

# LLAIS

Eich llais mewn iechyd  
a gofal cymdeithasol

Your voice in health  
and social care

## Llais West Wales Engagement Report

September & October 2023



# Llais West Wales

What we do:

We're here to make sure your views and experiences are heard and used by the people who plan and deliver health and social care services.

The strong voices of the people of Wales must be at the heart of an effective, joined up health and social care system for Wales.

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

## **Welcome to the engagement report for Llais West Wales for September and October 2023.**

During the month of September, a Llais representative attended the Hywel Dda Health Board extraordinary meeting where the land options for the new hospital site was discussed. Llais responded to the consultation. See our response on our website. (Link below)

<https://www.llaiswales.org/news-and-reports/reports/llais-west-wales-response-new-hospital-siting-public-consultation>



Llais also responded to the Hywel Dda University Health Board consultation to the Paediatric Acute and Emergency service in Pembrokeshire. See our response on our website. (Link below)

<https://www.llaiswales.org/news-and-reports/reports/llais-west-wales-response-paediatric-services-public-consultation>

Llais attended many events during September and October, one of which was the Carmarthenshire Carers Forum. Staff gave a talk to carers regarding Llais and its work, and the carers in turn fed their concerns back to the staff.

The main concerns were listed as:


- GP access
- Delay in diagnosis of Autism / lack of support
- Dental services /access to NHS dentists
- Poor communication within NHS and Social Services

In the image below you can see Sian who attended an engagement event in Carmarthen hosted by West Wales Action for Mental Health where Llais representatives spoke to people regarding the work of Llais.




Another event we attended was hosted by the Bevan Commission and was called “Public conversations on the challenges of health and care services”.

Some of the public that we met stated that:



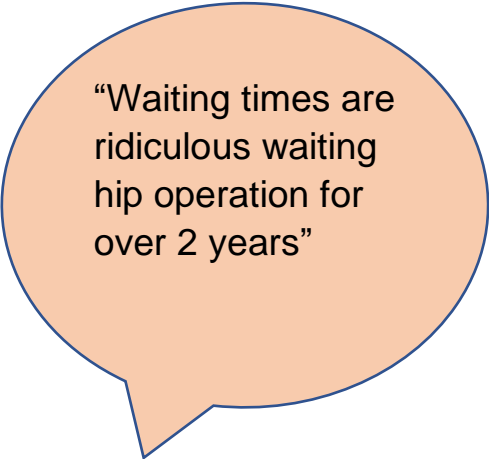
“Investment was need in the community for wellness, this could be”



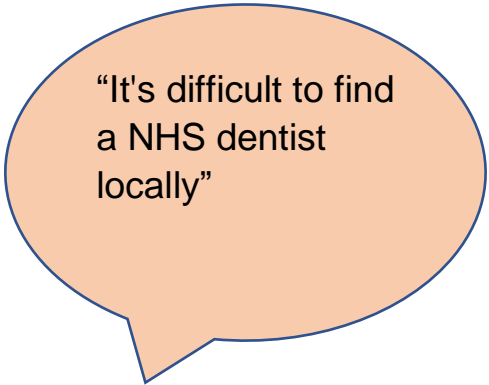
“Some people stated that more needed to be done to keep people out of hospital”

The Bevan commission will be writing a full report and publishing on their website.


People are also completing our survey on their experience in Health and Social Care, here are some quotes from the public:



“Waiting times are ridiculous waiting hip operation for over 2 years”



“It's difficult to find a NHS dentist locally”



“My GP is excellent I can get an appointment on the same day”

## Care homes

Staff have been visiting care homes within Pembrokeshire, Carmarthenshire and Ceredigion and introducing themselves to the care home managers while talking about Llais. We are also undertaking these visits in the months of November and December.

We visited South Pembrokeshire Hospital to speak to patients who are receiving care in the hospital setting; most people were happy about their care and found the nurses caring - a full report will be published in the next few weeks.



## **What's coming up?**

Llais West Wales Engagement team have been busy booking events where we can go and meet people to hear their views on health and social care.

We will be at Tumble Hall on the 8<sup>th</sup> November to listen to the public who will be affected by the changes to GP services in Tumble and Crosshands doctors surgery.

We will be presenting to Pembrokeshire County Council Health and Social Care Committee on the 9<sup>th</sup> November 2023.

We have planned to visit care homes in the Carmarthenshire area on 24<sup>th</sup> November 2023.

Llais will also be in attendance at Laugharne Memorial Hall on the 28<sup>th</sup> November 2023 listening to the public on the proposed changes to the Laugharne GP branch surgery .

## **Become a volunteer!**

Do you have an interest in Health and Social Care, would you like to volunteer some of your time to listen to others. If you are interested in becoming a volunteer or would Llais West Wales, come and talk to your group or community please contact us on:

**[westwalesenquiries@llaiscymru.org](mailto:westwalesenquiries@llaiscymru.org)**


**or**

**Telephone 01646 697610**

**Together we can improve Health and Social Care in Wales.**

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