

# WHAT WE HEARD IN HAY AND TALGARTH



**WHAT WE LEARNED ABOUT HEALTH AND  
CARE SERVICES IN YOUR COMMUNITY**

# What is this report about ?

In November 2024, we spoke to people in Hay-on-Wye and Talgarth. We wanted to know how they feel about local health and social care services.



This was part of a bigger plan to speak to people in 13 areas in Powys.

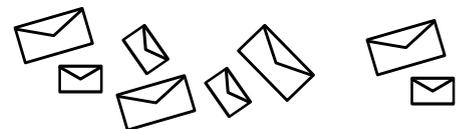


## How we spoke to people

We visited GP surgeries, community groups, hospitals and youth settings.



We sent out leaflets to 4,500 homes.



We used a survey online and on paper.



# What people told us

## Good things

Frontline staff like nurses and pharmacy workers were praised.



Pharmacies were helpful and quick with prescriptions.



The food and staff at **Llewellyn Ward** in Bronllys Hospital were liked.



## Not so good

Long waits for appointments.



Hard to see the same Doctor.

People with Autism or ADHD didn't feel supported.



Some staff were rude.



# Mental Health

Not enough help during a crisis.



Young people did said there aren't enough services or places to go.



Some people felt they were not listened to because of past diagnoses.



# Travel and Transport

People said it's hard to get to hospitals, especially without a car.



Long travel times, especially for the elderly and low-income people.



## Other Problems

People can't find NHS dentists.



Carers said support is confusing and hard to get.



Health and care services in Wales and England don't always work well together.



People want better online access to services.



# What needs to change

GP Services need to be easier to use.

More help for people with Autism, ADHD and Mental Health issues.

Better transport for rural areas.

Clearer information about mobile dentists.

More support for unpaid carers.

Easier-to-use websites and online booking.



# What Services are doing about it

**Powys Teaching Health Board** said:

Haygarth GP is making changes to how appointments and triage work.

They are fixing problems with the Hay Pharmacy.

They still offer end-of-life care at Bronllys Hospital.

They will tell more people about the mobile dental van.



**Powys Council** said:

They are looking at better transport for people in rural areas.



They want to make assessments easier for carers.



# What happens next

Llais will check again in 2025 to see if things have improved.



We will tell service providers what people said.

We will help improve information about services.

We want to keep working with local people and carers.



## Final message

Thank you to everyone who shared their stories.

Your voice helps improve health and care in your community.



## Contact us

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