

# VISIT TO ARGYLE SURGERY

## WHY WE VISIT

We visit so that we can get a better understanding of patient's experiences of using Health and Social Care Services



### How you can help

Sharing your views with Llais can help strengthen your voice and help in shaping the design and how health and social care services are delivered.



### What we did

A team from Llais West Wales visited Argyle Surgery in February 2025 where we spoke to patients of the surgery about the services they receive. We also shared the survey on social media.

## PATIENT FEEDBACK



'Although the waiting room is quite colourful, there is nothing to keep people occupied, no TV.'



'Can't understand why we can't book appointments online, trying to get through on the phone is really difficult.'



'I find the staff to be very helpful. Answer any question I ask them.'



'Picking up prescription is easy, just collect it up from Chemist next door'

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## Positive Findings

Majority of people we spoke with commented on the friendliness both the clinical and administrative staff and readiness to help

Patients are happy to be able to have their blood tests at the surgery. The wait is usually 1 – 2 weeks.



Always manage to get same day appointment for children.

## Areas of concern

The main area of concern to patients was the current telephone appointment system.

Patients were frustrated at the telephone appointment system only to find out that all appointments had been taken shortly after 08:00



Others said that they turned to private healthcare because it was easier to access and responded to their needs quicker.

Concerns over people who are how deaf or hearing-impaired make appointments over the phone.



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## Our Findings

We understand people's frustration and feel that where the Practice can widen ways of accessing appointments, or maintaining communication with patients (understanding current clinical capacity challenges) this would help.

Our main concern here is that some people we spoke to felt they would only contact their GP surgery for a serious health issue due to what they felt was a narrow telephone bottleneck.

Maintaining a social media presence and communicating updates is difficult but some people said they wanted to know more about their practice (e.g. any GP specialisms) and one person said it was a shame that more people didn't know about the prescribing pharmacist.

We feel that it may be helpful to explore a stronger communication and engagement approach, acknowledging the challenges that patients face and highlight the work that is clearly being done to improve services for patients.

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Llais is an independent, national body which gives the people of Wales more power and influence to shape their health and social care services. We work with health and social care bodies, policy makers and others so that they hear your voice and use your feedback to help shape health and care services to meet everyone's needs.



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