

LLAIS

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



What people told us about health and social care in Hirwaun

Llais Local - June 2025

In June 2025, we spoke to almost 400 people in places like community hubs, GP surgeries, a community hospital, and a special school.



What needs to be better

- **Getting GP appointments** – Phone lines are always busy, appointment times are limited, appointments are usually all gone and people are waiting too long.
- **Communication** – Test results aren't always shared, messages can be confusing, and there's not always clear or consistent information.
- **Privacy** – Reception areas don't feel private enough.
- **Mental health support** – There aren't enough services or treatment options.
- **Waiting times** – People are waiting too long for hospital care, assessments, home care, respite care, prescriptions, and being discharged from hospital.

What needs to be better

- **Transport** – It's hard to get to appointments because public transport is limited and hospital parking is difficult. Many rely on family or friends to get to faraway hospitals.
- **NHS dentists** – Hard to find one.
- **Accessibility** – Some places aren't easy to use for older people or those with disabilities.

What people said



I haven't seen a GP in
over 5 years

Everyone can hear what
you're saying at reception

What people said

I don't make appointments because it's too difficult



I had to wait 48 hrs in a chair before a bed was found

Continually have to chase to see if repeat prescription request has been actioned

We asked for more support and they gave us 10 hours a week, not enough

What's going well

- **Friendly staff** – Most people said staff in the community and hospitals were kind and helpful.
- **Community health checks** – These helped spot serious health issues early.



What happens next?

We'll share this feedback with the Health Board and service providers.

We will follow up on your issues and tell people what changes are made or what information has been shared.

Next Llais Local: Porth, Rhondda Cynon Taf — September 2025. Come and talk to us! Look for upcoming dates on our social media and website.

Need help raising a concern?

Llais offers a free, independent complaints advocacy service

👉 <https://www.llaiswales.org/complaints-advocacy>

Follow us on  to find out more information
[@www.facebook.com/llaiscwmtafmorgannwg](https://www.facebook.com/llaiscwmtafmorgannwg)