

Primary, Community & Intermediate Care (PCIC) Clinical Board

At a Glance

First point of contact for 90%+ of NHS interactions in Wales

Services delivered across Cardiff & Vale of Glamorgan

Focus on prevention, population health & care closer to home

Service Scale



55
GP
practices



61
NHS dental
practices



59
optometry
practices



102
community
pharmacies

Key Challenges



Ageing workforce & retirement risk

Cultural and team dynamics in multidisciplinary environments



Workforce pressures in priority services

Workforce



947.8
WTE

1,248
staff

86%
female
workforce

25% aged 55+
(significant retirement risk) Largest staff group:
Nursing & Midwifery

Performance

6.29%
sickness
absence

10.61%
turnover
(improving)

75.37%
appraisal
compliance

68.55%
Welsh language
skills recorded

83.97%
mandatory training
compliance

Strategic Focus

Commissioning GP, dental, pharmacy, optometry services

Delivering community & intermediate care services

Advancing the Primary Care Model for Wales

Developing integrated, place-based care via clusters

Strategic Priorities

- ◆ Workforce sustainability & succession planning
- ◆ Expanding multi-professional community teams
- ◆ Flexible working & 7-day service models
- ◆ Digital innovation & telehealth growth
- ◆ Improving staff wellbeing & resilience

Transformation & Innovation

- Integrated Community Care System development
- Enhanced Community Care & Safe@Home model
- General Practice Nurse Training Scheme
- Standardised induction & workforce role compendium
- Digital tools (e.g. wound care apps, integrated booking systems)

Highlight

National recognition through innovation programmes and award-shortlisted community care models

