

Social media feedback – Meddygfar’r Sarn

<p>Facebook 22 January 2026 (4) Hywel Dda University Health Board will... - Hywel Dda Health Board Facebook</p>	<p>Please don't, I have received excellent and timely care from Meddygfar Sarn. The staff I saw were all excellent and caring, and they had me referred and at the hospital less than two weeks from filling in their online form. The surgery offers an excellent local service and would be very much missed.</p>
	<p>agree. Amazing surgery. Will be so hard to get to any other surgery too. Plus as others have said, its in the perfect location. Hopefully enough of us will complete the survey once its available.</p>
	<p>I am so surprised & shocked to be reading this, I'm really happy with the service I'm receiving from this surgery, they always go above & beyond if myself or my children need care. Why fix something if it isn't broken. Howell Dda is an absolute money wasting shambles!!</p>
	<p>Neighbouring GP practices are already operating beyond capacity, with many patients experiencing unacceptably long waiting times for appointments and a delay in diagnosis and treatment. Expecting practices to absorb the additional patients from Meddygfa’r Sarn is unrealistic and quite frankly neglectful!</p> <p>This proposal is completely short sighted, I hope the board do the right thing and keep the practice open. If patients can't see their GP they end up in A & E, which has its own issues. Principles and equalities of the NHS are already being undermined with people being forced to seek private care to prevent deterioration in health, loss of ability to work, and prevent reliance on benefits.</p> <p>Closing the surgery will have real and lasting consequences for the local community.</p>
	<p>We need our surgery in Pontyates, for patients to travel to other surgeries, which already have a high number of patients is impossible especially if you have to rely on the public transport.</p> <p>You say that half of the funding goes on Locums, then why don't you employ full time doctors to work there.</p> <p>You say that repairs need done in the building then repair them. Once the repairs are done they will be right for many years. But if you are renting the property then surely it's up to the owner of the property to carry out the maintenance repairs, (correct me if I'm wrong)</p>

	<p>I would like to know who the panel are that will meet and decide to close our much needed doctors surgery, this is absolutely unacceptable for this amount of patients to be transferred to surgeries that are struggling already, I suggest our Hywel Dda Health Board are investigated, what has happened to duty of care.</p>
	<p>The surgery no longer offer a service. You've always greeted with 'our appointments are full for today even though you phone at 8am and 10th in line. My father has received next to nothing from them lately. But once you speak to 111 all of a sudden a GP is able to see you. Receptionists think they are medically trained and speak to you like your wasting their time and make you feel your not really poorly. Dreadful service and continuously getting worse.</p>
	<p>So.....the surgery has problems and instead of fixing the issue you just want to close it down!! what are patients who don't drive with limited mobility supposed to do ? There are no buses to pontyberem or Kidwelly and limited bus returns from Llanelli so we would not be able to attend an afternoon appointment as we'd risk not getting home .</p>
	<p>As a patient of 25 years I was appalled to learn of this proposal through social media. Do patients not deserve better? I am not aware of any outreach efforts being made to consult patients and assess impact. I am also gravely concerned that the Health Board appears to have de-facto made a decision before launching a fig leaf consultation. The report which forms the basis of this proposal states that the proposed transfer of patients to Pontyberem would increase their list by 60% overnight 😞How is that a viable solution? Care standards and patient safety in ALL affected areas will be impacted adversely. Are the patients at the other surgeries being consulted? I suspect not. I appreciate that the status quo is unsatisfactory but the proposal is worse.</p>
	<p>You should be renamed Hywel Wael!</p>
	<p>Absolutely ridiculous! Disgraceful to even be considering this move!! No valid reason given here... cos there isnt 1!! All neighbouring surgeries are full to capacity as it is! And the knock on effect will be the chemist a lovely friendly chemist who will help as much as possible! My mother in law lives in carway and this surgery is valuable to her and the pensioners that live in her community! Hywel dda you ate ripping their</p>

	lifeline away! Local councillor PLEASE MAKE SURE YOU REPRESENT YOUR CONSTITUENCY AT THIS MEETING!
	Having this meeting in a different county is absolutely pathetic and absolutely disgusting. The amount of elderly who would like to attend, and cannot, is mad. You're doing everything to take away our livelihood and our right to access the NHS with ease. Something we have paid into our whole adult life. You're disgusting for even bringing this idea of closure. This country and the people who run it should be ashamed of yourselves. I'm honestly flabbergasted that we haven't had some sort of revolt or riots yet. LABOUR OUT
	Never any good or positive news from Hywel Dda, they are not fit for service, needs an alternative public health service. 🤔
Note: this comment was made in response to a now deleted comment:	we are lucky but the way they treat patients now is disgusting. The lies the receptionist tell just to get you off the phone because you're such a nuisance to them, the lack of appointments, the lack of care and compassion when you are genuinely poorly and need help. When I was a patient of Pontyates, I had a letter to say I needed an urgent appointment with the GP. When I phoned them up the receptionist told me I would have to wait 4 weeks for this 'urgent appointment' not only that she passed on incorrect information which panicked myself and my family. I left after that as they can not be trusted with our personal medical information
Note: this comment was made in response to a now deleted comment	I no longer live in the area and have moved surgeries. My parents are 2 of Pontyates patients. Who are elderly and rely on the surgery as health deteriorates as they get older. But to think they have rarely used the surgery until the last 2 years, paid into the system for 50+ years, yes they have the right to a local GP service. But the same as everyone else, they will be moved as it sounds like the health board have made their minds up. But it doesn't deflect the poor service the surgery are currently offering. But then if the staff already knew this, it would make perfect sense. But to not provide the service they are paid to do is wrong.
Note: this comment was made in response to a now deleted comment	each to their own. But it's our family's experience with them. Everyone is clearly treated differently
Facebook 29 January (4) Today, our Board agreed to hear from... -	As the other surgeries would seem to be at full capacity, that would suggest the board should be investing in the surgery at Pontyates. There is a duty of care to be considered, not only to those of us registered at the threatened surgery but also at the

Hywel Dda Health Board Facebook	<p>surgeries who will be overburdened with additional patients. The decisions made not to invest in the surgery over the years by the health board has caused this problem and it is of their own making. Patients will be the ones suffering at ALL of the affected surgeries.</p>
	<p>A new building in the area seems like the only option in reality</p>
	<p>from the sound of it, they should have been planning and organising this for years and have just been kicking it down the road until it be am3 serious.</p>
	<p>My [REDACTED] year old mother is with Pontyates surgery what happens to the elderly and infirm ?</p>
	<p>Right decision appreciate how difficult any decision but you have to engage fully</p>
	<p>They also agreed on an apology over the way it has been handled so far and lack of communication, that seems to be missing here...</p>
	<p>I shall look forward to receiving a letter from the Health Board with more information , surveys etc.etc.</p>
	<p>I'm absolutely appalled that hywwl dda board are thinking of closing down pontyeates. I bet Pontyberem and Kidwelly are horrified that they maybe receiving a large amount of patients. In Carway we have had another batch of new housing, way too many, increase in population. It's bad enough they are or probably closed the new school. You cannot get a direct bus to either of the above centres and what about the elderly and disabled and those who can't travel. Whose idea was this. Pontyeates surgery has been excellent in my care and the staff amazing. This has really rocked me as a patient who is recovering from cancer. We should be expanding the surgery, not closing it. If there is a chance for us to speak in public then I will be there. Like I said above I am appalled. 😡</p>
	<p>The fact that Hywel Dda Health Board forced Dr Edmunds to take on more patients when Kidwelly had closed their books forced his decision to stand down. Hywell Dda Health Board have caused this disaster themselves, they've forced good Drs out of jobs/roles and are solely to blame for the entire outcome. I DO NOT want to be sent to another surgery further away from home, Kidwelly will be and they already can't cope. The Health Board haven't given one thought to disabled,</p>

	elderly and those who can't drive (public transport around here is non existent). Save Pontyates Surgery, Hywel Dda Health Board made this mess YOU sort it out!
	I think Hywel Dda health board is struggling, apparently lots of services in west wales are going to be finished , west wales will soon have no medical services I believe they have not acted in any way for the future planning of any services in west wales and the problem stems from their incompetence, they need to be dispensed and an emergency health board brought in to save all the surgeries and services needs to be brought to the attention of the Welsh government the urgency of all of this
	Good luck but sadly don't think you'll get anywhere same happened to our local branch surgery they met with us listened then did exactly what they intended and closed it anyway it's all show we have no power sadly
	Sadly I agree with you. We have to get a point across though.
	Honestly, what impact do they think this is going to have on the people of Pontyates?. Do they even care?. 🤔
	terrible news and no [REDACTED] I don't think they care one single bit !! 😞
	Hi!! While we know you aren't within our little village, we also know you, like us, don't like your healthboard trying to dictate how and when you see a Doctor. Or your healthboard trying to close down your local surgery without even consulting you properly. We would ask that you please help us by taking 60 seconds to quickly sign our Senedd petition so we can try and get this injustice stopped in its tracks. Thank you so much in advance. Link to the petition is: https://petitions.senedd.wales/petitions/246837?fbclid=IwY2xjawPn_TBleHRuA2FlbQlxMQBzcnRjBmFwcF9pZBAyMjJwMzkxNzg4MjAwODkyAAEedTYtC_5su14v03r63ubN5nl6xvV8_0camX24hROCoUPOz2YOC9FlwnR9bVM_aem_vNnlmqf3nbloRs6FoAJ3Hw and more info on the closure of our surgery is at https://saveoursurgery.uk Thank you again!!
	More and more houses getting built and less and less services available to them ? Doesn't make sense does it ?
	And there will be more housing in the futures. Councils are to blame for allowing more housing.

<p>Facebook 9 February: (4) Our eight-week engagement period with... - Hywel Dda Health Board Facebook</p>	<p>The current patients in Kidwelly can't get an appointment in Meddygfa Minafon as it is, how do you propose that an already overwhelmed surgery is going to cope with an extra influx from further afield?</p>
	<p>I echo that !</p>
<p>Facebook 20 February (4) Reminder: Meddygfar'r Sarn drop-in events... - Hywel Dda Health Board Facebook</p>	<p>I don't understand why you need a drop in event to hear from patients. Do you actually think any patient is going to say they think it's a good idea? Isn't it obvious that it will make things even worse than they already are for patients of Pontyates surgery as well as patients from Pontyberem surgery, who btw haven't long taken on the patients of a surgery up the valley.</p>
	<p>Having your say to Hywel Dda health board is a joke, because they don't listen anyway</p>
	<p>How do these people become members of the health board and how easy is it to get them kicked off? Asking for a friend.</p>
	<p>It's a silly idea ever since I was a kid always had a surgery it's ridiculous sending people to pontyberem not a big surgery we haven't had a permanent doctor since [REDACTED] was a doctor that's all they want to do is save money they don't care for the patients</p>
	<p>I would like to know why you are chipping away at Llandovery Hospital? It is vital for the community! I used to be able to go there for a physiotherapist - now I have to go to Ammanford. You have also closed the Minor Injury Unit. But I hear you are now closing the XRay dept? Surely you must be aware that Glangwili is already massively overburdened and understaffed? And that telling everyone in North Carmarthens that they have to go there is a terrible idea? May I also ask who pays you and who is informing these terrible decisions? You won't be aware that I require regular checkups and bloodtests - I do not want to have to go to Glangwili for those. Since public transport is non-existent in this area it is hard enough to get to Llandovery, never mind far further afield.</p>
	<p>Yes, they have heard that Glangeili is overburdened, so they've decided to send a whole load more patients there that could have been and were being treated elsewhere</p>
<p>Facebook 24 February (4) Meddygfar'r Sarn drop in event today... -</p>	<p>Sounds like they already made their minds up.</p>

Hywel Dda Health Board Facebook	
	We don't want to transfer to the next nearest practice!
	It's not as if Hywel Dda will listen to any opinions other than their own!
	They shut down the surgery in St David's last year and the only hospice . So wishing you all luck . They don't listen as they are ravaging services in Withybush too ! We residents in Pembrokeshire don't matter to Hywel dda one bit .
	Please stop wasting your time and ours with these sham performative 'consultations'