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

WHAT YOU TOLD US
PADARN GP SURGERY

INTRODUCTION

In July 2026, Llais West Wales spent two weeks in Penparcau talking to local people about their experiences of health and social care services.

As part of our visit, we met with patients at **Padarn GP Surgery** and other community groups to listen to their views and gather feedback. Every conversation helps us build a clearer picture of what is important to people using local services. By listening to people's experiences, we can help ensure that their voices inform and influence the future of health and social care in the community



July 2026

What we heard

Was really pleased about the way I was treated at a Wellbeing appointment with the practice nurse

I don't like using computers, apps, whatever they may be, I much prefer to speak with someone, face to face or over the phone

Good experience with all the services in the surgery. The receptionists are really lovely.

I am on tablets that make me sleepy. I find it difficult to getting up early to try and phone GP at 08:00

Happy with Surgery. Can see a doctor within 2 to 3 days. But if I want to see a particular doctor, I may have to wait a week.

I give the surgery 9/10, can't fault it. I always get to see my preferred doctor. Sometimes delay in getting my prescriptions from my pharmacy.

Never a problem with parking

What we also heard

Waiting times Primary Care/ Day Clinics

Most people were happy with the GP appointment system and day clinics. While some felt there was a delay in discussing blood test results, the practice explained that doctors contact patients promptly if any action is needed. For normal results, patients are informed by reception staff, and any follow-up appointment is booked as a routine, non-urgent appointment, which may take up to three weeks.

Other NHS concerns

Several people shared concerns about NHS waiting times. One individual told us they paid £3,000 for a pair of hearing aids due to a two-year wait for NHS hearing aid services.

Some people also expressed concerns about services being transferred from Bronglais Hospital to Glangwili Hospital.

Access to NHS dental services was another issue raised, with several people highlighting the difficulty of finding an NHS dentist.

Transport to Hospital and GP appointments

Some people were concerned about the lack of public transport and the limited number of county cars available. For patients without access to a car, getting to GP and hospital appointments often meant relying on private taxis.

YOU ASKED LLAIS ABOUT

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How to register for NHS Dentist

The Dental Access Portal is a central system that helps Health Boards across Wales offer places for routine NHS dental treatment:

: 0300 303 8322

Email :DentalServicesTeam.HywelDdaHealthBoard@wales.nhs.uk

http://hduhb.nhs.wales/healthcare/services-and-teams/dental/

Waiting List Support Service (WLSS)

If you're waiting for treatment—or **supporting someone who is— WLSS are there to help. They can be your single point of contact** for advice and support.

Talk about what matters to you and connect you with local services

Review your situation and help improve your wellbeing and independence

Offer guidance if your symptoms get worse

0300 303 8322 (option 3)

ask.hdd@wales.nhs.uk

NHS 111 Wales – Press 2 (Mental Health Support)

Available 24/7, this service offers urgent mental health help for people in Carmarthenshire, Ceredigion, and Pembrokeshire.

What you need to know:

Call 111 and press 2

Speak to a trained local mental health professional

Open all day, every day For all ages Free call, even with no credit

What it does:

Gives immediate support and advice

Helps assess your situation and guide next steps

WHO IS LLAIS?

Llais is the national, independent body set up by the Welsh Government to gibe the people of Wales a stronger voice in their health and social care services.

We have 3 main roles :

1. **To engage** with and listen to you about your experiences of health and social care
2. **To represent** your views to decision makers in health and social care
3. **To provide** a complaints advocacy service for complaints against health and social care

Thank you to everyone who shared their views and experiences with us — we truly appreciate your time.

We're also very grateful to the staff and volunteers at the groups/ clinics and departments we visited for making us feel so welcome.

You can find out more about Llais' role in representing you in Health and social care on our website https://www.llaiswales.org

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LLAIS WEST WALES

Covering health and social care services for people living in:

- Carmarthenshire
- Ceredigion
- Pembrokeshire

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