

LLAIS NEATH PORT TALBOT & SWANSEA REGION ENGAGEMENT REPORT

Llais Local:
Llansamlet Community
March 2026

Accessible formats

This document is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us at:

NPTandSwansea.enquiries@llaiscymru.org

You can download it from our website or ask for a copy by contacting our office.

Our contact information can be found at the end of this report.

What is a Llais Local?

Llais Local is our way of listening directly to people in their own communities about health and social care services. We meet people where they are and spend time in those places for a set period. This helps us reach more people in a way that is friendly, open, and easy for everyone to join in.

We used a multi-method approach including face-to-face conversations, local surveys (both digital and paper-based), and drop-in sessions. We engaged with community groups, held pop-up events, and visited GP surgeries, building on partnerships with local organisations to amplify resident voices.

What did Llansamlet Llais Local aim to do?

Llansamlet Llais Local had some clear goals. These included:

- **Creating safe spaces to talk** – making sure people felt welcome and comfortable sharing their thoughts about health and care.
- **Listening and recording feedback** – listening carefully and writing down what people said, so their voices were heard.
- **Speaking up on people's behalf when needed** – using what people told us to raise concerns with health or social care services. We call these concerns **representations**, which help decisionmakers understand what matters to people.



- **Sharing what happens next** – telling people what we learned, what actions were taken, and what would happen next.

How we engaged with the community

To reach as many people as possible, we visited a wide range of community settings in Llansamlet. Being present in familiar places helped us start relaxed, informal conversations about people's experiences of health and social care.

Who did we hear from?

We spoke to 47 people during our engagement in Llansamlet, which ran through the winter of 2025 and into spring 2026.

This included:

- Local residents
- People we met at community events and local groups
- Staff from nearby businesses who supported us by displaying posters and signposting people to Llais

We had the most success by joining existing groups and events, while also running our own popup activities. All the feedback and stories we gathered have been grouped into themes in this report. These themes will guide how we represent local people's voices in health and social care.



Where We Visited

Healthcare Settings:

Llansamlet Surgery and Hanford's Pharmacy

Local Businesses & Hubs:

Coffee Shed, Lloyds Bank, Northey Lights Coffee Shop

Riverside Holiday Park, Swansea Cat Clinic (veterinary service),

Tesco Community Room

Community & Support Groups:

Dementia Carers Support Group, Shine Cymru Life Skills

Services, the Gypsy Roma travelling community, Upper Valley

Early Help Hub.

Key Themes

Five main themes came out of what people told us.

Difficulty getting GP and Healthcare Support (Primary Care)

Some people struggled to get care when they needed it. They told us about:

- long waits for routine GP appointments
- difficulty getting same day care
- delays in tests or scans
- heavy reliance on phone or online consultations, which not everyone can use easily — or use at all



How Staff Spoke to People Matters

People's experiences often depended on how staff spoke to them and how they were made to feel. We heard:

- praise for kind, reassuring staff
- negative experiences, particularly in women's health and maternity

Maternity Story:

Feeling Judged During Maternity Care



One woman told us that midwives commented on her BMI and advised her to “cook Slimming World meals.” She said this made her feel judged and stereotyped, especially as she was already preparing healthy meals. She felt dismissed and did not receive the support she expected.

Carers Struggling to Get the Help They Need

Unpaid carers told us they are under a lot of stress caused by a social care system that feels disorganised and difficult to understand. They told us about:

- frequent changes in social workers
- poor communication about care packages
- confusing processes for taking a break from caring (respite)
- feeling they must “fight” for support



Carer Story: When Costs Become Unmanageable



A carer explained that she was told to pay £300 a month for her husband's placement outside the area. Without warning, this cost increased by an extra £700 a month. She was not given a clear reason for the change. Unable to afford the new amount, she felt she had no choice but to bring him home. She now provides fulltime care alone.

Problems when leaving hospital - Services Not Working Well Together

People said health, housing and social care teams did not always work well together when someone was leaving hospital. Because of this, some were discharged into unsafe or unsuitable places to live, including caravans.

People Who Struggle to Access Services

Some people told us they feel shut out of services, including:

- people from the travelling community
- people who need help with benefits, such as Personal Independence Payments (PIP)

Many said they rely on charities or voluntary groups because public services feel hard to reach or inconsistent.



What We Heard – What's Working Well

People shared positive experiences about several local surgeries:

- Strawberry Place Surgery: People praised how the practice assesses what help patients need and said the service has improved.
- SA1 Medical Centre; Sketty & Killay Surgery – people talked about good quality care and said staff helped them get the right support.
- Cwmfelin Surgery - very positive feedback about women's health care, especially smear tests.

Hospital & Specialist Services

People praised several hospital and specialist services:

- Rheumatology (Neath Port Talbot Hospital) – quick appointments and clear explanations from nurses.
- Audiology (Singleton Hospital) – very short waits for appointments
- CT Scanning – scans arranged quickly and results back in good time.



Wellbeing & Community Support

People also told us about community support that made a difference:

- Mental Health and Wellbeing Hub (Strawberry Place) – described as easy to use and very supportive.
- Age Cymru – helpful for information and advice
- Fit Jacks (Swansea City Foundation) – helps people stay active and connected.

What Needs Improving

Access to GP and Healthcare Support

Residents told us about several challenges, including:

- Very long waits for GP appointments — one person waited over a year at Cwmtawe Surgery.
- Difficulty getting same-day appointments
- mixed experiences with reception staff.
- Too much reliance on telephone or online consultations, which do not work for everyone.
- Long delays in getting tests or scans — one person reported waiting more than two years for a CT scan.
- Long waits for women's health care, with some feeling dismissed:



“ I know my own body — doctors won't listen when something has changed ”

Problems When Leaving Hospital

People raised concerns about:

- Being discharged into unsafe or unsuitable places to live.
- Health, housing and social care teams not working well together.
- Poor communication between services

Barriers for the Travelling Community

People from the travelling community told us they experience:

- Feeling unwelcome or excluded from GP surgeries.
- A belief that “no one is on our side” when trying to get health or social care support.
- Little or no meaningful engagement from services.

Support for People Who Need Help with Benefits

People told us they need:

- More one-to-one support when applying for benefits, such as Personal Independence Payments (PIP).
- Clearer information about what help they are entitled to
- Less reliance on charities to fill the gaps.



Inconsistent Social Care Support

Carers say they experience:

- Repeated changes in social workers
- Poor communication about care packages and assessments
- Feeling ignored or undervalued

“ You’re not only looking after your partner — you’re fighting the local authority at the same time. ”

Issues with taking a break from Caring (Respite) and residential care

People reported:

- Confusing processes for arranging a break from caring.
- Different information being given about what support is available.
- Conflicting information about available support
- Calls for clearer oversight — some suggested that care homes should be managed by the NHS.



Next Steps

Llais will look at all the feedback we gathered during our engagement activities.

If needed, we may raise formal concerns (called representations) with NHS services or local councils. This is part of our legal role under the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

A representation means we share what people have told us with decision-makers. This helps services improve and better meet people's needs.

If we make a representation, the service must reply. They will either:

- Explain what they will do, or
- Give a reason if they cannot make changes.

You can read more about how Llais represents your views on our website: <https://www.llaiswales.org/representation>

When we have updates and responses to our representation of these concerns, we will return to the community events, groups and spaces that we visited to keep the conversation going!



Looking Ahead: Staying Connected with Llais

We are planning our future Llais Local activities as part of our 2026–2027 work programme. We'll share updates as they become available.

You can contact us at any time if you'd like to find out more or share your experiences of health or social care. We'd love to hear from you.

Thank You!

Thank you to everyone who spoke with us during this project. We're also grateful to the venues, community groups, and events that welcomed us into their spaces.

We look forward to returning to the groups and communities who shared their experiences with us, to share our report and explain how their feedback is now being used by services to help improve people's experiences of health and social care



If you would like to give us feedback on this publication or wish to receive this information in an alternative format or language, please contact us on the details below.

We welcome telephone calls in Welsh. If you write to us in Welsh, we will answer in Welsh.

This will not lead to a delay in responding to your correspondence.

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