



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

Llais Powys Region Engagement Report



Summer 2023

ACCESSIBLE FORMATS

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

CONTENTS

About Llais.....	4
Background	5
Royal Welsh Show	6
Brecon Show	11
Guilsfield Show.....	15
Newtown Kindness Festival.....	18
Knighton Show & Carnival.....	21
Sennybridge Show	24
Summary	28
Thanks.....	29
Contact details.....	29
Feedback.....	29

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.

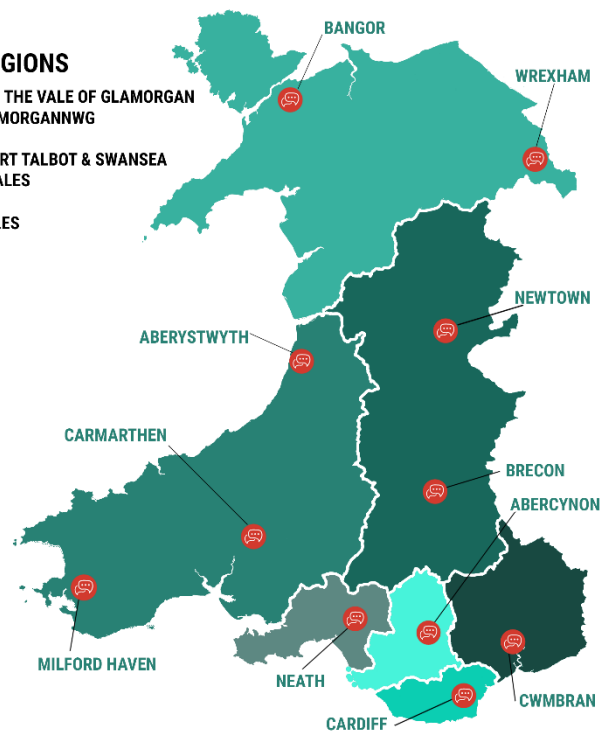
We also work with community and interested groups and in line with national initiatives to gather people's views.

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.

LLAIS REGIONS

- CARDIFF & THE VALE OF GLAMORGAN
- CWM TAF MORGANNWG
- GWENT
- NEATH PORT TALBOT & SWANSEA
- NORTH WALES
- POWYS
- WEST WALES



BACKGROUND

This report outlines what we heard when we were engaging with people in Powys during the Summer 2023.

We attended a number of the summer shows to raise awareness of the organisation and to obtain people's views and experiences of health and social care services.

ROYAL WELSH SHOW

Date: 24-27 July 2023

What We Did

We arranged to have a presence at the Royal Welsh Show for the four days of the show. This was a national event and staff and volunteers from across Wales were invited to take part. The information stand was open on the Monday, Tuesday and Wednesday. Due to numbers of staff and volunteers available on the Thursday, the stand was not open to the public but a member of staff was networking and engaging around the showground.

The main reasons for holding a stand at the show were:

- To raise awareness of Llais and engage with the public and other organisations present at the show
- To spread awareness of the Llais Complaints Advocacy Service
- To obtain the views of people on health and social care services
- To seek feedback on rural health and social care
- To actively share the National thematic questionnaire 'Have your say on Llais' and the 'Share your Story' survey
- To encourage people to consider becoming a volunteer for Llais

We engaged with approximately 400 people during the show. Some people just took away the information flyers, others took away information and links to the online surveys and some people were willing to share their views with Llais representatives. We also had paper copies of the surveys available for people who were unable to complete them online.

We also spoke with representatives of other organisations, to raise awareness of Llais.

People were able to add counters to a jar to indicate whether they felt that services were good or could be improved. When people placed a token in the 'could be improved' jar, we invited them to share their comments on a postcard.

Counters

NHS Good = 31

NHS Could be better = 17

Social Care Services Good = 8

Social Care Services Could be better = 12

Postcard Comments Received

NHS Services

Mum, 3 month wait, chest infection, hospital.

English services, family incidents.

Dentistry – Infection in tooth – agony – waited 2 weeks for removal even after ringing emergency line. Rhonnda.

We would like more done in North Wales as the waiting list is not good.

Appointment times at GP Practice is not good.

Could do better. Long waiting lists for vascular services in North Wales.

The GP system. Getting an appointment is proving difficult.

Social Care Services

Carers should be paid more. Travel times not enough to meet needs of clients. Difficult in rural areas. Words of a retired carer.

What We Heard

The themes which were raised most often during conversations were:

- Access to GP services
 - Difficulty in accessing NHS Dentists
 - Length of waiting time for planned treatment
 - Shortage of care workers and healthcare staff
-
- Some people expressed dissatisfaction with the triage systems and not being able to see a GP face-to-face. Concerns were expressed about the waiting time for appointments and people were not happy

with the length of wait for telephone appointments. There were some comments about the time allocated for appointments not always being long enough. Some people spoke about the shortage of GPs and were aware that, when GPs retired, it was difficult to recruit new ones. Some people explained that their nearest GP surgery had been closed.

- We heard from people who were unable to register with an NHS dentist near to them. Some people were on a waiting list and commented that it could be two years before they might be seen. Some people travelled quite a distance to access an NHS dentist – for some people, this was in England. Some people were using a private dentist and others said they could not afford to go to a private dentist. Some people had concerns about the state of their teeth but they were unable to see a dentist. One person reported that they had travelled abroad for dental treatment.
- People expressed their concerns about waiting times for planned care. Some people were waiting themselves and other people had relatives who were waiting. Some people quoted having to wait more than 5 years for treatment. Some people spoke about paying for treatment privately and we heard about people who had set up crowdfunding or similar accounts to try to raise money to pay for private treatment or treatment abroad.

People commented that it seems as though we now have a two tier health system or that it looks as though we will be going down that route. We received some comments that the NHS should be privatised, others expressed worry that it seemed to be moving towards privatisation.

- A number of people we spoke to worked in social care. A manager of a care agency said that recruitment of care staff is very difficult, also that retaining staff was a challenge particularly when people saw that they could earn more money working in a different sector, eg in a supermarket. An issue for carers in rural areas is the distance they have to travel to provide care. People spoke about the lack of social care provision for people leaving hospital, which led to people staying in hospital longer than they should and the hospitals being full.
- Waiting times for ambulances was raised by some people. One person said that WAST had stopped offering overtime to staff and, if staff were off sick, the shift was not offered to other staff and so went

unmanned.

- We spoke with one person who had been offered a hospital appointment via video – they did not have facilities to be able to use video and they felt that they really had to push to get a face-to-face appointment.
- There were concerns raised about lack of mental health services. We had a comment about the number of young people in crisis. One person spoke about mental health staff not being replaced when staff left, which meant a patient was referred back to their GP for support.
- A concern was raised about children’s neurological services, particularly the length of wait for a child assessment for aspergers/autism. The school had done all they could to support the assessment but there seemed to be no response from the Health Board. There was a sense of being ignored.
- Lack of support/services for people with brain injuries was raised by someone from North Wales. The biggest frustration expressed by people is that they feel they are a forgotten group whose voice is not heard. Being able to get back in to work is a frustration for them and this has an impact on their lives.
- Lack of services for alcohol dependency was raised.
- There were general concerns raised about lack of funding in health and social care. Also comments that there were too many managers.
- We had comments about poor communication.
- People commented that, once they were able to access services, they felt that the care was very good. We received positive comments about GPs, surgical procedures and after-care, maternity services, cancer diagnosis and treatment, care of the elderly in hospital, care at the Burns Unit, orthodontics, care for a child after fracturing their arm
- A couple of people who had moved from different areas in England commented that they felt services were better in Wales.
- We spoke with a pharmacist who was pleased to be able to offer a greater range of services now. They wished this had been introduced years ago. They felt that patients were learning about their services through word of mouth most often but their local GP practice was

starting to make referrals to them.

- A person spoke very positively about the Community Resource Team in Bridgend area. They did not think this was offered in other local authority areas and they thought there needed to be greater consistency in services like this across Wales.



BRECON SHOW

Date: 5th August 2023

What We Did

Llais employees and volunteers attended Brecon County Show with the gazebo. We set out a table which displayed the jars for people being able to vote on how they felt social services and health services were performing (good or could be improved). We also took with us a survey which could be accessed via a QR code or people could fill in a paper copy whilst at our stand or take it away along with a pre-paid addressed envelopes. We also had postcards on the stand which visitors were welcomed to fill in. The weather was terrible on the day and initially there was concern not many people would come and talk to us, luckily this picked up early afternoon.

What We Heard

Counters

NHS Good = 4

NHS Could be better = 4

Social Care Services Good = 1

Social Care Services Could be better = 3

Surveys 2

Conversations 56

Healthcare Services

Cannot get appointment very easily with GP. The phone is not answered. The surgery should be removed to a local hospital making it a centre.

Extremely difficult to make contact with surgery – Phone line is always busy – often appointments cannot be made – “Too far in advance”, “Dr not available,” “ring on the day” etc. There is little or no communication between consultant and Doctor. No information – or at least very little. Long waits. Personal experience of a 4 year wait for cardiac intervention - very confusing info. My opinion – poor links between all services – Drs/hospitals/social services. Dental – transferred to private! (Lucky we can do). Long waits are unsettling – also have an impact on insurance. Much more communication between all health groups is needed.

Cannot see a GP. The Nurses now work harder than the GPs. Basically now you need to just look after yourself.

Struggled to get appointment at Crickhowell Practice during lockdown when I had swollen glands. In the end I was given a telephone appointment. Luckily a family member is a Doctor and examined me. I used to be with an NHS Dentist but I had to go private due to poor treatment.

Dentist in Ystradgynlais is currently trying to go private. Services that used to be available on the NHS, now no longer seem to be. £500 to remove a tooth privately but preferred to do this as one dentist said they couldn't guarantee not leaving bits of tooth in but still offered a private service. Daughter has [...] and is unable to work, the NHS has been pretty good but getting through Merthyr has been hell.

People should not be able to sue the NHS for negligence, they cannot afford it. Currently NHS resolution foundation data has shown 200 billion pounds is owed in future negligence claims. People are exploiting the NHS.

Trying to direct people to local dentist in Abergavenny to private practice due to lack of sophisticated equipment for complex root canals etc. Cannot afford this and cannot understand why these procedures are not covered under the NHS. Satisfied with service at Brecon Surgery. Primary Care services are under-used (son works as a Doctor in a hospital). Too many people going direct to hospital rather than visiting GP. Waste of hospital time.

Had to put a formal complaint in against Surgery. Had [...], needed a letter (medical certificate) which took 3 weeks and it cost £20. I was not informed of waiting period, 3 receptionists could not tell me how long it would be. Formally complained to the Practice Manager. Receptionists

need more training they are very arrogant and need to be aware of processing times. Prince Charles Hospital is outstanding. Rang as had pain from a [condition named] and was in the next day. Everything professional and efficient. Signposted to Llais Advocacy Service.

Extremely happy with Dulais Valley Practice. Never had a problem accessing an appointment. Thinks the people that moan are the ones expecting an appointment every week.

The person was told by her GP that she needed a blood test. She was eventually given a date for 20 days later. She complained to the surgery but had no response. Advocacy details given.

Welcome message in GP Practice is far too long. Luckily registered with an NHS Dentist as that is a concern for many. Spouse had to go private for [operation] as was in agony, it cost £14,000.

Brilliant in Coelbren. Cannot fault. A small criticism is that “Ask my doctor” is only available between 7am – 9am. Triage is working fantastically. Partner had an ear problem recently and was seen within an hour after phoning.

Brecon Dentistry is a problem, there is no NHS Dentistry. There were 3 dentists in Brecon and now there are none. They are all owned by the same person. There is no NHS App. When living in England they had a very good NHS App but has been told there is not one in Brecon. Would like to network with Llais to discuss digital aspects of healthcare, patient pathways, services and experiences.

So lucky to have a dentist in Hay. There is a “private” crisis in Brecon, people are driving from Sennybridge to Hay as they cannot get NHS treatment. Monopoly in Brecon – private ownership of Dentists. It is difficult to be seen in GP surgery without a long wait. Had audiology issue, waited a month, told to give it two months. There are too many chiefs in the NHS. Money needs to go to services rather than mid-level management.

Social Care Services

Has struggled getting help with mobility support in Bridgend. Contact shared for area office.

Support services for autistic adults is not as good as they could be.

Waiting for ADHD diagnosis for 18 months. Have had to go private. Daughter works as a home carer and is very concerned about her timetable, sometimes she is having to put people to bed as early 6pm (a long time before the person is ready).

The biggest issue is people not getting package to get home from hospital when they are ready to leave.

Other

Preventing foreign people from coming here to work in healthcare. Those that come have a long processing time for visas which is off-putting.

GUILDSFIELD SHOW

Date: 10th August 2023

What We Did

Llais employees and volunteers attended Guilsfield Show with the gazebo. We set out a table which displayed the jars for people being able to vote on how they felt social services and health services were performing (good or could be improved). We also took with us a survey which could be accessed via a QR code or people could fill in a paper copy whilst at our stand or take it away along with a pre-paid addressed envelopes. We also had postcards on the stand which visitors were welcomed to fill in.

What We Heard

Counters

- NHS Good = 7
- NHS Could be better = 5
- Social Care Services Good = 2
- Social Care Services Could be better = 4

- Surveys 5
- Conversations 51

Healthcare Services

Access to GPs is impossible. Cataract surgery was good.
Cannot access a Doctor appointment at Welshpool Medical Practice.

Montgomery Medical Practice is getting better, they have taken on more Doctors so it is now easier to get an appointment.

No NHS Dentist in Welshpool. Can get an appointment very quickly at Welshpool. The Doctors are very nice and always friendly. Mother has recently been diagnosed with Dementia & is living in a care home and they have been brilliant. **OUTCOME** – Signposted to Credu/ Dementia Care Network / PAVO as they requested advice on support services.

Pleased with diabetic advice available but concerned GPs just want to get you on drugs.

Lady recently lost her husband and Welshpool Hospital were brilliant. Dentists – Hard to get NHS Dentistry in Welshpool so have recently chosen to go private.

A job to get early appointments & to get to see a GP, it is almost always an appointment with a Nurse. Llanfyllin Surgery is usually used. The prescription service is very good at the Pharmacy.

Very happy with the service at Welshpool Medical Practice. There is concern about the lack of a DGH in Powys. Operation at Gobowen was fantastic. Aftercare from Welshpool hospital was great and all equipment to help walk after operation was provided.

Spoke to someone whose wife works at Gobowen and says there is an issue with patients who have been assessed as suitable for discharge but they can't be sent straight home. They have to be discharged to a Welsh hospital first and then to home from there. This slows up the process as there may not be a place for them in a Welsh hospital.

Happy with dental provision but having to go out of county to Oswestry.

Cancer care has been excellent. Very pleased with it.

Managed to get dental treatment in Llanfair Caereinion at very short notice.

A gentleman we met at Welshpool Carnival came to our stand to say that he is still have trouble getting vaccines from Montgomery Practice for his holiday travel. Montgomery Practice have sent them to Boots in Shrewsbury for more information. Has used our Advocacy service for this problem and confirmed our team have been very helpful.

Newtown Surgery have been very good through spouse's cancer treatment. They always see Nurses, but they are very knowledgeable, sometimes more so than GPs. Good advice was given by Nurses on diabetes at the surgery, mostly nurses again. Lingen Davies has been outstanding.

Found it necessary to go to a private Dentist as had a hole and couldn't get an NHS appointment. Still frustrated with the private service which took several weeks.

Concerned that North Powys is becoming a forgotten zone when it comes to healthcare. No access to minor injuries services so having to travel to Newtown: Subsequently sent to Shrewsbury. It used to be 24 hour access to Minor Injuries in Newtown. Closed for weekends so went to Shrewsbury again. What has happened to the North Powys Wellbeing Project!? No information is being shared about it.

Very pleased with all our treatment.

Survey - NHS - the staff on the ground are good, but the middle management are to a large extent surplus to requirement.

Survey - Lives in Newtown. No NHS Dentist so gone private. Not fair for those that cannot afford it. A crisis is occurring in the area. Dentistry needs to be paid more. Government needs to be more innovating in attracting Dentists. Welshpool residents are going to Shrewsbury.

Survey - Excellent. Very quick response. Great aftercare. New surgery needed.

Social Care Services

Survey - Young person who already has health issues is struggling to access services.

Survey - I contacted social services because an elderly relative was no longer getting any carers visit. The person i spoke to said she would speak with the person concerned and get back to me. No call back ever received.

NEWTOWN KINDNESS FESTIVAL

Date: 19th August 2023

What We Did

Newtown Kindness Festival was a community event dedicated to promoting kindness and supporting the anti-poverty strategy in Newtown. The event was organised by Powys Together which is a locality-based project working with communities in north Powys. The emphasis was very much on kindness and giving and there was no charge to stallholders and no entry fees to the community. Stallholders were requested to provide something free for the community – a free activity, information or some free goods, food samples or drinks etc.

We took our gazebo and our information flyers, along with plenty of promotional items to give away. One member of staff and two volunteers engaged with over 150 people on the day.



Much of the engagement was explaining to people about the work of Llais and giving away promotional items. Many people were interested to know about what we are doing as they had not heard of the organisation previously. The majority of people we spoke to took away a copy of the information flyer – they were encouraged to share their experience of health and social care through the ‘Share Your

Story’ survey on the website. We had paper copies available for people who would not be able to access an online survey. We provided contact details for the Advocacy Service to people who were talking about concerns they had with services they were receiving.

We were filmed by a Newtown resident for his YouTube channel ‘Just Roaming Around’ and we provided a brief explanation of our work.

In the spirit of the event, we shared our gazebo with the Public Participation Facilitator from Shrewsbury & Telford Hospital NHS Trust, as the gazebo he would normally use was in use at another event.

What We Heard

We did not have detailed conversations with many people. The following themes were discussed during the conversations we had:

- Access to GP services – we heard mixed views with some people explaining that they were happy with their GP practice and others reporting issues, such as difficulty obtaining appointments, not enough GPs in the local practice, dislike of the triage.
- Difficulty in accessing social care services. Some people said they were not sure how to go about accessing services, some people commented on the lack of carers. We received comments about difficulty recruiting and retaining carers because of the low pay and them not receiving travel expenses.
- Not enough early years services available for children.
- Access to NHS dentists – several people spoke about travelling out of county to go to the dentist, some said they had to use a private dentist. One person explained that they were previously registered with an NHS dentist in Newtown and their last appointment had been before COVID lockdown. They had appointments cancelled by the Practice and, recently, when they tried to make an appointment they were told that they were no longer registered because they had not attended for an appointment in 3 years. They felt that this was very unfair and unacceptable as it was not their fault that they had not been able to attend an appointment and they were no longer able to access NHS dental care.
- One person spoke about someone being stuck in a hospital after having a stroke because there were no beds available in Powys.
- A couple spoke to us about the ambulance service. They commented on the waiting times for ambulances outside hospitals. One spoke about improvements with the Emergency Department on the Shrewsbury Hospital site. They also spoke about difficulties with retention of staff in the Ambulance Service in Powys – it was often the case that people from outside of the county come to Powys for training and then request a transfer to another area of Wales. They

felt that there should be much more targeted recruitment of local people who live in Powys.

- One person, who has a holiday caravan near Welshpool, said that they had been able to access health care services in the area whenever they had required them. They thought services provided at Welshpool Hospital were very good.
- One person commented on the need for someone to be visiting care homes to check how things are for people living in them and they thought it was good that Llais would be doing this. They had heard negative comments about a care home in the area.

KNIGHTON SHOW & CARNIVAL

Date: 26th August 2023

What We Did

We used our gazebo and had our information flyers, along with plenty of promotional items to give away. One member of staff and one volunteer engaged with more than 50 people on the day.

Much of the engagement was explaining to people about the work of Llais and giving away promotional items. People were interested to know about what we are doing as they had not heard of the organisation previously and the majority of people we spoke to thought it was good to have Llais in place. We had some comments from people asking whether their views would really be listened to by the people in charge and planners of services. Most people we spoke to took away a copy of the information flyer – they were encouraged to share their experience of health and social care through the ‘Share Your Story’ survey on the website. We had paper copies available for people who would not be able to access an online survey. We provided contact details for the Advocacy Service to people who were talking about concerns they had with services they were receiving.

After setting up the stand and before the show became busy, we wandered around to speak to the other stall holders, giving a brief explanation about Llais and handing out the flyers.

We were given an open invitation to go along to a new Tea and Natter group which is being set up in Knighton to combat loneliness.

We had our jars and counters on the stand for people to add counters to a jar to indicate whether they felt that services were good or could be improved.

Counters

NHS Good = 4

NHS Could be better = 1

Social Care Services Good = 1

Social Care Services Could be better = 3

What We Heard

We did not have detailed conversations with many people. The following themes were discussed during the conversations we had:

- Access to GP services – we heard mixed views with some people explaining that they were happy with their GP practice and some saying they had received urgent face-to-face appointment when required. Other people reported issues, such as difficulty getting through on the phone, dissatisfaction with waiting time for appointments, unable to get face-to-face appointments, not enough GPs in the local practice, dislike of the triage system, not wishing to explain their health needs to a receptionist, sending people to A&E instead of offering an appointment.
- One person explained that it took several months to get a cancer diagnosis because they could not get to see a doctor, they were just getting telephone appointments with no real outcome. Once they got into the system and had the diagnosis, they felt the treatment and staff were very good.
- We had comments about poor communication between the GP practice and the Boots pharmacy, which led to some people having to go backwards and forwards between both trying to obtain their repeat medication.
- Lack of carers – this was mentioned in relation to people needing care in their own homes and staffing in the local care home. One person explained that they were having difficulty finding a private carer who could support someone when they come out of hospital following surgery.
- Access to NHS dentists – several people spoke about travelling out of county to go to the dentist, some said they had to use a private dentist, some said they were not able to see an NHS dentist and could not afford to go private.

- Waiting time for ambulances. People commented that there are not enough ambulances in Powys.
- A parent reported that they have to take a lot of time off work to take their child to hospital appointments some distance away.
- “So many vulnerable people – not enough people to care for them”. This was a comment about staffing in NHS and social care.
- People commented on the closure of the ward at Knighton Hospital and the need for it to be re-opened. They did not feel that the Health Board had done enough to recruit the right staff to be able to re-open it. They had not realised that some beds have been opened as a step-down facility between DGH and home, with joint working between Health Board and Social Services. They were pleased to hear this but said there was still a need for the palliative care beds to be opened.
- There were some comments about more funding needed for health and social care – that money was being wasted on other things eg 20mph speed limit.

SENNYBRIDGE SHOW

Date: 2nd September 2023

What We Did

We used our gazebo and had our information flyers, along with plenty of promotional items to give away. Two members of staff and one volunteer engaged with approximately 35 people on the day.

Much of the engagement was explaining to people about the work of Llais and giving away leaflets and promotional items. Although some people came up to speak to us about what we are doing as they had not heard of the organisation previously, generally, people were much more reluctant to come along to the stand to speak to us than was the case at the previous two events in Newtown and Knighton. People were also more reluctant to take away a copy of the information flyer when it was offered. The majority of people we spoke to thought it was good to have Llais in place.



It was good to have one of our Complaints Advocates working on the stand as she was able to talk to people in more detail about the Advocacy Service provided. The contact details for the Advocacy Service were provided to people who were talking about concerns they had with services they were receiving.

We took the opportunity to walk around to speak to the other stall holders, giving a brief explanation about Llais and distributing our flyers. We made some good networking links with Cancer Research Wales, Hay & Brecon Farmers, Army representatives, Farmers Union of Wales and the possibility of providing presentations to organisations was

discussed. We spoke with people on the Welsh Conservatives stand and we were introduced to the candidate standing for the Welsh Liberal Democrats at the next election.

We had our jars and counters on the stand for people to indicate whether they felt that services were good or could be improved.

Counters

NHS Good = 8

NHS Could be better = 13

Social Care Services Good = 2

Social Care Services Could be better = 12

We encouraged people to complete a postcard with a brief explanation of why they thought services could be better. We received the following comments:

NHS

Good experiences locally but feel that it is under-resourced.
I think they are good but My Dentist is bad.
Following an accident I have been under a consultant for a [...] injury. The service has been good but slow. Had to wait and wait which was distressing as I needed treatment. Once I did see consultant and physio they were great – but too long a wait and still waiting to sort injury.
Need to have fully functioning surgery in Sennybridge.
Bronglais Maternity Ward was fantastic and made, what could be a terrifying experience, an easy and relaxed one.
<ul style="list-style-type: none">• Dismissive doctors• Hard to get appointments face-to-face• Uninterested doctors• Five minutes on the phone is not enough• Feel like I can't phone them as I won't get help I need• Waiting for counselling for 3 years• Doctors refused shared care for a private diagnosis of [...]

- Hoops to jump through are hard for someone who is [...]

Social Care

- Not enough feet on the ground
- Lots of families attend church run baby groups for support. A baby/toddler group run by local authority would catch a lot of families in one go

Difficult to get care in rural areas – probably due to distance involved and low mileage allowance.

What We Heard

We did not have detailed conversations with many people. The following themes were discussed during the conversations we had:

NHS Services

- Several people explained that their experience of health services were very positive. Services spoken about included cardiology (Hereford Hospital), cancer care (Macmillan Unit at Prince Charles Hospital and Velindre Cancer Centre), orthopaedic services (Hereford Hospital), A&E, maternity services (Bronglais Hospital), stroke care, nursing care in hospital (Glangwili Hospital). One person spoke about his parents who had both had recent diagnosis of health conditions and he was pleased that this had happened quickly.
- Access to GP services – we heard mixed views with some people explaining that they were happy with their GP practice and some expressing their dissatisfaction. The main issues reported were difficulty getting through on the phone, dissatisfaction with waiting time for appointments, unable to get face-to-face appointments, under-use of the local surgery in Sennybridge and having to travel to Brecon.
- Access to NHS dentists – several people spoke about the lack of NHS dentists.

- Waiting times following referral for secondary care – people do not know how long they should expect to wait for appointments / treatment. There is poor communication once a referral is made.
- A couple spoke about the maternity unit at Bronglais Hospital and said they had been told by the midwives that there was a possibility that the unit would be changed to become a midwife-led unit. This would mean women who required more specialist care during birth, such as caesarean section, would have to travel to Carmarthen. Having experienced birth by emergency c-section, this was very worrying for them because of the distance to travel.
We have checked this with Llais in West Wales and they have advised that Hywel Dda University Health Board stated there are no plans to make the existing maternity unit into a midwifery-led unit at Bronglais Hospital.

Social Care

- Lack of carers – this was mentioned in relation to people needing care in their own homes. One person spoke about a [...] patient who is stuck in hospital because it has not been possible to put a care package in place. It was also mentioned by someone whose husband is receiving end of life care – she explained that she does not get any support from carers.
- We had discussions about the need for more carers and, to encourage people in to the roles, it needed to become a more professionalised service with better pay and conditions and better opportunities for gaining qualifications.
- One person reported that their [relative] had recently come out of hospital. Social Services had said that [home adaptations] were required but their [relative] had been home for 3 weeks and no [adaptations] had been put in place.
- One person said their experience of social care was not good. They said that Social Services do things that are within the law, but that don't always seem right. They felt there needed to be better monitoring of services.
- Not enough money in the system.

SUMMARY

All of the above reports were shared with Powys Teaching Health Board and Powys County Council.

Both organisations have shared the feedback with their patient and service user experience and quality assurance teams. The information gathered will be considered as part of their wider approach to quality and service improvement.

THANKS

We thank everyone who took the time to share their views and experiences with us about their health and care services and to share their ideas.

We hope the feedback people have taken time to share influences healthcare 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.

CONTACT DETAILS

LLAIS POWYS REGION,
1ST FLOOR, NEUADD BRYCHEINIOG
CAMBRIAN WAY,
BRECON, POWYS,
LD3 7HR.

TELEPHONE: 01874 624206
EMAIL: POWYSENQUIRIES@LLAISCYMRU.ORG
WEBSITE: WWW.LLAISCYMRU.ORG
FACEBOOK: @POWYSLLAIS
TWITTER: LLAIS_WALES

1ST FLOOR,
LADYWELL HOUSE,
NEWTOWN, POWYS,
SY16 1JB.

TELEPHONE: 01686 627632