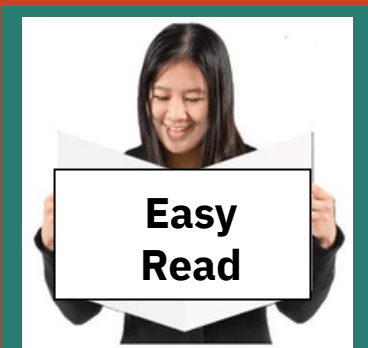


# WHAT WE HEARD IN NEWTOWN



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

# What is this report about ?



In April 2025, **Llais Powys** visited the **Newtown** area to talk to people about their experiences with **health and social care**.



We spoke to people who use services in **Wales** and **England**.

We talked to people in different ways:



At community group meetings

At drop-in sessions

At GP surgeries



Through **paper** and **online surveys**.

# What people told us

## Good things



Kind and helpful staff like GP's, nurses, and ambulance crews.



**Ladywell Surgery** was praised for mental health support.

## Not so good

### GP Appointments



Hard to get non-urgent appointments.



Long waiting times for routine care.



Not seeing the same doctor.

## Mental Health



Hard to get help unless in a crisis.



Not enough support for young people

## Dentists



People lost their place with NHS dentists but did not know why.



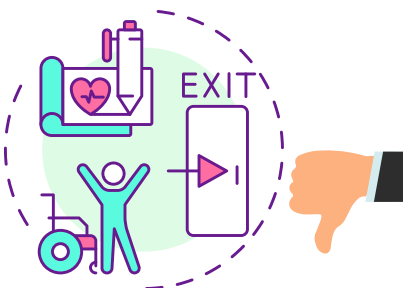
Older people and families most affected

## Hospitals



Some hospitals, like Bronglais, gave good care.

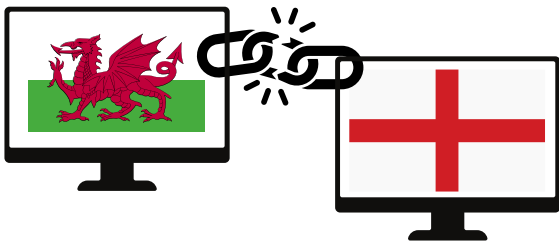
Other hospitals had problems like:



Poor discharge planning.

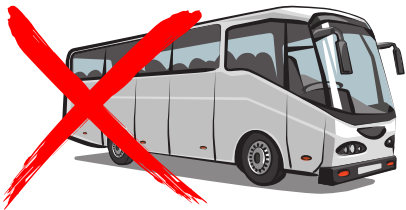


Poor cleanliness and dignity.



Problems sharing records  
between Wales and England.

## Transport and Access



Poor public transport.



Not enough parking spaces for  
disabled people at the medical  
centre.



People had to travel far for medicines.

# What People want to talk to the Health Board and Local Council about



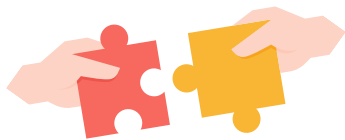
## GP Services

### **Help with Mental Health:**

People want support if they feel anxious, sad or stressed.



**Listening to Patients:** People want to say how they feel about health services and be heard.

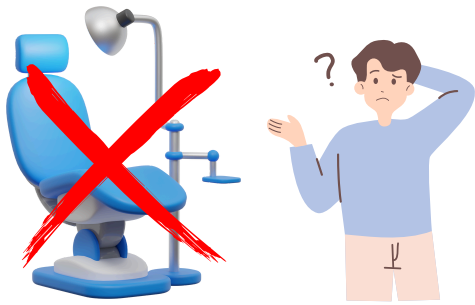


**Better Teamwork:** Services (like GP's, hospitals, mental health teams) need to work together.



**Easier Appointments:** People want to get to appointments easily when they need them.





## Dental Services

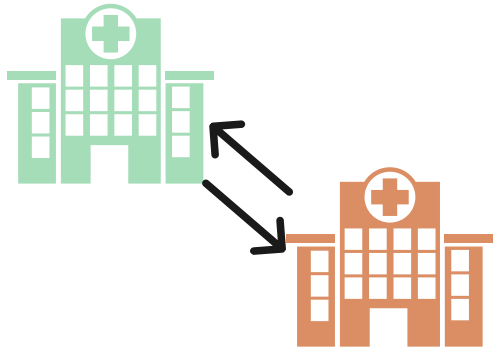
**Losing Your Dentist:** People want to know why they are taken off the dentist list.



**Help for People Who Struggle:** Some people find it hard to go to the dentist. They need more help.



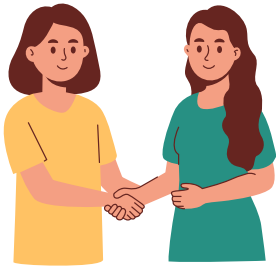
**Clear Information:** People want to know what dental care they can get and how to get it.



## Hospitals

### **Hospitals Working Together:**

Hospitals in different towns should share information and work as a team.



### **Respect and Involvement:**

People want to be treated kindly and be part of decisions about their care.

## Transport and Access



**Transport:** People need better transport to get to doctors and hospitals.



### **Listening to Parents and Carers:**

People want to share their stories and ideas to help improve services.

# What will Llais do next?



Llais Powys will:

Share this report with NHS,  
Councils and Partners.



Keep listening to people to  
help improve services.

## Want to Share Your Views?



Visit: [www.llaiscymru.org](http://www.llaiscymru.org)



Email: [powysenquiries@llaiscymru.org](mailto:powysenquiries@llaiscymru.org)