

THE FEEDBACK YOU TOLD US UROLOGY SERVICES IN WEST WALES SEPTEMBER 2025

INTRODUCTION

Over the past few months, we've heard growing concerns about urology services in West Wales. To understand what this means for you, we launched a project to listen directly to patients – whether in clinics or hospitals. Our aim is simple: learn what's working well and where things could improve, so services truly meet your needs.

For two weeks in October 2025, we visited urology wards, departments, and clinics across Hywel Dda University Health Board.

We also shared online and paper surveys and posted on social media to make it easy for you to have your say.



WHAT YOU TOLD US

COMMUNICATION IN A&E

Discharge information for urology patients leaving the hospital to return home was often unclear.



FINDING TWOC DETAILS

Contact information for Trial Without Catheter (TWOC) sites isn't on the health board website, leaving patients confused.

FEMALE PATIENTS' CONCERNS

Some women felt dismissed during GP consultations, with comments like "it's just menopause" or prescriptions given after brief phone calls.



TRAVEL CHALLENGES

Long journeys to different sites for treatment are difficult for many.

SUPPORT FOR DEAF PATIENTS

Masks worn during consultations make lip-reading impossible, leaving some patients feeling isolated.





POSITIVE EXPERIENCES

Once in the system, patients reported high satisfaction with care and praised staff for their expertise and compassion.

- "Staff were marvellous and always attentive."
- "Once you're in the system, all good. Staff are great."
- "My support worker in Glangwili Hospital is excellent—always returns my calls."



WHAT HAPPENS NEXT

Llais will raise these concerns with the health board through a formal Letter of Representation. We'll keep you updated by:

- Posting updates in our newsletter
- Displaying posters in urology wards
- Publishing information on our website

Thank you to everyone who shared their views: your input really matters!

LLAIS WEST WALES

Covering health and social care services for people living in:

- Carmarthenshire
- Ceredigion
- Pembrokeshire



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