

Ffurflen Adborth Feedback Form

Enw'r Digwyddiad Name of Event	Blood test (phlebotomy) services in Llanelli HDdUHB drop in events
Pwrpas Purpose	Gather people's views on the service change
Corff Trefnu/Contact Name Organizational Body/Enw Cyswllt	Hywel Dda UHB
Dyddiad y Cyfarfod Date of Meeting	14.05.2024(second drop in event) Llais reps on hand from 14:45 – 17:30
1ew Cynrychiolydd Llais GC Name of LlaisWW Representative	David Bryan / Donna Coleman / Leanda Wynn
Man Cyfarfod Venue	Antioch Centre, Llanelli

Cefndir / Background

From 20 May 2024, most blood test services for people who live in the Llanelli area will be provided from the Mass Vaccination Centre at Dafen, Llanelli.

Moving blood test services from Antioch Centre to Dafen is Health Board's response to feedback from patients who have raised concerns about service in Llanelli. Patients have previously shared feedback on the lack of availability of parking, room for patients waiting for their appointment, and the length of waiting list.

The move to the Mass Vaccination Centre in Dafen is a temporary move, the long-term ambition will include moving the service to be part of the Pentre Awel development in 2025.

HDdUHB has arranged for 2 x drop in sessions and requested service users to complete paper and/or online survey by 26 June 2024.

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

- During the time Llais were in attendance 2 members of the public turned up. HDdUHB mentioned that 3 had turned up to the event at 14:30.
- It was thoroughly explained to them by Lee (Phlebotomy) that the transfer of services to Dafen and Prince Philip Hospital (PPH) was purely a temporary measure until Pentre Awel was up and running, probably by early 2025.
- He went on to explain that patients with cars would be advised to go to Dafen as there is ample car parking there whilst patients needing a bus would be advised to go to PPH as it is well served by public transport.
- There is a transport study in progress to try to improve the availability of public transport and charity funded services such as country cars.
- The intention is that the current system of waiting 3 weeks for an appointment is reduced to 1 week.
- We took the opportunity to speak with the 2 members of the public who stated that their initial concerns about transport to and from Dafen (one mentioned that they lived in Pwll and did not have access to a car) had been addressed by Lee.
- We question the need for 8 members of the HDdUHB to be attendance following the very low number of public attendees the previous week. This may be as a result of lack of interest; they were content with completing the paper or online surveys or felt that the service change did not call for face-to-face discussions.
- We also took the opportunity to speak and hand out leaflets to the 2 attendees and staff at the Centre about the role of Llais. A supply of leaflets have been left in the community information leaflet rack with Llais poster added to information wall.