

LISTENING TO THE VOICE OF CRICKHOWELL

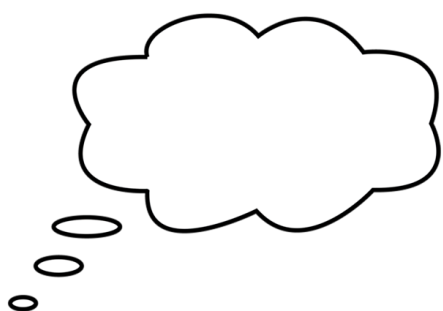


WHAT WE LEARNED ABOUT HEALTH AND
CARE SERVICES IN YOUR COMMUNITY

WHAT HAPPENED?



On 4 December 2024, Llais Powys held a meeting in Crickhowell.



We wanted to hear what people think about health and care services.



People shared their ideas and stories at 5 discussion tables.

WHAT YOU SAID ABOUT HEALTH SERVICES

Getting to hospitals is hard.



Many people cannot easily travel to The Grange Hospital.

They want a local hospital closer to home.

Seeing a GP is difficult.

People said it is hard to book appointments.

Some don't like phone consultations.

They want to see the same doctor more often.



WHAT YOU SAID ABOUT HEALTH SERVICES

Emergency care is slow.



Ambulances take too long to arrive.

People wait a long time at the hospital.



They said it is unclear where to go for help.

Technology can be better.



NHS Wales and NHS England systems don't work well together.

People want simpler, connected systems.

WHAT YOU SAID ABOUT SOCIAL CARE



Day centres are closing.

People feel lonely without these centres.

They want places to meet and carers to get breaks.



Carers need more help.

Paid carers want better pay and more training.

10-minute visits are not enough to help people properly.

WHAT YOU SAID ABOUT SOCIAL CARE

Making changes to people's homes to help them look after themselves.

Services like Care and Repair make homes safer.

More people need this service.

Care home costs are confusing.

Families struggle to understand care fees.

They need clearer information about who pays.



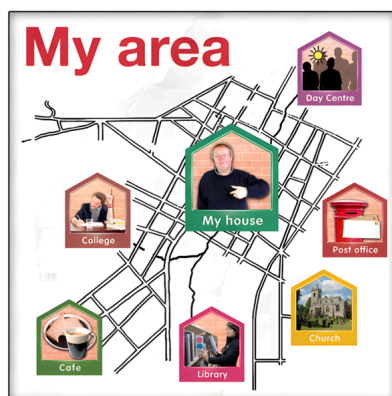
WHAT NEEDS TO CHANGE?



Health and care services must work together.

It should be easier to move between health and social care.

Think local.



Invest in local transport and community hubs.

Make services friendly to everyone.

Use technology wisely.

How are you feeling today?

Update my symptoms



Help people use digital tools, if they want to.

Protect personal information.

Focus on prevention.

Spend more on mental health, early help, and education.

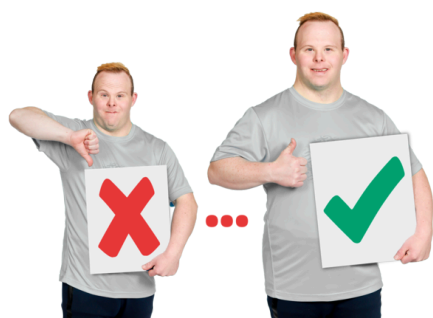


NEXT STEPS

Llais Powys will:



Share your ideas with decision-makers.



Push for better transport, services, and support.



Work towards fairer and more caring health and care systems.