

Llandrindod Wells & Rhayader Engagement - What We Heard



During June 2024, Llais carried out a period of engagement in Llandrindod Wells, Rhayader and the surrounding area. We were very grateful to everyone who shared their views about health and social care services. After hearing your stories, we prepared a report which we shared with Powys Teaching Health Board (PTHB), Powys County Council (PCC) and Powys Association of Voluntary Organisations (PAVO).

Key Findings

Exceptional Care and Dedicated Staff – Praise for cancer care, District Nurses Leg Club, and the National Exercise Referral Scheme and third-sector organisations. Positive experiences were also noted with local GP practices, pharmacies, and hospitals.

Common Healthcare Challenges in Powys - Long waiting times for planned care, long travel distances to access services, difficulties around transport, poor communication, issues accessing dental care and support for mental health.

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.

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.

Concerns about a GP Practice - We heard about concerns which were having an impact on patient trust and satisfaction.

Direct Payments - Issues with the transition from People Plus to Virtual Wallet for Direct Payments

Agreed Actions

A new Dental Access Portal is being established which will help NHS Wales understand the demand for NHS dental services. Being piloted in Powys, with a national launch expected at the end of September.

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.

PTHB 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.

PTHB 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. PTHB is developing a web page about the neurodevelopment service, which will include information about support services which are available.

The County Council encouraged anyone who has any difficulties with the Virtual Wallet system for direct payments to contact Social Services so that the issue can be resolved as quickly as possible.



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