



LLAIS POWYS

STAKEHOLDER NEWSLETTER

September 2026 / Issue 1

Listening Across Powys

What people are telling us about health and social care

Welcome

Welcome to the first Llais Powys stakeholder newsletter.

Every three months, we'll use this newsletter to share some of what people across Powys are telling us about health and social care.

We'll also tell you what we are doing with that information, where we have been listening and where we are going next.

Llais is the independent citizen voice body for health and social care in Wales. Our job is to listen to people's experiences and make sure those experiences are heard by the organisations that plan and provide services.

For us, success is not simply about how many people we speak to. It is about understanding what people are experiencing, spotting patterns and making sure their voices reach the people who can act.

Working with local organisations, community groups, services and volunteers helps us hear from people we might otherwise miss.

I hope this first edition gives you a useful picture of what we are hearing in Powys. Please share it with colleagues and communities who may be interested.

Kirsten



Recent conversations at a glance

145

People engaged during our Ystradynlais Llais Local

93

People engaged at Newtown Police Open Day, including 50 children and young people

21

People spoke to us at Newtown Coffee and Chat

Around
130

People engaged with us in one way or another at Brecon Pride

What are people telling us?

Different communities have different experiences, but some themes are appearing repeatedly.

Getting the right care	Distance and transport
People have spoken about difficulty getting GP appointments, long waits for treatment and assessments, and limited NHS dental care.	Travelling for treatment can be difficult in rural Powys. People have told us about long journeys, limited public transport and having to rely on family, friends or neighbours.
Communication	Leaving hospital
We continue to hear about people having to repeat their story and difficulties getting clear information from different parts of the health and social care system.	People have raised concerns about hospital discharge when care and support are not yet in place.
Digital access	
Online systems work well for some people. For others, they can make it harder to get an appointment, order medication or speak to someone.	

These are themes we will continue to explore as we hear from more communities.

Listening locally in Ystradgynlais

What we did

In July, we held our first Llais Local of the year in Ystradgynlais.

Instead of asking everyone to come to one meeting, we spent time in different parts of the community.

We visited local groups and venues, including the Men's Shed and Foodbank, and made new connections with organisations including Credu, Ystradgynlais Volunteer Centre, Legacy in the Community and The Wallich.

145 people shared their views and experiences with us

What people told us

There was plenty of positive feedback.

People praised the Minor Injury Unit at Ystradgynlais Community Hospital, children's GP appointments, cardiac rehabilitation, dementia services and palliative care.

People also spoke about:

- difficulty getting GP appointments
- waits for mental health assessments
- limited support and respite for unpaid carers
- problems getting repeat prescriptions on time
- difficulty finding NHS dental care
- travelling long distances for treatment
- poor communication between services
- access to assessments and support for children with additional needs
- concerns about future local hospital provision.

Why it matters

Where a service is based can make a significant difference in a rural area.

For older people, people with long-term health conditions and those without their own transport, moving care further away can create another barrier to getting help.

What happens next?

The engagement team is reviewing what we heard across the week.

Concerns about the 72-hour prescription process have been identified for further consideration alongside the other themes raised.

We will report back as this work develops.

What Newtown told us over coffee



What we did

Our Coffee and Chat sessions give people an informal place to talk to us about health and social care.

At our Newtown session on 4 August, **21 people** shared their experiences.

What people told us

We heard positive comments about local GP practices, Newtown Hospital staff, a local care home, Park Day Centre and Dial-a-Ride.

We also heard recurring concerns about:

- NHS dentistry and the cost of private treatment
- getting GP appointments
- communication between services
- mental health support
- hospital discharge
- care packages and availability of home care.

Why it matters

Some of the experiences people described involved several services at the same time.

When those services do not work well together, families can be left trying to coordinate care themselves.

What happens next?

The report identifies three areas for representation:

- dental provision
- discharge and care package issues
- staffing and capacity concerns at Newtown Medical Practice.

We will share responses and outcomes when they are available.

Young voices, important messages

At Newtown Police Open Day, we wanted to hear from children and young people as well as adults.

We engaged with **93 people**, including **50 children and young people**.

We asked younger people about the things they thought were affecting people in their community.

What they told us

Their answers went well beyond healthcare.

Young people talked about:

- the cost of sports and activities
- bullying
- mental health
- the future cost of education and training
- poverty
- loneliness among older people.



An 11-year-old told us they wanted more free sports because some friends could not afford to take part.

A 12-year-old spoke about the effect of financial difficulties on a friend's family.

Children also noticed loneliness among older people in their communities.

Why it matters

Children and young people see what is happening around them.

Their experiences can tell us a great deal about wider community wellbeing, including issues that may not emerge if we only ask adults.

What happens next?

We will use what we learned to help shape future engagement with children and young people and when making connections with local organisations.

Brecon Pride: when distance becomes part of healthcare



Photo: Kirsten Jones and Owain Reddick

What we did

Brecon Pride gave us another opportunity to meet people locally and hear about their experiences of health and social care.

Around **130 people engaged with us in one way or another** during the event.

What people told us

We heard positive experiences of local GP care, dentistry, children and young people's mental health support and treatment at Hereford Hospital.

We also heard difficult experiences.

Several conversations came back to the realities of travelling for healthcare from rural Powys.

People spoke about travelling to Hereford, Prince Charles Hospital, Cwmbran and Ystrad Mynach.

One person described waiting 11 hours for an ambulance before being admitted to hospital and then spending several days receiving care in hospital corridors.

Others spoke about:

- difficulty getting home after hospital treatment
- travelling to hospital during poor winter weather
- hospital discharge without care being in place
- longwaits for treatment
- increasing reliance on online GP systems
- concerns about local community hospital beds and the Better Together process.

Why it matters

Access is not simply about whether a service exists.

For people living in rural communities, the distance to that service, how they get there and how they get home can all affect whether care is genuinely accessible.

What happens next?

A full engagement report from Brecon Pride is being prepared.

We will use that report to identify which issues need further follow-up.



From listening to action

Listening to people is only the beginning.

When the same issues appear repeatedly, or an experience raises a wider concern, Llais can formally raise this with the organisation responsible.

We call this a **representation**.

It allows us to bring people's experiences to NHS bodies and local authorities and ask them to respond.

Current issues identified through recent Powys engagement include:

- dental provision
- hospital discharge and care packages
- GP access and capacity
- prescription arrangements.

Future editions of this newsletter will not just tell you what we raised.

We want to tell you:



More than Volunteering



Photo: Myra Francis and Jean Evans



**Scan the QR code to
watch their story**

Our volunteers help us listen in more places and connect with more communities.

But volunteering can mean much more than helping at an event.

In our new **More than volunteering** video, two of our volunteers talk about the people they meet, the connections they make and what being part of Llais means to them.

Interested in volunteering with Llais Powys? We would love to hear from you.

Royal Welsh Show



Photo: Owain Reddick and Fran Bateman

You will find us in community groups, at local events, in cafés, libraries, foodbanks and other places people already use.

Going to people, rather than always asking people to come to us, helps us hear a wider range of experiences.

**Out
and
about**

Welshpool Carnival



Photo: Bob Benyon



Coming up

During October, we will continue getting out into smaller communities, with planned activity in areas including Beguildy, Berriew, Montgomery, Churchstoke, Talgarth, Llangynidr, Meifod, Llandinam and Banwy.

Plans can change, so please check with us before travelling specifically to meet the team.

Help us hear more voices

Do you work with a community or group we should hear from?

Is there a local event we should know about?

Or are there people in your area whose experiences of health and social care are rarely heard?

Get in touch with Llais Powys.



Telephone: 01874 624206



Email: powysengagement@llaiscymru.org



Website: www.llaiswales.org

You can contact us in Welsh or English.

Alternative formats and languages are available on request.

Next Issue: December 2026

