

Doc 2

Archwilio sut mae dyletswyddau'r Gymraeg yn effeithio ar weithredu'r Cynnig Rhagweithiol yng ngofal sylfaenol

Rydym yn gofyn am adborth ar ein cynnig ar gyfer astudiaeth ymchwil ansoddol sy'n cynnwys rhanddeiliaid gofal sylfaenol. Nod yr astudiaeth hon yw archwilio sut mae dyletswyddau'r Gymraeg yn effeithio ar weithredu'r Cynnig Rhagweithiol.

Cefndir Ymchwil

Mae safonau'r Gymraeg wedi'u cynllunio i sicrhau bod gwasanaethau gofal sylfaenol y GIG yng Nghymru yn trin y Gymraeg yn gyfartal â'r Saesneg. Mae'r strategaeth 'Mwy na geiriau 2022-27' yn pwysleisio'r 'Cynnig Rhagweithiol,' sy'n ei gwneud yn ofynnol i ddarparwyr gynnig gwasanaethau yn Gymraeg.

Mae Cam 33 o'r cynllun yn nodi: "Byddwn yn cynnal arolwg gyda darparwyr gofal sylfaenol i ddeall yr effaith y mae dyletswyddau'r Gymraeg wedi'i chael wrth ddarparu'r "Cynnig Rhagweithiol."

Yn 2019, cynhaliwyd arolwg i werthuso darpariaeth Gymraeg mewn meddygfeydd teulu ar ôl gweithredu dyletswyddau'r Gymraeg. Bydd yr arolwg hwn yn cael ei ailadrodd ddiwedd 2024 a'i ehangu i gynnwys Gwasanaethau Meddygol Cyffredinol, Gwasanaethau Deintyddol Cyffredinol, Gwasanaethau Optometreg Cyffredinol, a Fferylliaeth Gymunedol.

Er mwyn mynd i'r afael â Cham 33 yn llawn a deall effaith ac arferion gorau'r dyletswyddau iaith Gymraeg a'r Cynnig Rhagweithiol, mae angen ymchwil ansoddol ategol ychwanegol gyda rhanddeiliaid gofal sylfaenol. Er bod ymchwil defnyddwyr gwasanaeth yn bwysig, hefyd, mae y tu allan i gwmpas y prosiect presennol.

Hoffem glywed eich barn am nodau ac amcanion yr ymchwil ansoddol ategol a nodir isod. Wrth ddarllen y cynnig, ystyriwch:

- Yn eich barn chi, a fydd y fethodoleg ymchwil arfaethedig yn ein helpu i ddeall yr effaith y mae dyletswyddau Cymraeg wedi'i chael wrth gyflawni'r Cynnig Rhagweithiol?
- Pa bynciau y dylai ymchwilwyr eu blaenoriaethu wrth siarad â rhanddeiliaid mewn gofal sylfaenol am ddarparu'r Cynnig Rhagweithiol?
- A oes unrhyw beth ar goll o'r dull arfaethedig y dylid ei gynnwys yn yr ymchwil hwn?

Nodau ac Amcanion

Nod yr ymchwil hon yw ymchwilio i ddylanwad dyletswyddau'r Gymraeg ar weithredu'r Cynnig Rhagweithiol, sy'n cyd-fynd â gweithred 33 o 'Mwy na geiriau 2022-27.' Bydd gan yr ymchwil gyllideb o tua **REDACTEDS43**. Disgwylir i'r gwerthusiad ddechrau tua mis Rhagfyr 2024 a disgwylir iddo ddod i ben o fewn naw mis ar ôl i'r contract gael ei ddyfarnu.

Amcanion yr ymchwil yw:

- Deall gweithrediad dyletswyddau'r Gymraeg a darparu'r Cynnig Rhagweithiol mewn gofal sylfaenol drwy ymgysylltu â rhanddeiliaid allweddol.

- Archwilio effaith dyletswyddau Cymraeg ar ddarparu'r Cynnig Rhagweithiol mewn lleoliadau gofal sylfaenol.
- Asesu heriau a hwyluswyr sy'n gysylltiedig â gweithredu dyletswydd a nodi'r gefnogaeth sydd ei hangen.
- Nodi a dogfennu enghreifftiau o arfer da, o bosibl ar ffurf astudiaethau achos.

Dull Arfaethedig

Bydd y dull terfynol yn ddarostyngedig i'r cynnig a ddarperir gan y cynigydd llwyddiannus allanol; Fodd bynnag, rydym yn argymhell ymchwil sy'n cynnwys cyfweiliadau, grwpiau ffocws, ac astudiaethau achos gyda'r grwpiau rhanddeiliaid canlynol:

- Swyddogion Llywodraeth Cymru
- Swyddogion y Bwrdd Iechyd
- Aelodau clwstwr (arweinwyr clwstwr a grwpiau ffocws posibl gydag aelodau)
- Lleoliadau gofal sylfaenol unigol (sy'n cynrychioli pob un o'r pedwar prif grŵp gofal sylfaenol ledled Cymru)
- Cyrff proffesiynol/rhanddeiliaid eraill

Dylai'r dull ymchwil gymryd i ystyriaeth y math o leoliad gofal sylfaenol (gan gwmpasu'r pedwar prif grwpiau gofal sylfaenol) gan gynnwys lledaeniad daearyddol cynrychioliadol o ardaloedd a samplwyd.

Cwestiynau ymchwil posibl

Wrth fynd i'r afael â'r nodau a'r amcanion gwerthuso, dylai'r ymchwil ystyried y cwestiynau canlynol:

Effaith Dyletswyddau'r Gymraeg ar ddarparu'r Cynnig Rhagweithiol:

- Sut mae gweithredu Dyletswyddau'r Gymraeg wedi effeithio ar argaeledd ac ansawdd y gwasanaethau a gynigir yn Gymraeg?
- A yw'r Cynnig Rhagweithiol yn cael ei ddarparu'n effeithiol mewn lleoliadau gofal sylfaenol lle mae dyletswyddau Cymraeg ar waith?

Rhwystrau a hwyluswyr i weithredu:

- Beth yw'r rhwystrau sy'n rhwystro gweithredu dyletswyddau iaith Gymraeg yn llwyddiannus (er enghraifft: cyfyngiadau adnoddau, hyfforddiant staff, neu ffactorau diwylliannol)?
- Pa gefnogaeth sydd ei hangen i oresgyn yr heriau hyn?
- Pa hwyluswyr sy'n cefnogi mabwysiadu arferion Cymraeg (er enghraifft: agweddau cadarnhaol, ymrwymiad arweinyddiaeth, neu gyfathrebu effeithiol)?

Darparu Cynnig Rhagweithiol:

- Sut mae'r Cynnig Rhagweithiol yn cael ei ddarparu'n ymarferol mewn lleoliadau gofal sylfaenol?

- A yw staff yn darparu gwasanaethau yn Gymraeg yn gyson heb i gleifion orfod gofyn amdano?
- Pa strategaethau sy'n effeithiol wrth hyrwyddo'r Cynnig Rhagweithiol?

Arfer Gorau:

- Beth yw'r arferion gorau ar gyfer gweithredu Dyletswyddau'r Gymraeg?
- Sut y gellir sicrhau darpariaeth gyson yn y Gymraeg wrth hyrwyddo'r Cynnig Gweithredol?

Gwella Ymwybyddiaeth ymhlith Gweithwyr Gofal Iechyd Proffesiynol:

- Sut y gellir codi ymwybyddiaeth o ofynion Dyletswyddau'r Gymraeg ymhlith gweithwyr gofal iechyd proffesiynol (er enghraifft: sesiynau hyfforddi, deunyddiau gwybodaeth, neu nodiadau atgoffa rheolaidd)?
- Sut y gellir creu diwylliant lle mae ymgysylltiad gweithredol â'r Gymraeg yn cael ei normaleiddio?

Gallwch rannu eich barn yng nghyfarfod swyddogion iaith y GIG ar 12 Medi. Fel arall, gallwch e-bostio'ch sylwadau cyn y cyfarfod i: **REDACTEDS40** @llyw.cymru

Doc 3

From: **REDACTEDS40** (FMCO - Welsh Government Strategy Division) <

REDACTEDS40@gov.wales>

Sent: 02 July 2024 16:12

To: **REDACTEDS40** (HCP - Strategy, Policy & Corporate Business) <**REDACTEDS40@gov.wales**>

Cc: **REDACTEDS40** (HCP - Strategy, Policy & Corporate Business) < **REDACTEDS40@gov.wales**>;

REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < **REDACTEDS40@gov.wales**>

Subject: RE: Welsh language in primary care qualitative survey - funding

Hi **REDACTEDS40**,

I am happy to confirm that we have set aside **REDACTEDS43** from our Transformation Programme budget (X.330.AHWTRANS) for the primary care survey. Please let me know if you need anything else.

Thanks,

REDACTEDS40

Dirprwy Gyarwddwr / Deputy Director

Swyddfa Cyfarwyddwr Cyffredinol Y Grŵp Iechyd, Gofal Cymdeithasol a'r Blynyddoedd Cynnar/ Health, Social Care & Early Years Group Director General's Office

Llywodraeth Cymru / Welsh Government

Ffon / Tel No: **REDACTEDS40**

Ebost / Email Address: **REDACTEDS40@gov.wales**

Safle / Website: www.gov.wales / www.gov.cymru

From: REDACTEDS40 (HSS - Primary Care & Mental Health) <REDACTEDS40@gov.wales>

Sent: Tuesday, July 2, 2024 3:09 PM

To: REDACTEDS40 (HSSG Director General's Office) <REDACTEDS40@gov.wales>

Cc: REDACTEDS40 (HSS - Primary Care & Mental Health) <REDACTEDS40@gov.wales>

Subject: Welsh language in primary care qualitative survey - funding

Pnawn da REDACTEDS40

Action 33 in Mwy na geiriau is about undertaking a survey with primary care providers to understand the impact the Welsh language duties have had in deliverig the Active Offer. The aim will be to identify best practice and provide advice for Executive Directors of Primary care to enhance Welsh Language Services.

To fully address Action 33 and understand the impact and best practices of the Welsh language duties and Active Offer, additional complementary qualitative research is required. REDACTEDS40 and myself have had discussons with the primary care team / KAS about this over recent weeks and a draft specifcaton has been drawn up.

The cost is anticipated to be around REDACTEDS43– MNG contributing REDACTEDS43and the primary care team REDACTEDS43.

In order to proceed to commision this work we would need an e-mail from yourself as budget holder to confirm that REDACTEDS43is availabe to take this work forward. Would you be happy to draft a short e-mail I can send to KAS to confirm?

Diolch yn fawr,

REDACTEDS40

REDACTEDS40

Uned Polisi IaithGymraeg / Welsh Language Policy Unit

Iechyd, Gofal Cymdeithasol a'r Blynyddoedd Cynnar / Health, Social Care and the Early Years

Llywodraeth Cymru / Welsh Government

Ffôn/Tel: REDACTEDS40

Doc 4

From: REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>

Sent: 03 July 2024 09:50

To: REDACTEDS40 (OEG - Social Research & Information Division) < REDACTEDS40@gov.wales>

Cc: REDACTEDS40 (HCP - Primary Care) < REDACTEDS40@gov.wales>; REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>; REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>

Subject: Primary care survey and Welsh language

Bore da REDACTEDS40

Following our meeting earlier this week I attach the e-mail from REDACTEDS40, our budget holder, regarding funding for the work.

Regarding the other Queries you had, KAS (REDACTEDS40) compiled the survey and sent it out using the contact details provided by the primary care team. KAS/ REDACTEDS40 shared weekly updates on the number of responses received and reminder messages were sent out 2/3 times before the closing date.

I hope the above information is useful. Let me know if you have any questions.

Diolch,

REDACTEDS40

Uned Polisi IaithGymraeg / Welsh Language Policy Unit

Iechyd, Gofal Cymdeithasol a'r Blynyddoedd Cynnar / Health, Social Care and the Early Years

Llywodraeth Cymru / Welsh Government

Ffôn/Tel: REDACTEDS40

Doc 5

From: REDACTEDS40 (OEG - Social Research & Information Division) <

REDACTEDS40@gov.wales>

Sent: 25 February 2025 16:13

To: REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>;

REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>;

REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < REDACTEDS40@gov.wales>

Subject: FW: Welsh Language Survey update

Hi REDACTEDS40, REDACTEDS40 and REDACTEDS40, please scroll down to the bottom of this email and work your way up for the update on the response rates for each of the primary care area that completed the Welsh language survey and proposed next steps for analysis.

Let me know if you have any questions and I will update you as soon as I hear back from REDACTEDS40.

REDACTEDS40

REDACTEDS40

Uwch Swyddog Ymchwil / Senior Research Officer

Llywodraeth Cymru/ Welsh Government

E-bost / E-mail : REDACTEDS40@gov.wales

From: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Social Research Officer) <

REDACTEDS40@gov.wales>

Sent: 20 February 2025 10:57

To: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Statistician) < REDACTEDS40@gov.wales>

Subject: RE: Welsh Language Survey update

That is great, thank you very much.

Would we be able to do the same with the dentists, optician and pharmacies, do you think? Even if it's just a snapshot and with bigger caveats that the GP analysis? It seems a shame to have a couple of hundred responses and not do anything at all with them. Keen to hear your thoughts.

REDACTEDS40

REDACTEDS40

Uwch Swyddog Ymchwil / Senior Research Officer

Llywodraeth Cymru/ Welsh Government

E-bost / E-mail : REDACTEDS40@gov.wales

From: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Statistician) <REDACTEDS40@gov.wales>
Sent: 20 February 2025 10:53
To: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Social Research Officer) <REDACTEDS40@gov.wales>
Subject: RE: Welsh Language Survey update

Hi REDACTEDS40,

Thank you for your email. In response to your questions, here is the approach I plan to take:

1. I will review the list of GP practices that didn't respond and map them to their respective Health Boards. This should help us identify any noticeable patterns, such as whether GP practices in North Wales or any other region are underrepresented.
2. I'll conduct a high-level analysis of the responses we received from the GP practices. This will involve summarising the key findings for each survey question. It's important to note that while this analysis will provide useful insights, the results are based solely on the responding practices and thus cannot be generalised to the entire population, given that roughly two-thirds of the GP practices did not participate.

I'll compile my findings and share a summary with you soon. Please let me know if you'd like any further detail or have any additional questions in the meantime.

Kind regards,

REDACTEDS40

Lleoliad Myfyriwr / Student Placement

Gwasanaethau Gwybodaeth a Dadansoddi / Knowledge and Analytical Services

Llywodraeth Cymru / Welsh Government

Ffôn / Tel: REDACTEDS40

e-bost / e-mail: REDACTEDS40@gov.wales

From: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Social Research Officer) <REDACTEDS40@gov.wales>
Sent: 19 February 2025 10:04
To: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Statistician) <REDACTEDS40@gov.wales>
Cc: REDACTEDS40 (CSI - DDAT & KAS - KAS - Chief Statistician) <REDACTEDS40@gov.wales>
Subject: RE: Welsh Language Survey update

Good morning REDACTEDS40,

Thank you for your work on the survey – it is really appreciated. Although the response rates were low, it's not entirely unexpected. I'm glad we received some high-quality responses from the GPs that did respond. Including pharmacists, opticians, and dentists was new to this survey, and we anticipated some difficulties in mapping and tracking their responses.

From your feedback we can learn some lessons for future surveys, particularly regarding the inclusion of contract numbers for dentists and opticians. The term 'practice code' was a holdover from when the survey was only for GPs, and we'll update the wording next time to ensure clarity for all settings.

Moving forward, I have two questions:

1/ Were there any noticeable patterns in the low response rates? For example, did GPs in North Wales generally respond less?

2/ How can we use the data we have? Is it useful for providing an illustrative picture across Wales, even if the response rates aren't generalisable? To give you some context, this survey is part of a broader project. We have planned qualitative work with all four primary care settings across Wales to further explore the issues raised in the survey. So we could use this opportunity to fill in knowledge gaps left by the low survey response.

The 2019 survey results were high-level and never published. While we don't plan to publish the 2024 results as a standalone GSR report, we would like to share the high-level results of both surveys with the external supplier doing the qualitative work. They will use this data as part of their study and may include it in their final GSR report.

Do we have enough data for you to analyse and draw some conclusions, even with caveats? Or are the results unusable in their current state? We could consider reopening the survey for more responses, but I'm unsure how successful that would be at this point.

Thanks for your advice.

REDACTEDS40

REDACTEDS40

Uwch Swyddog Ymchwil / Senior Research Officer
Llywodraeth Cymru/ Welsh Government
E-bost / E-mail : **REDACTEDS40@gov.wales**

From: **REDACTEDS40** (CSI - DDAT & KAS - KAS - Chief Statistician) <**REDACTEDS40@gov.wales**>

Sent: 18 February 2025 16:15

To: **REDACTEDS40** (CSI - DDAT & KAS - KAS - Chief Social Research Officer) <**REDACTEDS40@gov.wales**>

Cc: **REDACTEDS40** (CSI - DDAT & KAS - KAS - Chief Statistician) <**REDACTEDS40@gov.wales**>

Subject: Welsh Language Survey update

Hi **REDACTEDS40**

I hope you're well.

I wanted to update you on the current survey response rates.

REDACTEDS22

One factor that might have influenced these discrepancies is the way we framed the survey question for the practice code. The question was stated as:
Practice code (e.g. W00000)

This clear example appears to have helped GP respondents, but it may have inadvertently confused respondents from other categories. Some responses included variations like “W?”, “w000,” or other inputs, possibly because they assumed every code should begin with a “W.”

Thought it’d be worth feeding back these coverage issues in the first instance. Let me know how you’d like to proceed.

Kind regards,

REDACTEDS40

REDACTEDS40

Gwasanaethau Gwybodaeth a Dadansoddi / Knowledge and Analytical Services

Llywodraeth Cymru / Welsh Government

Ffôn / Tel: **REDACTEDS40**

e-bost / e-mail: **REDACTEDS40@gov.wales**

Doc 6

From: REDACTEDS40

(OEG - Social Research & Information Division) < **REDACTEDS40@gov.wales**>

Sent: 18 March 2025 09:54

To: **REDACTEDS40**(HCP - Strategy, Policy & Corporate Business) < **REDACTEDS40@gov.wales**>;

REDACTEDS40 (HCP - Strategy, Policy & Corporate Business) < **REDACTEDS40@gov.wales**>;

REDACTEDS40(HCP - Primary Care) < **REDACTEDS40@gov.wales**>; **REDACTEDS40**(HCP - Strategy, Policy & Corporate Business) < **REDACTEDS40@gov.wales**>

Subject: FW: Welsh Language Survey Results

Hi all,

Please find attached the results of the survey that **REDACTEDS40** in the Stats team pulled together for us. Along with the top-line results, there is also a document showing the breakdown of responses by each region and area of primary care. This will be useful as Wavehill/laith (the contractor we have doing the complementary qualitative work) can use this to dig deeper into areas of low response and go through the survey results to identify any particular themes or standout issues that could be explored further with interviews.

While I don’t have the raw data for the 2019 survey, I do have the top-line report. Where possible, we can ask Wavehill to look at differences in responses to the questions between 2019 and 2024 for GPs (with caveats about the lower response rate, etc.).

If you have any questions, please let me know. The results aren’t for sharing at the moment, so please keep them between us for now.

Best wishes,

REDACTEDS40

REDACTEDS40

Uwch Swyddog Ymchwil / Senior Research Officer

Llywodraeth Cymru/ Welsh Government

E-bost / E-mail : **REDACTEDS40@gov.wales**

From: **REDACTEDS40**(CSI - Statistical Services Division) < **REDACTEDS40@gov.wales**>

Sent: 07 March 2025 17:46

To: **REDACTEDS40**(CSI - Social Research & Information Division) < **REDACTEDS40@gov.wales**>

Cc: **REDACTEDS40**(CSI - Statistical Services Division) < **REDACTEDS40@gov.wales**>; Thomas, Craig (CSI - Statistical Services Division) < **REDACTEDS40@gov.wales**>

Subject: Welsh Language Survey Results

Hi **REDACTEDS40**

I have processed the data as we previously discussed.

Attached to this email, you will find:

- A Word document containing a note about data quality issues (response rates mainly).
[REDACTEDS22]
- An Excel spreadsheet with the survey results. **[REDACTEDS22]**

The results spreadsheet includes data for the entire survey, structured as follows:

- The responses are divided by profession, with four separate tabs—one for each profession.
- Each question displays the response options, the count for each response, and the corresponding percentage.

I hope this is helpful. In summary, the GP data is the most accurate, followed by pharmacy data.

Kind regards,

REDACTEDS40

REDACTEDS40

Gwasanaethau Gwybodaeth a Dadansoddi / Knowledge and Analytical Services

Llywodraeth Cymru / Welsh Government

Ffôn / Tel: **REDACTEDS40**

e-bost / e-mail: **REDACTEDS40@gov.wales**

Doc 7

From: REDACTEDS40(OEG - Social Research & Information Division) <REDACTEDS40@gov.wales>

Sent: 30 September 2025 09:41

To: REDACTEDS40(HCP - Strategy, Policy & Corporate Business) <REDACTEDS40@gov.wales>; REDACTEDS40

(HCP - Strategy, Policy & Corporate Business) <REDACTEDS40@gov.wales>

Subject: Update on Welsh Language Use in Primary Care – Qualitative Work

Hi both,

I hope you're well. I wanted to give you a quick update on the qualitative research around Welsh language use in primary care.

Wavehill are making progress, although they've experienced an unexpected team absence which has set them back by around four weeks. Fortunately, this delay still falls within the agreed two-month (unpaid) extension period. They've now put together a plan to recover the lost time, outlined below.

Task	Status	Timescale-
Task 1: Inception Meeting and note	Complete	
Task 2: Desk Research (policy review, sector review, and review of Welsh Government surveys	Complete	
Task 3: Scoping interviews	Complete	
Task 4: Research Framework development	Partially complete	Research Framework document will be finalised by 03/10 (including list of providers to interview)
Task 5: Design of research tools	To be completed	- First draft of research tool to be shared with Welsh Government on 01/10 - Welsh Government to review and provide comments by 10/10 - Final draft to be shared by 15/10
Task 6: Conduct research fieldwork	To be completed	- Draft communication email for Welsh Government to distribute on 15/10 - Deliver consultations over 6-week period from 20/10 to 28/11
Task 7: Collection of documentation	To be completed	We will query about this during consultations and follow-up to collate a sample of materials for review (all materials to be collated by 28/11)
Task 8: Case Study development	To be completed	To be drafted towards the end / following consultations from 17/11 to 05/12
Task 9: Synthesis and analysis	To be completed	Concluded by 05/12
Task 10: Final Report	To be completed	- First draft shared with Welsh Government by 12/12 - Welsh Government to review and provide comments by 07/01 - Final draft (English) to be shared by 16/01 - Final draft (Welsh) to be shared by 30/01

Key Dates to Note and Agree:

- By end of this week:**

Wavehill will share the interview/focus group scripts and a list of stakeholders they'd like to speak to as part of the fieldwork.

➤ Please could we return any comments and relevant contact details by **Friday, 10th October**.

- **15th October:**
Wavehill will send a stakeholder communication email, which they'd like you to circulate. This introductory message tends to be more effective than them reaching out directly. Fieldwork will then begin and run for six weeks.
- **12th December:**
Wavehill plan to share the first draft of the report.
- **Originally proposed deadline for feedback: 7th January 2026**
► I'm suggesting we extend this to **16th January 2026** to allow more time for review over the Christmas break. Let me know your thoughts on this.

Thanks, and happy to discuss further if needed.

REDACTEDS40

Doc 8

From: REDACTEDS40 (CSI - Social Research & Information Division) <REDACTEDS40@gov.wales>

Sent: 13 October 2025 11:21

To: REDACTEDS40 (HSCEY - Mental Health - Substance Misuse) <REDACTEDS40@gov.wales>; REDACTEDS40 (HSCEY - Mental Health - Substance Misuse) <REDACTEDS40@gov.wales>; REDACTEDS40 (HSCEY - Primary Care) <REDACTEDS40@gov.wales>

Subject: Welsh Language in Primary Care: Sampling Framework and Stakeholder Interview Questions – Feedback Request

Hi all,

I hope you had a good weekend.

Please find attached:

1/ The **sampling framework**, which also includes some early findings from the scoping interviews. [REDACTEDS22]

2/ The **proposed stakeholder interview questions**. [REDACTEDS22]

Apologies for the tight turnaround, but I'd be grateful if you could review and confirm you're happy to proceed, and share any feedback by **end of play Thursday 16th October** so we can pass this on to Wavehill.

Wavehill has used the sampling framework to identify several practices for interview. They are currently sourcing contact details for these settings and preparing an introductory email. They would appreciate it if a colleague could send this email to the selected stakeholders next week

to introduce the project. Please copy in Ioan (Wavehill's project manager), who will follow up to arrange interviews over the next couple of weeks.

Once I receive the list and the draft email from Wavehill early next week, I'll share it with you. All that will be needed is to copy and paste the wording into an email, BCC the stakeholders, CC **REDACTEDS40**, and hit send. We've found that introductory emails from Policy colleagues tend to result in better engagement from stakeholders.

If there are any issues with the proposed dates or process, please let me know as soon as possible.

Thanks again

REDACTEDS40

Doc 9

From: **REDACTEDS40** <**REDACTEDS40**@wavehill.com>

Sent: 15 December 2025 14:27

To: **REDACTEDS40** (CSI - Social Research & Information Division) <**REDACTEDS40**@gov.wales>; **REDACTEDS40** (HSCEY - Primary Care) <**REDACTEDS40**@gov.wales>

Cc: **REDACTEDS40** (HSCEY - Strategy, Policy & Corporate Business) <**REDACTEDS40**@gov.wales>; HSS – Welsh Language Policy team / Tîm Polisi'r Gymraeg <**REDACTEDS40**@gov.wales>; **REDACTEDS40** <**REDACTEDS40**@iaith.cymru>; **REDACTEDS40** <**REDACTEDS40**@iaith.cymru>; **REDACTEDS40** <**REDACTEDS40**@wavehill.com>

Subject: Update on primary care contact work

Good afternoon both,

I hope you had an enjoyable weekend.

I can finally follow up on some of the things we discussed in our update meeting last Wednesday - apologies, it took a lot longer than anticipated to identify alternative candidates for the interviews. We have now done that and, as discussed in our meeting, I have emailed the three 'engaged' LHBs (i.e. those who emailed the providers on their lists the first time) with a list of new contacts and asked them to send out the same email. These three are:

1. Betsi Cadwaladr
2. Swansea Bay
3. Aneurin Bevan

I have also prepared lists for the four LHBs who haven't yet sent out any emails. These include the original contacts as well as alternatives (I think we can go out to the larger samples from the get-go with these other four given the lack of response in the other areas). You can find each list attached to this email.

Can I ask that you send out another email to the LHB Welsh language leads (and, if necessary / possible, the primary care leads too) with these expanded lists?

Hope that's all ok.

Diolch yn fawr

REDACTEDS40

REDACTEDS40

Principal Consultant | Prif Ymgynghorydd

REDACTEDS40

09a – C&VUHB Email list

Rhif	Cluster	Sector	Practice name	Contact name	Contact Email Address
A41	Cardiff City and South	GP	Grange Medical Practice		
B41	Cardiff West	GP	Fairwater Health Centre		
C41	Cardiff City and South	GP	Grange Medical Practice		
A42	Cardiff City and South	Optometry	Chalmers Opticians		
B42	Central Vale	Optometry	Vale Eyecare		
C42	Central Vale	Optometry	Annette Dobbs Eyecare		
D42	Cardiff North	Optometry	Stewart Greenberg Opticians		
A43	Cardiff City and South	Dentistry	Charles Street Dental Surgery		
B43	Cardiff City and South	Dentistry	Hywel Samuel & Associates		
A44	Cardiff North	Pharmacy	Pontprennau Pharmacy		
B44	Central Vale	Pharmacy	TH & L Jones Ltd		

A45	Cardiff South East	Optometry	Cardiff University Optometrist		
B45	Eastern Vale	Optometry	Penarth Eye Centre		
C45	Cardiff South East	Optometry	Home Eye Care Wales (Domiciliary practice)		
B46	Cardiff South East	Pharmacy	Marshfield Pharmacy		
C46	Cardiff South East	Pharmacy	Woodville Road Pharmacy		
A47	Cardiff South West	GP	St David's Court Surgery		
B47	Eastern Vale	GP	Penarth Healthcare Partnership		
C47	Cardiff South East	GP	Clifton Surgery		
D47	Cardiff South East	GP	The City Surgery		
A48	Cardiff South West	Dentistry	Opal Dental Practice		
B48	Cardiff East	Dentistry	Pleasant Dental Centre		
C48	Cardiff South East	Dentistry	Cathedral Dental Clinic		
D48	Cardiff East	Dentistry	Rumney Hill Dental Surgery		

09b – CTUHB Email list

Rhif	Cluster	Sector	Practice name	Contact name	Contact Email Address
A33	Rhondda	GP	Llwynypia Surgery inc St David's Street Surgery		

B33	Rhondda	GP	Penygraig Surgery		
C33	Rhondda	GP	Pont Newydd medical Centre		
D33	Rhondda	GP	Tylorstown Group Practice		
A34	Rhondda	Optometry	Davies and Jones Optometrists		
B34	Taff Ely	Optometry	Robert Coleman Opticians		
C34	Rhondda	Optometry	Gwynns Opticians		
D34	Rhondda	Optometry	C N O'Leary Opticians		
A35	Rhondda	Pharmacy	Forest View Pharmacy		
B35	Rhondda	Pharmacy	Pontyclun Pharmacy		
C35	Rhondda	Pharmacy	Llanharan Pharmacy		
D35	Rhondda	Pharmacy	Central Pharmacy		
B36	Rhondda	Dentistry	SmartSmiles Abercynon		
C36	Rhondda	Dentistry	Hawthorn Dental		
D36	Rhondda	Dentistry	Gareth Blinman & Associates		
A37	Bridgend East	GP	Pencoed Medical Centre		
B37	Merthyr Tydfil	GP	Practice 3 Keir Hardie Health Park		
C37	Merthyr Tydfil	GP	Treharris Primary Care Centre		
A38	Bridgend East	Dentistry	Brackla dental surgery		
B38	Merthyr Tydfil	Dentistry	Church Street Dental Practice		
C38	The Channings	Dentistry	Bridgend West		
A39	Bridgend West	Optometry	Wayne & Byron Davies Optometrists		
A40		Pharmacy	Cefn Glas Pharmacy		

B40	Merthyr Tydfil	Pharmacy	Nelson Pharmacy		
C40	Merthyr Tydfil	Pharmacy	Dowlais Pharmacy		

09c – Powys Email list

Rhif	Cluster	Sector	Practice name	Contact name	Contact Email Address
A17	North Powys	Optometry	Jonathan Partridge Optometrists		
B17	North Powys	Optometry	Evans and Jones Optometrists		
A18	North Powys	Pharmacy	Danby's Pharmacy		
A19	North Powys	Dentistry	Llys Einion		
A20	North Powys	Dentistry	Llansantffraid Dental Centre		
A21	South Powys	GP	Haygarth Doctors		
A22	South Powys	Optometry	Jackson and Gill Opticians Ltd		
B22	Mid Powys	Optometry	Evans and Jones		
A23	South Powys	Pharmacy	Primrose Pharmacy		

09d – Hywel Dda Email list

<u>Rhif</u>	<u>Cluster</u>	<u>Sector</u>	<u>Practice name</u>	<u>Contact name</u>	<u>Contact Email Address</u>
B10	North Pembrokeshire	GP	Preseli Practice		
A11	Tywi / Taf	GP	St Peters Surgery		
B11	North Ceredigion	GP	Church Surgery		
C11	North Ceredigion	GP	Ystwyth Medical Group		

A12	South Ceredigion	Optometry	Evans & Hughes Opticians		
B12	North Pembrokeshire	Optometry	Warrington & Mathews Opticians		
C12	North Pembrokeshire	Optometry	Michael N Charlton		
A13	South Pembrokeshire	GP	Saundersfoot Medical Centre		
B13	North Pembrokeshire	GP	St Thomas Surgery		
C13	North Pembrokeshire	GP	Narberth Surgery		
A14	South Pembrokeshire	Optometry	Vaughan Optical		
A15	South Pembrokeshire	Dentistry	Winchester House		
A16	North Pembrokeshire	GP	ROBERT STREET PRACTICE		