

# LLAIS POWYS REGION WE'VE HEARD IN POWYS



**Community Focused Engagement  
Llandrindod Wells and Rhayader Locality  
June 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.

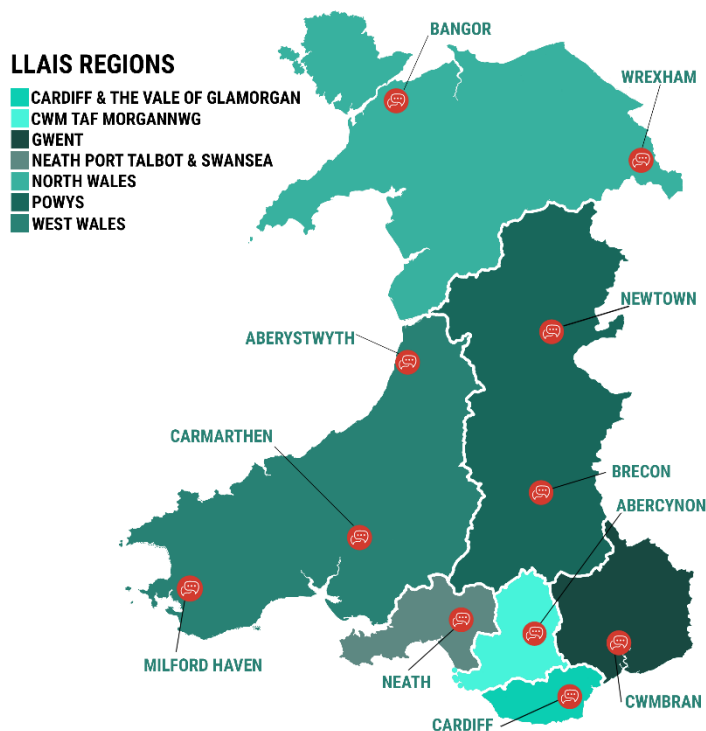
We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

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.



# EXECUTIVE SUMMARY

During the month of June 2024, Llais Powys engaged with the communities of Llandrindod Wells and Rhayader and the 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 also hosted a free coffee morning for people to come along to chat with us. We spoke to people of different ages and with different health and care needs.

## KEY FINDINGS

- 1. Exceptional Care and Dedicated Staff**

Many people praised certain services such as cancer care, the Leg Club in Rhayader, District Nurses, the National Exercise Referral Scheme, and third-sector organisations such as Mid and North Powys MIND, Credu and RNID. Positive experiences were also noted in local GP practices, pharmacies, and hospitals.
- 2. Home Adaptations and Assistive Technologies**

Older residents appreciated home adaptations and technologies which supported them being able to live in their own homes.
- 3. Common Healthcare Challenges in Powys**

Many issues raised in Llandrindod Wells and Rhayader area were consistent with what people in other areas of Powys have told us – such as long waiting times for planned care, long travel distances to access services, difficulties around transport, poor communication, lack of availability of some services, with specific gaps in dental care and support for mental health.

#### 4. **Digital Divide in GP Services**

Llandrindod Wells Medical Practice had introduced an online appointment system, but some people reported that it was difficult to use. Concerns were raised about people who would not be able to access the system.

#### 5. **Support for Children with Neurodevelopmental Needs**

Extended wait times for assessments, fragmented services and poor communication were highlighted. Families expressed frustration over the lack of support.

#### 6. **Concerns about a GP Practice**

We heard about concerns which were having an impact on patient trust and satisfaction.

#### 7. **Issues with the transition from People Plus to Virtual Wallet for Direct Payments**

We heard about problems some people had with the new Virtual Wallet system which is used to manage Direct Payments.

## **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 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.

The following actions were agreed:

1. A new digital access portal so that people can sign on to the dental waiting list online is anticipated to go live in Powys at the end of September 2024.
2. A new mobile dental unit, provided by the Community Dental Team in Powys, will be placed in Hay on Wye from September 2024. This will be offering appointments to people already on the dental waiting list.
3. The Health Board Primary Care Team will ensure that GP practices recognise the digital divide and continue to offer telephone and in-person options for those people who do not have digital access or who have specific communication needs.
4. Health Board staff will be contacting every family that is currently on the waiting list for neurodevelopment assessment. This will be to confirm they are still on the list, to ask whether the situation has changed and to check whether there is any signposting to support services that might be helpful.
5. The Health Board is developing a web page about the neurodevelopment service, which will include information about support services which are available.
6. The County Council requested that anyone who has any difficulties with the Virtual Wallet system for direct payments be encouraged to contact Social Services so that issues can be resolved as quickly as possible.



## CONCLUSION

The engagement conducted by Llais Powys in June 2024 has provided valuable insights into the health and social care experiences of the communities in Llandrindod Wells and Rhayader. While there were many positive reflections, such as the high regard for certain services and dedicated staff, recurring challenges, including long wait times, access issues, and communication difficulties, were evident. The findings are consistent with concerns raised across Powys.

Key actions, such as a new digital dental access portal, a mobile dental unit, and improved communication and support for families awaiting neurodevelopment assessments, reflect a strong commitment to address the issues raised. These efforts signal a collaborative process to improve health and social care services for the community, ensuring that gaps are acknowledged and progressively resolved. The ongoing partnership and responsiveness from local health and social care providers indicate a positive path toward better, more accessible services for all.

## ACTIONS FROM WORKSHOP ABOUT LLANDRINDOD WELLS & RHAYADER LOCALITY ENGAGEMENT REPORT HELD ON 6 SEPTEMBER 2024

Agreed Action	Responsibility	Follow-up Date
Health Board Primary Care Team to ensure that GP practices recognise the digital divide and continue to offer telephone and in-person options for those people who do not have digital access or who have specific communication needs.	Powys Teaching Health Board Primary Care Team	Review in 6 months (March 2025)
A new digital access portal so that people can sign on to the dental waiting list online is anticipated to go live in Powys at the end of September 2024.	Powys Teaching Health Board Primary Care Team	Review in 6 months (March 2025)
A new mobile dental unit, provided by the Community Dental Team in Powys, will be placed in Hay on Wye from September 2024. This will be offering appointments to people already on the dental waiting list.	Powys Teaching Health Board Primary Care Team	Review in 3 months (December 2024)



<p>Health Board will be contacting every family that is currently on the waiting list for neurodevelopment assessment. This will be to confirm they are still on the list, to ask whether the situation has changed and to check whether there is any signposting to support services that might be helpful.</p>	<p>Powys Teaching Health Board Women &amp; Children's Services</p>	<p>Review in 3 months (December 2024)</p>
<p>PTHB Assistant Director for Women &amp; Children's Services to ensure a response is provided to Llais in respect of the enquiry about difficulty contacting the Neurodevelopment Team.</p>	<p>Powys Teaching Health Board Assistant Director for Women &amp; Children's Services</p>	<p><b>Response received 10 September 2024. Llais forwarded contact details to Mums Matter and Thumbs Up Groups in Llandrindod Wells 13 September 2024</b></p>
<p>PTHB is developing a web page about the Neurodevelopment service, which will include information about support services which are available.</p>	<p>Powys Teaching Health Board Assistant Director for Women &amp; Children's Services</p>	<p>Review in 6 months (March 2025)</p>
<p>Anyone experiencing issues with Virtual Wallet is encouraged to make contact with Social Services so that they can be resolved.</p>	<p>Llais Deputy Regional Director</p>	<p>Review in 6 months (March 2025)</p>
<p>Powys County Council will provide Llais with a briefing and presentation session to give an overview of what Social Services is, what they do and how they do it.</p>	<p>Powys County Council Director of Social Services and Llais Regional Director</p>	<p>Review in 6 months (March 2025)</p>

<p>Llais will continue to look for opportunities to engage with young people. There is already a link with the Junior Start Well Board. Llais will make contact with the County Council Children's Services Participation Officer.</p>	<p>Llais Deputy Regional Director</p>	<p>Review in 6 months (March 2025)</p>
<p>A representative from the County Council Education Department will be invited to join these workshops whenever there is an education element within the feedback Llais receives during it's locality engagement.</p>	<p>Powys County Council Director of Social Services</p>	<p>Review in 6 months (March 2025)</p>

# 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.

## CONTACT DETAILS

LLAIS POWYS REGION,  
1ST FLOOR, NEUADD BRYCHEINIOG  
CAMBRIAN WAY,  
BRECON, POWYS,  
LD3 7HR.

TELEPHONE: 01874 624206  
EMAIL: [POWYSENQUIRIES@LLAISCYMRU.ORG](mailto:POWYSENQUIRIES@LLAISCYMRU.ORG)  
WEBSITE: [WWW.LLAISCYMRU.ORG](http://WWW.LLAISCYMRU.ORG)  
FACEBOOK: @POWYSLLAIS  
TWITTER: LLAIS\_WALES

1ST FLOOR,  
LADYWELL HOUSE,  
NEWTOWN, POWYS,  
SY16 1JB.

TELEPHONE: 01686 627632

## 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.