



What People in Crickhowell Want for Health and Social Care

On December 4, 2024, Llais Wales held a meeting in Crickhowell to hear what people think about health and social care services.

Many people came to share their stories and ideas, and this is what they told us.



Eich Llais chi mewn | Your voice in health
iechyd a gofal | and social care

Health Services: Making Care Better

People said it's hard to get the healthcare they need. They talked about:

Seeing a GP: It's too hard to get a GP appointment. People want more face-to-face appointments and to see the same doctor each time.

Emergency Care: Ambulances take too long to arrive, and hospitals are very busy. This worries people who need help quickly.

Travel Problems: Hospitals are far away, and it costs too much to get there. People want closer hospitals and better transport.

Better Communication: Patients feel confused because health services don't explain things well. They also want systems to share medical records between Wales and England.



Social Care: Supporting People to Stay Independent

Social care services are struggling, and this is causing problems. People said:

Day Centres: Places where older people can meet and socialise have closed. This has made people feel lonely and carers more tired. They want these centres reopened.

Helping Carers: Carers aren't paid enough, and their visits are too short. People think carers need better pay and more training.

Living at Home: Home adaptations, like handrails, are good. More help like this is needed so people can stay in their own homes.

Clear Costs: People are confused about how much care homes charge. They want clear information so families can plan.



Health and Social Care Working Together

People think health and social care should work more closely. They shared these ideas:

Joining Services: Health and social care often don't work well together. This makes it harder for people to get the help they need. Services need to be better connected.

Using Technology: Some people like online health services, but others find them hard to use. Everyone should be able to use new technology, with support if needed.

Preventing Problems: People want services to focus on keeping people healthy. This includes more mental health support, health check-ups, and education.

What's Next?

People in Crickhowell want health and social care services that are easier to use, closer to home, and more focused on helping everyone stay healthy and independent.

By working together and listening to people, we can create services that work better for everyone.

