

LLAIS POWYS REGION

WHAT WE'VE HEARD IN POWYS



Community Focused Engagement in Llanidloes Locality February 2024 Executive Summary

ACCESSIBLE FORMATS

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

ABOUT LLAIS



We believe in a healthier Wales where people get the health and social care services they need in a way that works best for them.

We are here to understand your views and experiences of health and social care, and to make sure your feedback is used by decision-makers to shape your services.

We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

We also talk to people about their views and experiences by holding events in your local communities or visiting you wherever you're receiving your health or social care service.

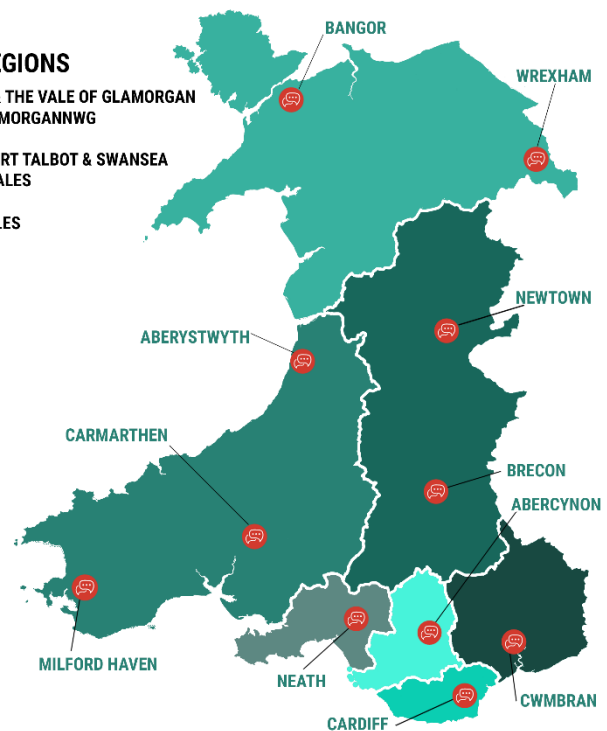
We also work with community and interested groups and in line with national initiatives to gather people's views.

And when things go wrong we support you to make complaints.

There are 7 Llais Regions in Wales. Each one represents the "patient and public" voice in different parts of Wales.

LLAIS REGIONS

- CARDIFF & THE VALE OF GLAMORGAN
- CWM TAF MORGANNWG
- GWENT
- NEATH PORT TALBOT & SWANSEA
- NORTH WALES
- POWYS
- WEST WALES



EXECUTIVE SUMMARY

During the month of February 2024, Llais Powys engaged with the community of Llanidloes and its surrounding area, to understand people's experiences of health and social care services. This included various methods of engagement such as surveys, joining various groups and organisations for face-to-face discussion, visiting premises where health and care services are provided and talking to people at community events. We spoke to people of different ages and with different health and care needs.

KEY FINDINGS

1. **Appreciation for Local Services** – Many people praised the local health services, especially the care and dedication of staff at Llanidloes War Memorial Hospital, Llanidloes Pharmacy and Arwystli Medical Practice.
2. **Access to Services** – There were significant concerns about accessing services, particularly difficulty obtaining NHS dental care, concerns about the length of wait for planned care and challenges related to the rural setting – distance to travel for routine and emergency care and difficulties for older adults and people who do not have their own transport.
3. **Service Delivery Concerns** – Issues in obtaining appointments with GP services were noted, with a desire for more opportunities for face-to-face appointments, worries about diagnosis over the telephone and the feeling that telephone triage does not work for everyone. We also heard about the need for better communication between different service providers and between the services and patients.

4. **Social Care Needs** – Feedback highlighted the need for social care services that are accessible and tailored to meet the needs of the community. There were concerns about the availability of care packages and support for the most vulnerable, including older people and people with disabilities.
5. **Holistic Approach to Healthcare** – The community expressed a desire for a healthcare system that provides high quality clinical care but also focuses on holistic, accessible healthcare that supports the broader well-being of individuals.

ACTIONS TAKEN

We are working closely with Powys Teaching Health Board and Powys County Council to ensure that they understand what people think about health and social care services and can make improvements to services where they are needed.

Once we had drafted the report outlining what we heard, we held a joint workshop with the Health Board, County Council and Powys Association of Voluntary Organisations. The aim of the session was to highlight some of the main themes, discuss areas of work which are already underway, and to jointly identify some actions which will be taken. A number of commitments were made during the workshop.

1. Llais to make a representation to Trusts and Health Boards to remind them about arranging suitable appointment times for patients who have a distance to travel.
2. Information from the report will be addressed with NHS Trusts in England and other Health Boards in Wales, as part of Powys Teaching Health Board commissioning review meetings.
3. The Health Board will raise awareness of the Learning Disability Liaison Nurse in Powys with Shrewsbury & Telford Hospital NHS

Trust through the contractor/commissioner meetings.

4. Transition and handover from children's to adult healthcare services is a key programme area of work for the Health Board and the feedback in the Llais report will be valuable as this work continues.
5. The Health Board will use feedback about planned care appointments to inform their work when implementing Waiting Well services.
6. There are specialist services which it is not possible to provide in Powys because of patient safety and clinical governance. However, the Health Board has a fundamental principle at the heart of its strategy to provide care closer to home where it is prudent, safe and viable to do so.
7. It is accepted that there is a shortage of care workers in Llanidloes area. This is an issue which Powys County Council is attempting to address and will be an ongoing conversation for the foreseeable future.
8. The County Council will provide information to the public about how and when to seek advice or support services.
9. The Council made a commitment to provide better information and explanation to individuals and their families about the processes for putting supported living arrangements in place.
10. Engagement insights to be shared with Powys Regional Partnership Board to support the continued planning and delivery of priorities for joint working between health and social care services.

CONCLUSION

The feedback we received shows that people are grateful for the services they receive and they are happy with the care provided. The importance of community came through strongly and it is a very resilient community. The concerns highlighted that, when people need acute services or social care services, there is a worry that they won't be able to get the care they need.

Powys Teaching Health Board is working towards its ambition to provide care closer to home where it is clinically safe and sustainable to provide services in a rural community setting.

THANKS

We thank everyone who took the time to share their views and experiences with us about their health and care services and to share their ideas.

We hope the feedback people have taken time to share influences healthcare services to recognise and value what they do well – and take action where they need to as quickly as they can, to make things better.

FEEDBACK

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

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