



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

THE FEEDBACK YOU TOLD US

EAST LLANELLI

INTRODUCTION

Recently Llais West Wales Region spent time in different settings across the east Llanelli area. We spoke with a wide range of people and had over 160 discussions with different people about their experiences with health and social care services. These conversations are key to making sure people's voices help shape and improve care across the region. Whether sharing praise or highlighting areas for change every story matters. Some people told us about things that were good and some told us about things that must change and get better.



WHAT WE HEARD

GPS AND DENTISTS

Many people shared concerns about continuity of care. They felt they often saw different doctors or nurses and worried this could lead to inconsistency in their care.



Several people told us that it remains difficult to get an appointment. Some also felt that appointments were sometimes rushed.



Some people said that their GP practice had, at times, made mistakes or provided unclear information about their health. Patients did not appreciate being asked by a doctor 'what do you want me to do' or 'what is wrong with you' as they are not medically trained and have gone to the doctors for a diagnosis and for treatment.



We also heard on several occasions that reception staff were perceived as unhelpful, and that patients felt their confidentiality was not always respected when discussing their concerns at the reception desk in front of other patients.



Dentists: many people were frustrated that they couldn't get an NHS dentist and worried about their teeth and the costs of going private.



WHAT WE HEARD



AGEISM

Several community members shared that they felt overlooked or treated differently due to their age. This experience was often reflected in comments such as, "don't get old."

COMMUNICATION

We spoke to members of the deaf community who shared concerns about their experiences in healthcare settings. They felt that doctors, nurses, and receptionists often did not think enough about how to communicate effectively with them.

While surgeries currently use an app called *Relay* to support communication, we heard that receptionists were sometimes not patient enough. In particular, they did not always wait for the interpreter to join the call, and in some cases even suggested that they shout so the patient could hear them.

This approach left patients feeling frustrated and unsupported. It was strongly felt that staff across the health board would benefit from taking part in deaf awareness training, ensuring that communication is respectful, inclusive, and accessible for all.

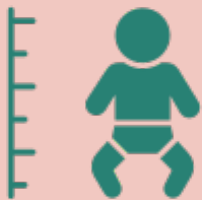


WHAT WE HEARD

CARE OF CHILDREN



Parents told us they feel that there aren't enough childcare workers and health visitors, and that they have no-one to share their worries with or to ask important questions about their children's development.



Parents also highlighted that they are missing out on key milestones, as babies are not being weighed regularly. Without this, families are left uncertain about whether their children are growing at a healthy rate.



Suggestions were put forward that the health board should consider upskilling existing staff to help fill the gap. Additionally, it was recommended that staff approaching retirement age be encouraged to remain in post for an extra year or two, as a temporary measure to ease recruitment challenges.



We heard positive feedback for Llwynhendy Children's Integrated Centre, community midwives, the maternity ward at Glangwili General and health visitors.



WHAT WE HEARD

HOSPITALS

Discharge Planning Concerns

There were a number of stories where people felt their discharge from hospital was not well planned or safe. This left some patients in vulnerable situations once they had been discharged home, raising worries about continuity of care and support.



Hospital Food Appropriateness

We also heard that some people felt hospital food options were not appropriate for their health needs. For example, patients recovering from a heart attack reported being offered fish and chips, while others with diabetes felt the food provided did not meet their dietary requirements.



NON-EMERGENCY PATIENT TRANSPORT SERVICE (NEPTS)



Patients reported that transport was sometimes cancelled at 4pm the day before their appointment, leaving them with no time to rearrange alternative travel. Others described situations where transport arrived late, causing them to reach their appointments after the scheduled time. This often led to patients being reprimanded by hospital staff, despite the delays being outside of their control. A significant concern raised was that patients feared they might be removed from consultants' lists or miss vital care, not because of their own actions, but due to last-minute cancellations or delays by NEPTS.

This feedback highlights the anxiety and stress caused when transport services fail to meet patient needs. It is important that these issues are addressed so that patients can attend appointments reliably and without fear of losing access to essential healthcare.

RESPONSES FROM HYWEL DDA HEALTH BOARD

WE RAISED YOUR CONCERNS WITH THE HEALTH BOARD, AND THE RESPONDED WITH THE FOLLOWING:

GP practices:

Feedback and comments about GP practices have been shared with each practice. Action plans have been requested and will be reviewed at the GP Access Forum to support ongoing improvements to patient experience in primary care services.

Dental services:

The Health Board (HB) was previously unaware of the lack of public awareness around the national dental waiting list.

They welcomed this feedback and will work to improve communication about the Dental Access Portal (DAP). Patients presenting at a general dental practice to register for an NHS dentist will be directed to sign up to the DAP.

Dental practices may offer a mix of NHS and private treatments, which is outside the Health Board's remit.

Health Visitors

All Carmarthenshire HV teams are fully staffed with no vacancies. Llanelli and Carmarthen have higher levels of long-term sickness and maternity leave, expected to improve by January 2026

All families have a named Health Visitor with contact details provided. Team cover in place during absences, overseen by Team Leaders

Breastfeeding support:

The Health Board is committed to promoting breastfeeding in both hospital and community settings

Listening to feedback: Acknowledges that experiences have not always been positive

Midwife training: All midwives receive breastfeeding education as part of their training

Ongoing development: Annual breastfeeding updates provided by Infant Feeding Specialist Midwives

OTHER ISSUES

There were a wide range of other issues around waiting times, A&E, parking and mental health which we captured.



WHAT HAPPENS NEXT

Your views are very important to us. Every piece of feedback whether it's a suggestion, concern or comment is carefully considered and used to identify areas where services can be improved. We will be speaking to NHS and Social Care Providers formally ensuring your voice is heard and reflected in the decisions that affect the community. We will update again when we've heard back from these organisations.



LLAIS WEST WALES

Covering health and social care services for people living in:

- Carmarthenshire
- Ceredigion
- Pembrokeshire



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