

LLAIS POWYS ENGAGEMENT REPORT

Presteigne Public Forum –
March 2025

Introduction

On 5th March, Llais Powys held a public engagement forum in Presteigne to listen to residents' experiences and concerns regarding local health and social care services. The forum offered a valuable opportunity for attendees to share their stories and suggestions, highlighting key challenges in access, communication, and service provision in both health and social care.

This report captures what we heard, how it aligns with our strategic priorities, and the steps we intend to take next.

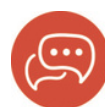
What We Heard

Access to GP Services

- Widespread concern about difficulties in booking GP appointments, with wait times of 3–4 weeks for face-to-face consultations.
- Triage systems were noted as helpful in urgent cases, but clarity around their use varied.
- Residents expressed frustration over inconsistent availability of services, such as phlebotomy, across the week.

Communication and Coordination

- Several examples of poor follow-up and communication between primary care and hospitals, leading to confusion and anxiety for patients.
- Confusion around roles of different healthcare professionals (e.g., paramedics, nurse practitioners).
- Patients are unclear about how services operate, who to contact, and when.



Women's Health

- Lack of local access to coil fitting services; patients must travel to Builth Wells.

Mental Health

- Deep community concern about youth mental health and suicide, with five young lives lost in the past two years.
- Reports of inadequate follow-up after mental health support is withdrawn.

Social Care and End of Life Support

- Accounts of overwhelmed staff and limited access to support, especially during end-of-life scenarios.
- Concerns about over-reliance on phone-based assessments by occupational therapists.
- Lack of emergency care support for carers.

Service Closures and Funding Insecurity

- Closure of Knighton Hospital's inpatient services has reduced access to rehabilitation and end-of-life care.
- Ongoing uncertainty around funding for local services like East Radnor Day Support and the Home Support Team.
- Day Centre remains closed post-COVID; alternative services like Meals on Wheels are volunteer-led but underfunded.

Cross-Border Issues

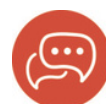
- Frustration with the fragmented structure between Welsh and English health services, particularly in a border area like Presteigne.



Key Insights

These community experiences strongly reflect several Llais strategic priorities:

- **Drive a National Conversation:** The need for a clearer, consistent vision for service delivery across rural Wales is evident. Voices from border communities are essential in this conversation.
- **Push for Services That Meet People's Needs:** Stories of delayed care, confusion around access, and under-resourced services show a clear need for more responsive, person-centred provision.
- **Work Together Better:** Communication gaps between primary care, hospitals, and social care highlight the urgent need for better coordination.
- **Grow and Improve as an Organisation:** Residents asked Llais to support with practical resources, such as a one-page summary of local services – a simple step that could improve awareness and access.



Next Steps

Based on the feedback from this forum, Llais Powys will:

- **Liaise with local health boards and Shropdoc** to raise issues of inconsistent service access and communication delays.
- **Engage with Powys Teaching Health Board** and neighbouring English services to explore cross-border coordination improvements.
- **Follow up on concerns around women's health provision**, especially coil fitting services.
- **Hold further conversations with local mental health support providers and schools** to understand and address the mental health crisis affecting young people.
- **Advocate for sustained funding** for East Radnorshire Care Ltd, the Day Centre, and the Home Support Team.
- **Develop and distribute a clear guide to local health and social care services**, including contact numbers and access pathways, as requested by attendees.



Conclusion

The stories shared in Presteigne highlight the vital importance of local voices in shaping health and social care. Llais remains committed to ensuring those voices are heard, valued, and acted upon. We thank everyone who attended and shared so openly.

If you would like to share your own experiences, please contact us at powysenquiries@llaiscymru.org or visit llaiscymru.org.

Together, we can help shape a stronger, fairer health and care system for all.

