complaints we receive about Glan Clwyd ED
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)	Llais support this request for all ED units in North Wales.
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	The Llais Local event was a key driver in bringing the Bevan Commission project to Kinmel Bay. Tourism Tax was suggested as a way of funding these

sensible suggestions for primary care. Cllr Barry Griffiths articulated these proposals at the Bevan Commission event.

I will continue to follow up and get answers directly from BCUHB. I would be happy to present to the Town Council and could arrange to bring senior BCUHB Officers with me.

Regards

Geoff Ryall-Harvey

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