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

Sent via Email: philip.kloer@wales.nhs.uk

Date: 28 January 2026
Ref: RER-251017-2436

Dear Professor Kloer,

Re: Meddygfa Sarn – proposal for Public Board

Having reviewed the paper due to be presented at Public Board tomorrow and spoken to you today, Llais would now like to identify its' position in relation to the proposal regarding Meddygfa Sarn. This proposal asks the Board to approve the recommendation from the Vacant Practice Panel, to disperse patients from Meddygfa Sarn to other practices within the GP cluster. This proposal also refers to a subsequent period of public engagement:

1. The communities affected would expect that any public engagement about their health service will bring people together as part of a two-way conversation where each party listens, has the opportunity to contribute and learn, allowing for effective collaboration and participation.
2. There have been no conversations between the Health Board and the public or community representatives about the challenges being faced in the running of Meddygfa Sarn. We have heard from people who have spoken positively about the care they have received there, and this closure proposal

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Cyfarwyddwr Rhanbarthol (Llais Gorllewin Cymru)/ Regional Director (Llais West Wales):

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Croesewir gohebiaeth yn y Gymraeg a'r Saesneg. Os byddwch yn ysgrifennu atom yn Gymraeg, byddwn yn ateb yn Gymraeg. Ni fydd hyn yn arwain at oedi wrth ymateb i'ch gohebiaeth.

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has been met with significant shock. Many people in the area will have been registered at the practice for the whole of their lives, and an enforced change is not something that they will have anticipated.

3. There has not been any opportunity for the community to hear directly from the Health Board about the findings of the Vacant Practice Panel. It indicates that decisions have been reached about a service that impacts on over four thousand people without any of them having any input or being given a clear rationale for the proposed decision. Any case for change needs to be laid out to the public, by the Health Board, as the initial step in any decision-making process.
4. In October 2025, at the Vacant Practice Panel, where Llais attended as observers with speaking rights, we identified that it was important for the public to have their opportunity to contribute to any future plans. This has not happened and in our view, it would be inappropriate for the Board to take a decision that hasn't been informed by the views of the public.

In light of this we think that a decision by the Board as proposed in the paper would be premature, ill-considered, and inconsistent with its' duties and responsibilities as set out in the Guidance for Engagement and Consultation on changes to Health Services (2022). The public deserve far more consideration and involvement in decisions about the future of their GP Surgery. The Health Board must work with the people of Meddygfa Sarn before making any decisions about the future provision of GP services within the Pontyates community.

Llais is keen to be involved in further discussions on the way forward for this crucial matter.

Many thanks



Donna Coleman
Regional Director (Llais West Wales)

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