

Ffurflen Adborth Feedback Form

Enw'r Digwyddiad Name of Event	Keeping Well in Pembrokeshire
Pwrpas Purpose	Roadshow event to engage with local communities in terms of available services
Corff Trefnu/Contact Name Organizational Body/Enw Cyswllt	Pembrokeshire Hub
Dyddiad y Cyfarfod Date of Meeting	17/05/2024
Enw Cynrychiolydd Llais GC Name of LlaisWW Representative	Sian Lewis Tracey Masters David Bryan - Volunteer
Man Cyfarfod Venue	Regency Hall, Saundersfoot Pembrokeshire

Cefndir / Background

Pembrokeshire Hub (Collaborative working between PAVS, Health Board and Pembrokeshire County Council) have organised a number of roadshow events across the county in order to reach communities and showcase the different services available.

Pwyntiau'n codi o'r cyfarfod / Points Arising from Meeting

Llais attended and engaged with both the other stakeholders that were present in addition to members of the public who attended.

- It was encouraging that some people had already heard about Llais in the region and they were positive about the fact there is an independent organisation representing their interests.

- Llais engaged with other attendees in order to establish available services for signposting purposes and to develop key contacts with seldom heard from groups such as the Sign and Share Group.
- The public we spoke with were surprised at the remit and geographical area that Llais West Wales covered.
- Some items that were talked about included:
- GP Access – navigating the appointment system and same day appointments all being allocated just after 0800am in the morning. Some neurodivergent patients are finding it particularly difficult to make an appointment due to the excessive waits on the telephone resulting in them not making an appointment and being without consultation/prescribed medication.
- Positive feedback for the clinical members of staff once appointments had been secured.
- Lack of sensitivity when patients are attending hospital audiology appointments. (e.g. calling patient names out)
- Social Services – people seem to be unaware of what social services actually cover and therefore what they may access/be entitled to.
- Transport – lack of public transport and more so when patients are being sent further afield to access appointments.
- Some attendees did not wish to receive any Llais literature due to its bilingual nature.
- Positive feedback received in relation to community dental service although they do appear to focus on specific cases such as learning difficulties, extreme fear etc.
- Some positive feedback received in relation to the prompt response of clinical staff in Withybush when patient presented with serious symptoms.
- Concern raised around GP's ability to recognise the potential symptoms of sepsis.