

Meddygfa'r Sarn Public Engagement Event 3/3

Carway Hall, 31/03/2026 (2-6.30pm)

Notetaker Sheet Summary

This third event was arranged in response to calls by Local Councillors to expand the opportunities for in-person engagement with the Health Board. Attendance was 89 people and several politicians, and their teams attended this event. Some people attended this event who had been at the Pontyates and/or Pontyberem events.

Carway has a large new housing estate, and the local population is on the increase. Carway lies 1.3 miles by road from Pontyates and some patients would be dispersed to Minafon as closer and others to Pontyberem as closer.

| Theme | Frequency out of 81 |
|--|---------------------|
| 1. Transport, access & rurality | 148 |
| 2. GP Recruitment & Sustainability | 115 |
| 3. Continuity of Care & Patient Experience | 109 |
| 4. Decision-making | 90 |
| 5. Community Impact & Equity | 84 |
| 6. Premises | 84 |
| 7. Service planning | 56 |
| 8. Community Pharmacy | 47 |

1. Transport, Access & Rurality

As with previous events transport was raised as the main barrier to the proposed dispersal:

- 2–3 buses required for some journeys from home to another surgery, with buses every two hours only
- Taxis are unaffordable and the Health Board should provide free transport
- People may miss appointments due to transport issues

2. GP Recruitment & Sustainability

People told us

- The Health Board should renew efforts to recruit salaried GPs in Sarn and should undertake extensive advertising and offer financial incentives to attract applicants because of rurality
- There was concern about GP : Patient ratios in Sarn and receiving practices
- Calls for rural incentives, scholarships, and new recruitment models

3. Continuity of Care & Patient Experience

People said they feared that the proposed dispersal would worsen continuity of care in the long-term because of the pressure it would put on the receiving practices:

Appendix 10 Sarn drop-in event, Carway 31.03.2026

- People wanted to see the same clinicians as much as possible
- There was a high regard for the quality of care at Sarn despite its challenges and a fear of losing it
- Some people told us they had family or friends registered with one of the receiving practices and that the queues and the phones and access sounded worse than in Sarn

4. Decision-making

As in Pontyates and Pontyberem there was a strong perception that decisions are predetermined, poorly communicated, or not based on local understanding:

- Belief that decisions are already made and that the community has been excluded from the process that sits behind this
- Lack of detail in the rationale for the proposed dispersal
- Questions about fairness and equity

5. Community Impact, Equity & Vulnerability

Sarn is seen as an anchor for local services and community viability:

- Concerns about older adults, disabled people, and those without family support
- Fear of community decline
- Pressure from new housing developments

6. Premises

Patients told us that the Coalbrook and Minafon buildings are too small to take more patients. Many were aware of the expansion plans at Coalbrook and raised parking as an issue. There was a call to invest in the Sarn premises in preference to other practices.

7. Service planning

People talked about other models as an alternative to dispersal, including operating Sarn as a branch of Minafon.

There were requests for better modelling of population change and its long-term impact.

8. Pharmacy Services & Multidisciplinary Models

There were concerns that Community Pharmacy services in Pontyates could not survive the loss of the surgery and that a further decline in services would follow. People worried that this would in-turn lead to difficulties accessing essential medication