

# Meddygfa'r Sarn Patient Questionnaire

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## **SURVEY RESPONSE REPORT**

06 February 2026 - 08 April 2026

**PROJECT NAME:**

Meddygfa'r Sarn

**Q1. Please let us know your full postcode eg. SA15 5TR**

Screen Name Redacted

2/09/2026 01:18 PM

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Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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**Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026**

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Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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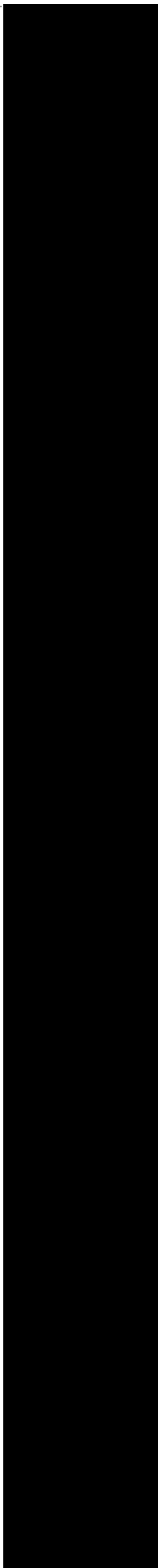
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Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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3/25/2026 11:38 AM

Screen Name Redacted

3/25/2026 11:44 AM

Screen Name Redacted

3/25/2026 12:00 PM

Screen Name Redacted

3/25/2026 12:07 PM

Screen Name Redacted

3/25/2026 12:17 PM

Screen Name Redacted

3/26/2026 12:22 PM

Screen Name Redacted

3/26/2026 04:09 PM

Screen Name Redacted

3/27/2026 10:14 AM

Screen Name Redacted

3/27/2026 10:21 AM

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3/27/2026 10:22 AM

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3/27/2026 10:48 AM

Screen Name Redacted

3/27/2026 01:56 PM

Screen Name Redacted

3/27/2026 02:08 PM

Screen Name Redacted

3/28/2026 07:47 AM

Screen Name Redacted

3/28/2026 08:00 AM

Screen Name Redacted

3/30/2026 10:23 AM

Screen Name Redacted

3/30/2026 11:19 AM

Screen Name Redacted

3/30/2026 12:25 PM

Screen Name Redacted

3/30/2026 01:18 PM

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted

3/30/2026 08:09 PM

Screen Name Redacted

3/30/2026 09:30 PM

Screen Name Redacted

3/31/2026 06:46 AM

Screen Name Redacted

3/31/2026 08:23 AM

Screen Name Redacted

3/31/2026 11:43 AM

Screen Name Redacted

3/31/2026 11:48 AM

Screen Name Redacted

3/31/2026 11:52 AM

Screen Name Redacted

3/31/2026 11:57 AM

Screen Name Redacted

3/31/2026 12:04 PM

Screen Name Redacted

3/31/2026 01:52 PM

Screen Name Redacted

3/31/2026 03:05 PM

Screen Name Redacted

3/31/2026 03:09 PM

Screen Name Redacted

4/01/2026 09:47 AM

Screen Name Redacted

4/01/2026 09:48 AM

Screen Name Redacted

4/01/2026 09:51 AM

Screen Name Redacted

4/01/2026 09:55 AM

Screen Name Redacted

4/01/2026 09:58 AM

Screen Name Redacted

4/01/2026 10:09 AM

Screen Name Redacted

4/01/2026 10:19 AM

Screen Name Redacted

4/01/2026 10:27 AM

Screen Name Redacted

4/01/2026 10:30 AM

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4/01/2026 10:33 AM

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted

4/01/2026 10:43 AM

Screen Name Redacted

4/01/2026 10:52 AM

Screen Name Redacted

4/01/2026 10:58 AM

Screen Name Redacted

4/01/2026 11:03 AM

Screen Name Redacted

4/01/2026 11:05 AM

Screen Name Redacted

4/01/2026 11:08 AM

Screen Name Redacted

4/01/2026 11:09 AM

Screen Name Redacted

4/01/2026 11:11 AM

Screen Name Redacted

4/01/2026 11:13 AM

Screen Name Redacted

4/01/2026 11:30 AM

Screen Name Redacted

4/01/2026 11:38 AM

Screen Name Redacted

4/01/2026 11:40 AM

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4/01/2026 11:43 AM

Screen Name Redacted

4/01/2026 11:45 AM

Screen Name Redacted

4/01/2026 12:30 PM

Screen Name Redacted

4/01/2026 12:34 PM

Screen Name Redacted

4/01/2026 12:38 PM

Screen Name Redacted

4/01/2026 05:49 PM

Screen Name Redacted

4/01/2026 07:52 PM

Screen Name Redacted

4/02/2026 10:27 AM

Screen Name Redacted

4/03/2026 11:44 AM

Screen Name Redacted

4/04/2026 06:55 PM

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted

4/06/2026 05:59 PM

Screen Name Redacted

4/06/2026 07:35 PM

Screen Name Redacted

4/06/2026 07:42 PM

Screen Name Redacted

4/07/2026 08:36 AM

Screen Name Redacted

4/07/2026 08:52 AM

Screen Name Redacted

4/07/2026 09:06 AM

Screen Name Redacted

4/07/2026 09:18 AM

Screen Name Redacted

4/07/2026 09:26 AM

Screen Name Redacted

4/07/2026 09:31 AM

Screen Name Redacted

4/07/2026 09:39 AM

Screen Name Redacted

4/07/2026 09:45 AM

Screen Name Redacted

4/07/2026 09:47 AM

Screen Name Redacted

4/07/2026 09:54 AM

Screen Name Redacted

4/07/2026 09:58 AM

Screen Name Redacted

4/07/2026 10:02 AM

Screen Name Redacted

4/07/2026 10:12 AM

Screen Name Redacted

4/07/2026 10:21 AM

Screen Name Redacted

4/07/2026 10:59 AM

Screen Name Redacted

4/07/2026 11:01 AM

Screen Name Redacted

4/07/2026 11:03 AM

Screen Name Redacted

4/07/2026 11:06 AM

Screen Name Redacted

4/07/2026 11:10 AM

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted

4/07/2026 11:15 AM

Screen Name Redacted

4/07/2026 11:27 AM

Screen Name Redacted

4/07/2026 11:33 AM

Screen Name Redacted

4/07/2026 11:42 AM

Screen Name Redacted

4/07/2026 11:53 AM

Screen Name Redacted

4/07/2026 11:55 AM

Screen Name Redacted

4/07/2026 11:58 AM

Screen Name Redacted

4/07/2026 12:01 PM

Screen Name Redacted

4/07/2026 01:24 PM

Screen Name Redacted

4/07/2026 01:31 PM

Screen Name Redacted

4/07/2026 01:37 PM

Screen Name Redacted

4/07/2026 01:42 PM

Screen Name Redacted

4/07/2026 01:45 PM

Screen Name Redacted

4/07/2026 01:46 PM

Screen Name Redacted

4/07/2026 01:48 PM

Screen Name Redacted

4/07/2026 02:04 PM

Screen Name Redacted

4/07/2026 02:14 PM

Screen Name Redacted

4/07/2026 02:50 PM

Screen Name Redacted

4/07/2026 02:56 PM

Screen Name Redacted

4/07/2026 03:02 PM

Screen Name Redacted

4/07/2026 03:09 PM

Screen Name Redacted

4/07/2026 03:15 PM

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted

4/07/2026 03:20 PM

Screen Name Redacted

4/07/2026 03:35 PM

Screen Name Redacted

4/07/2026 03:37 PM

Screen Name Redacted

4/07/2026 03:56 PM

Screen Name Redacted

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4/07/2026 04:28 PM

Screen Name Redacted

4/07/2026 04:44 PM

Screen Name Redacted

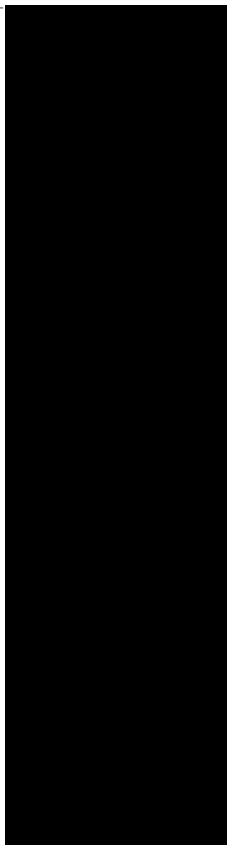
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Screen Name Redacted

4/08/2026 07:21 AM

Screen Name Redacted

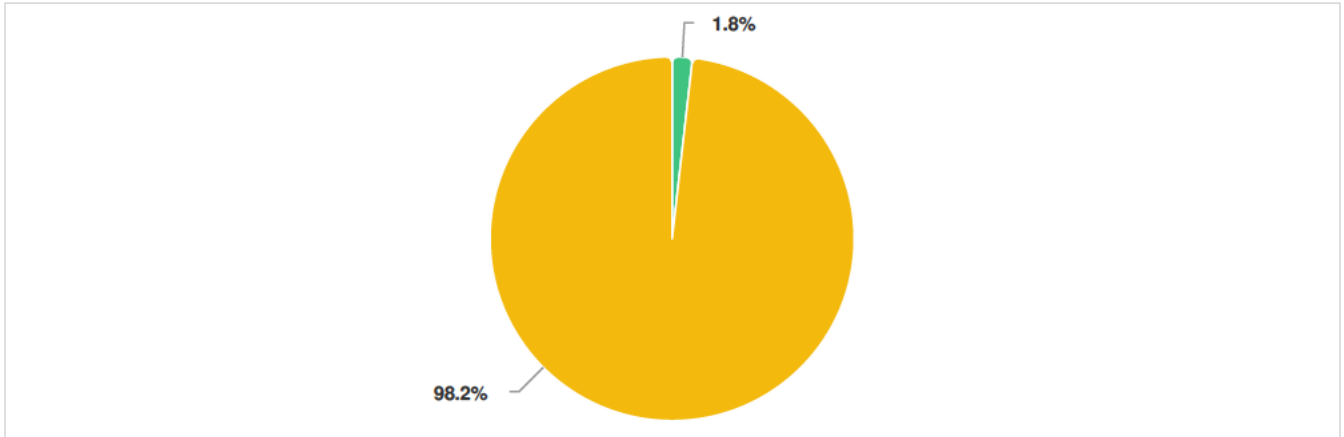
4/08/2026 07:27 AM



**Optional question** · 949 responses · 8 skipped

**Question type** : Single Line Question

**Q2. Which practice are you registered with?**

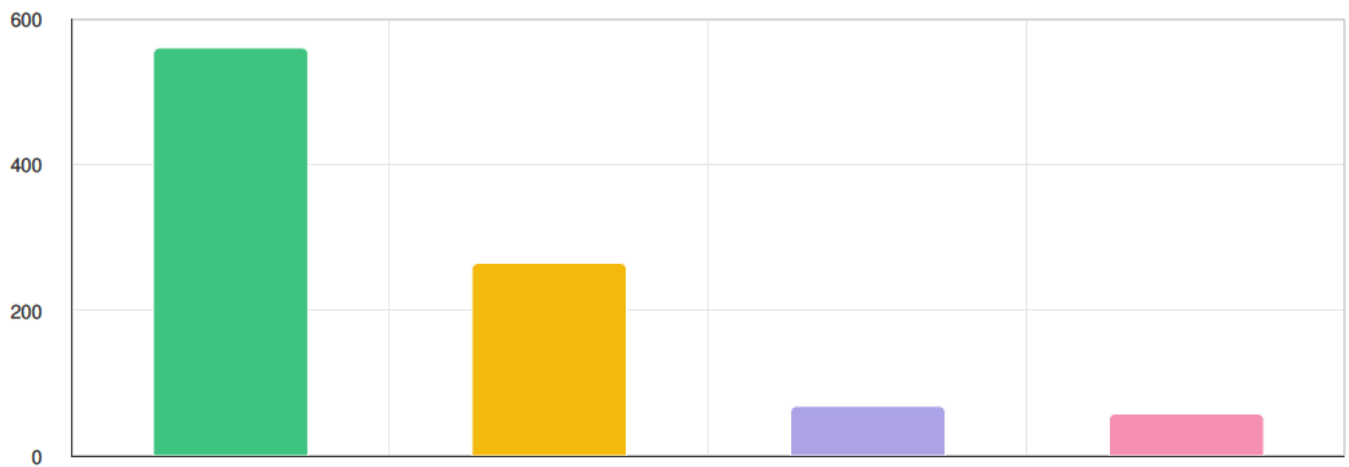


Question options	responses	%
● Other (please specify)	17	1.8
● Meddygfa'r Sarn	929	98.2

Optional question · 946 responses · 11 skipped

Question type : Radio Button Question

### Q3. When was the last time you attended Meddygfa'r Sarn?

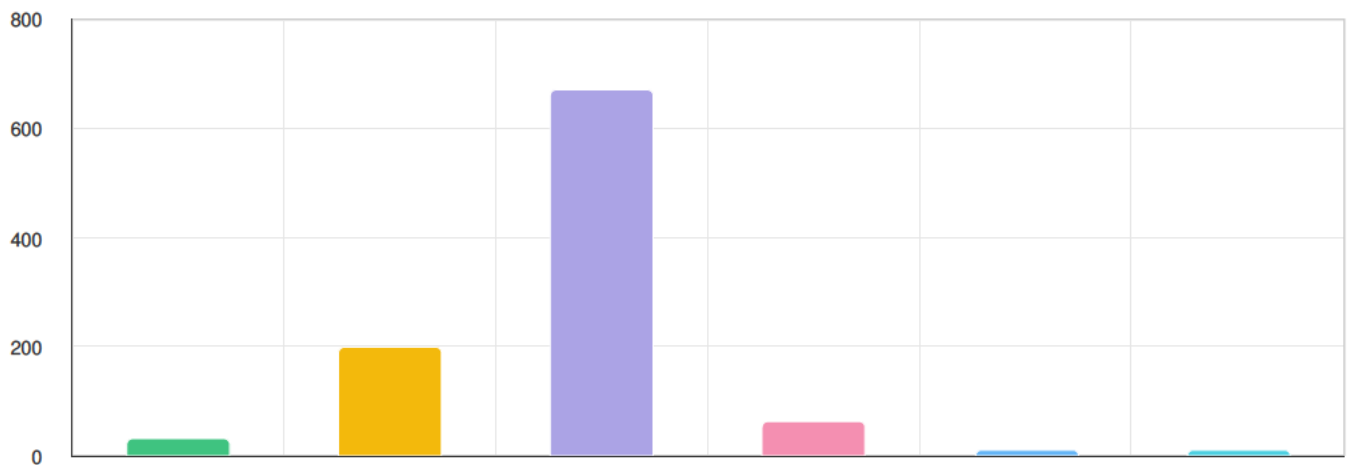


Question options	responses	%
<span style="color: green;">●</span> In the last month	561	59.4
<span style="color: yellow;">●</span> In the last six months	265	28.1
<span style="color: purple;">●</span> In the last year	67	7.1
<span style="color: pink;">●</span> More than a year ago	58	6.1

Optional question · 944 responses · 13 skipped

Question type : Checkbox Question

#### Q4. Thinking about the last time you went to the Surgery; how did you travel there?

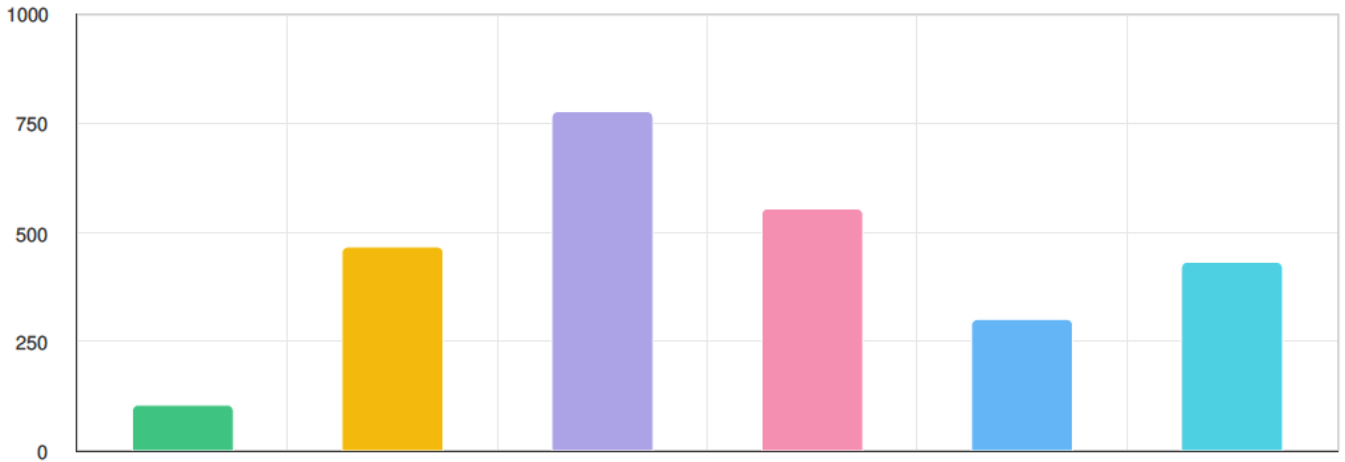


Question options	responses	%
● Other (please state)	32	3.4
● On foot	199	21.1
● By car	672	71.1
● By bus	62	6.6
● By taxi	12	1.3
● By bicycle	10	1.1

Optional question - 945 responses - 12 skipped

Question type : Checkbox Question

**Q5. What is most important to you about your GP Practice?**

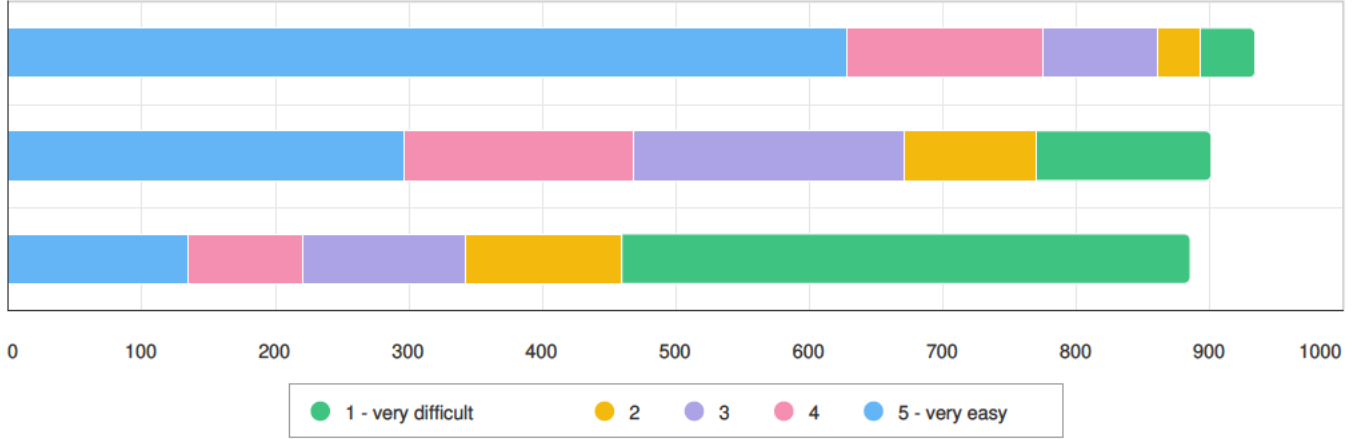


Question options	responses	%
● Other (please specify)	106	11.2
● Telephone/online access	469	49.6
● Appointment availability	776	82.1
● Seeing the same team/ continuity of care	556	58.8
● Car parking	302	32.0
● Friendly staff	433	45.8

Optional question · 945 responses · 12 skipped

Question type : Checkbox Question

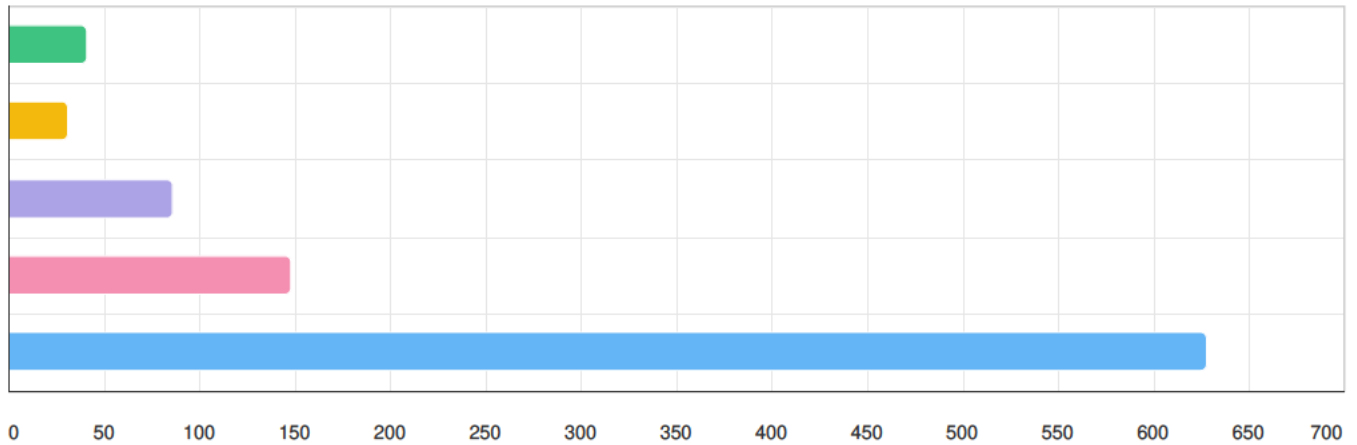
**Q6. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 – very difficult – 5 very easy.**



Question options	1 - very difficult	2	3	4	5 - very easy
Community Pharmacy	41	31	86	148	628
Opticians	132	98	203	172	297
Dentists	426	117	122	85	136

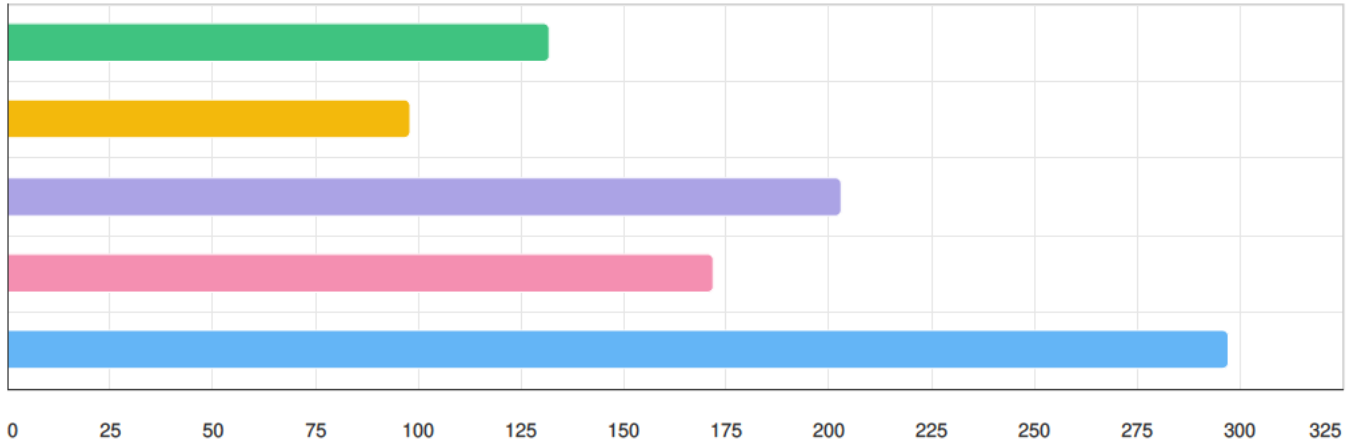
Optional question · 941 responses · 16 skipped  
 Question type : Likert Question

**Q6. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 – very difficult – 5 very easy. — Community Pharmacy**



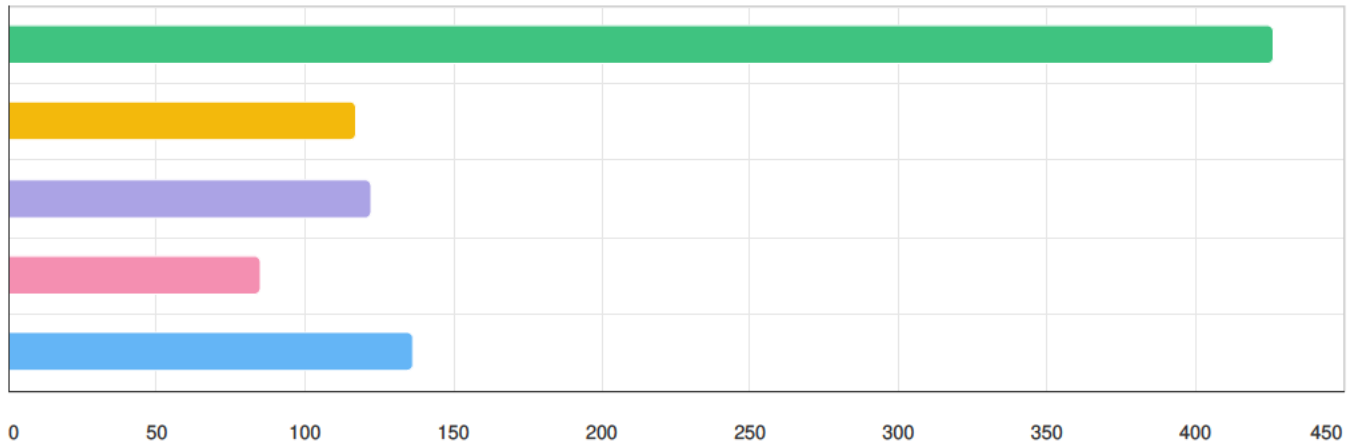
Question options	responses	%
● 1 - very difficult	41	4.4
● 2	31	3.3
● 3	86	9.2
● 4	148	15.8
● 5 - very easy	628	67.2

**Q6. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 – very difficult – 5 very easy. — Opticians**



Question options	responses	%
● 1 - very difficult	132	14.6
● 2	98	10.9
● 3	203	22.5
● 4	172	19.1
● 5 - very easy	297	32.9

**Q6. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 – very difficult – 5 very easy. — Dentists**



Question options	responses	%
● 1 - very difficult	426	48.1
● 2	117	13.2
● 3	122	13.8
● 4	85	9.6
● 5 - very easy	136	15.3

**Q7. Under this proposal your registration would be transferred to the next nearest Practice to you based on travel time from your home address. For most patients this would be Coalbrook Surgery in Pontyberem. Patients living closer to Kidwelly or Trimsaran would be transferred to Meddygfa Minafon, and those living closer to Llanelli would be transferred to a practice there. If you needed to access services at the next nearest practice to your home address, how would this affect you?**

<p>Screen Name Redacted 2/09/2026 01:18 PM</p>	<p>This would affect me as I don't drive and buses do NOT travel to Pontyberem and Kidwelly!!!</p>
<p>Screen Name Redacted 2/09/2026 02:04 PM</p>	<p>It would cause difficulty due to distance/travel/ appointment availability</p>
<p>Screen Name Redacted 2/09/2026 02:10 PM</p>	<p>It would be difficult due to the hours I work. I would have to go completely out of my way to access health care or even if my daughter is unwell from school it would be out of the way again. I like that I can get an appointment when it is needed due to mental health and health issues</p>
<p>Screen Name Redacted 2/09/2026 02:13 PM</p>	<p>I am concerned that another small practice will become overwhelmed with 1500 more patients? Kidwelly has only one Gp for example, we already have 1000 of Kidwelly s clients because they couldn't manage. Are these practices really able to offer a full service? Pontyberrem is a small building how will they logistically offer the full range of service to a larger group of patients? If I have use a bus due to a bus service being every two hours this will take effort and not great If you are ill...and if infectious not help others.</p>
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
	<p>Some of these practices are not able to offer a whole service in a growing community where new houses are being built continuously. It's not just us in Pontyates that are suffering. We are not being served well . This post code lottery is not humane and not democratic. Therefore this also affects my mental health not having control over how I can care for my self as I grow older. How does driving to other practices fit Wales green adjenda? I've not seen a fully qualified Gp recently...an associate..no choice...that's all that's was on offer. How about women having a choice for women's health? We deserve Gp s with specialist area s of knowledge too.</p>
<p>Screen Name Redacted 2/09/2026 02:31 PM</p>	<p>Still travel by car as no direct bus service. I understand there are no permanent GPs at Kidwelly either so this not valid issue for Pontyates surgery.</p>
<p>Screen Name Redacted 2/09/2026 02:36 PM</p>	<p>As theain carer for my elderly mother I couldn't get her there. The practice in Pontyberem is already well over subscribed and the premises in a poor state. The service received will be affected significantly with the additional pressure</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/09/2026 02:42 PM	Lack of pubic transport would prevent me from accessing primary care. I would also not feel confident in accessing Coalbrook surgery Pontyberem due to neglect of family and friends who have previously been under their care and died due to lack of appropriate care and specialist referrals. Due to this I have no faith in them and would need to travel much further from my home to another surgery, where theres a lack of public transport. I am in constant chronic pain and when in a flare up travelling further afield to see a GP, by public transport is not only unreasonable but also neglectful.
Screen Name Redacted 2/09/2026 02:58 PM	[REDACTED] So I won't be able to drive to a more distant practice and even if it is resolved I am not sure I'll be able to drive. The busses are few and far between and in fact the distance to walk to a bus stop is further than our current surgery, about .75 of a mile.
Screen Name Redacted 2/09/2026 03:22 PM	Hugely difficult as I don't have transport
Screen Name Redacted 2/09/2026 03:32 PM	[REDACTED]
Screen Name Redacted 2/09/2026 04:02 PM	[REDACTED]
	<p>Additionally, as both Pontyberem and Kidwelly practices are oversubscribed ( and publically recognised as such) the chances of actually getting an appointment when one requires one, at a time and date of convenience would be considerably lessened. I would also be concerned as to the allocated time spent with a doctor given their workload would increase exponentially and consulting time would be shortened to compensate.</p> <p>Another potential consequence of transferring patients to Pontyberem or Kidwelly would be the lengthening prescription transfer time between those practices and the Prescribing Pharmacy in Pontyates.</p> <p>Parking at the other practices would be an issue as transferred patients are more likely to use personal transport (own vehicles, carer vehicles, etc), owing to a limited number of spaces. A side effect would be the additional traffic during the practices' opening hours on roads in the vicinity, and possible on-street parking, with inconvenience and stress with patients with mobility issues.</p> <p>Staffing increases (doctors, nurses nd administrative) may be required, in particular, transferring admin staff from Pontyates to other practices, unless of course, redundancies are planned and costed a part of the change. Such staff transfers would, probably, mean that spaces for patients would be used for commuting transferred staff. All of the above would have both a direct and indirect impact of Patient services that should be provided by Pontyberem and Kidwelly, with a resulting impact on transferred patients.</p>
Screen Name Redacted 2/09/2026 04:39 PM	Myself and my husband would find it very difficult having to travel further
Screen Name Redacted 2/09/2026 04:58 PM	I'd not be able to walk and have to drive. My partner also needs to attend regularly for blood tests and appointments which would increase costs to me, increase time required and make visiting the doctor even more of a pain than it already is.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/09/2026 05:52 PM	Pontyberem surgery is tiny, has 6 parking spaces and in the last health care inspection was not disability friendly. Kidwelly is further away and seems to have only 2 doctors, so for both the proposed surgeries there are travel and accessibility issues . I can drive and so can access, many cannot.
Screen Name Redacted 2/09/2026 06:33 PM	It would be like starting again to explain my medical issues. My notes are not complete, the new surgery appointed would mean me starting all over again when I have built up a patient relationship at Meddygfa Sarn with the internal chemist and specialist practitioner.
Screen Name Redacted 2/09/2026 07:16 PM	It would be further away so it would be less excess able and more difficult to get appointments as more people would be chasing the same limited number of appointments
Screen Name Redacted 2/09/2026 07:39 PM	I would need to rely on buses which are every 2 hours to Llanelli. There are no buses to pontyberem or Kidwelly from the Pontyates area.
Screen Name Redacted 2/09/2026 07:46 PM	Further to travel
Screen Name Redacted 2/09/2026 08:38 PM	Unlike many, I am able to drive. If you were to close the surgery, due to you neglecting and not investing in it over the years, many would struggle to reach ANY of those surgeries due to the complete lack of public transport. NO busses go to Kidwelly. The service between Pontyates and Pontyberem is about every 2 hours. Totally unacceptable.
Screen Name Redacted 2/09/2026 08:43 PM	Our family would prefer to stay at pontyates surgery as it is close by and easy to get access to, however if we had to go to Pontyberem it would be same distance and hopefully same service would be given, only find it hard to see how a small practice can take on more patients and give good care when required.
Screen Name Redacted 2/09/2026 08:47 PM	The impact on getting to the surgery from my home wouldnt affect me as much as I am able to drive. The impact it would have to a huge amount of people within Ponthenri and Pontyates village will be huge. No regular bus service as well as no direct route. Ponthenri to Pontyates has a safe and flat walk if you need to get to the surgery and are able to do so. Walking from Pontyates/ Ponthenri to Pontyberem (as would be the only option for a lot of people within these small villages) is not only dangerous but near impossible. Even taxi services are very limited and costly. I have older family members who live in both villages, other members of family work full time so it would have a greater impact on me in regards to having to be more available to take family to appts as they are unable to get there themselves due to the distance being too far. It is literally ripping vital services out of small communities, and not even a failing service, from a patient perspective. The surgery is run efficiently and successfully, I've always had my issues and concerns dealt with the utmost respect and compassion. From receptionists to the gp's, which is a very rare going from issues others have with other GP surgeries. I feel money is being chosen over patient health outcomes and satisfaction.
Screen Name Redacted 2/09/2026 08:50 PM	I would be unable to travel to Kidwelly or Trimsaran or Pontuberem as the buses do not run any where near my home. Giing to kidwelly or Trimsaran would mean catching 3 buses and waiting around in stinking bys shelters!

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/09/2026 08:59 PM	We would be transferred to Llanelli. I have been there for physio. The surgery is always packed, the phone is rarely answered and I end up suing for a long time just to check in. The parking is horrendous! [REDACTED] this is just not feasible for us. It's more than triple the travel time and just won't work. With full time jobs and kids in the local school, this will mean time off work u paid and kids missing whole days at school - just for a routine appointment. It's ridiculous
Screen Name Redacted 2/09/2026 09:57 PM	The cost of travel ..and the fact i suffer sitting down for period of time
Screen Name Redacted 2/09/2026 10:01 PM	I don't drive so if the doctors was gone I wouldn't able to get there as buses don't travel from pontyates to Kidwelly
Screen Name Redacted 2/09/2026 10:11 PM	The buses run every two hours so any appointments would need to be scheduled around travelling there and back. I have no car, no family to call upon and would find Pontyberem hard to reach, Llanelli just as difficult, and Kidwelly impossible.
Screen Name Redacted 2/10/2026 12:30 AM	Very difficult as there are no direct bus routes.
Screen Name Redacted 2/10/2026 06:30 AM	It took me 4 years after I moved house to change surgeries due to anxiety, I only changed last year and I dont want to change again. I was with Meddygfa Minafon in Kidwelly previously, and I could never get an apppointment. My biggest concern is it's hard enough to arrange a GP appointment at a surgery now, how are these other surgeries going to cope with the extra thousands of patients? Kidwelly surgery cant cope with what they've got, and I cant imagine the one in pontyberem is any different.
Screen Name Redacted 2/10/2026 07:40 AM	At the moment for me it would be fine but I was unable to drive for just over a year in 2024 due to having brain surgery and my only way then was walking to my surgery, as I'm on yearly MRI s I'm a little afraid that if the closure does go ahead I wouldn't be able to see a gp unless I had someone that could give me a lift . This is hard as the rest of my family work so are not around in the week to be able to take me . The local bus service is not reliable.I found this out when relying on them to get to work once I returned after my operation and was often left standing at the bus stop with no way of getting home . We live in a large populated village, with more houses being built at this present time.with a large amount of elderly people that don't drive . We need /deserve a local Gp practice .
Screen Name Redacted 2/10/2026 09:02 AM	It would affect me in that i doubt we would get through to get an appointment as all proposed surgeries for transfer are oversubscribed . The lack parking at other surgeries . It would take more out of my working day as current surgery on route
Screen Name Redacted 2/10/2026 09:53 AM	Distance to travel to surgery. [REDACTED] I have been able to visit the surgery with concerns regarding my child's health and been provided treatment and reassurance within 4hrs of making initial contact with surgery at 8/8:30 am. I am concerned that the already existing surgeries which we will be repatriated to are already stretched and under pressure to provide adequate services to patients within their current areas.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/10/2026 09:56 AM	My son is registered at our local surgery - [REDACTED] [REDACTED] He has been seen routinely at the practice and also for more ad hoc appointments with illness. The practice has been great, it's easy to get to, it means taking my son out of childcare to get him to the GP is smooth & the reception team are friendly and make an effort to get to know patients. If moved my property address would send us to Llanelli practice which would increase our journey time by more than double not to mention Llanelli practice is already overstretched in terms of capacity. I do not want to move from a rural GP practice where the over arching feeling is that the practice staff care to a surgery located in a town where people are treated as numbers.
Screen Name Redacted 2/10/2026 11:11 AM	It would not ad I am a patient at coalbrook surgery
Screen Name Redacted 2/10/2026 11:46 AM	This proposal hugely impacts the community and does not support the health service through the model of providing care in the community. [REDACTED] while I work full time. [REDACTED] [REDACTED] [REDACTED] [REDACTED] To transfer the services outside Pontyates would mean that it would be impossible for me to support logistically. There are many vulnerable people living locally that are just getting by, still living in the community opposed to a residential setting. Without local services the model for promoting care in the community would could not be sustained when it's already at breaking point.
	There is a significant risk that the most vulnerable in the community would be impacted and in some cases be a high risk of fatality as they would no longer be able to access services outside the community.
	Whilst there is an argument for public transport, the current network is infrequent, poverty is to be factored. More so the individuals capacity for changing routines has to be factored in.
Screen Name Redacted 2/10/2026 12:20 PM	Unbelievable that a surgery that has been underfunded yet overused is now being thrown to wolves It's in a mega convenient location having moved into the area in Nov 2024 I have had nothing not positive experiences for me and my family at this GP's
Screen Name Redacted 2/10/2026 12:43 PM	Its a long walk from maesglas to the pontyberem bus stop..at least a mile..im 75..not good feeling ill and walking this in the winter
Screen Name Redacted 2/10/2026 01:13 PM	Awkward to access
Screen Name Redacted 2/10/2026 01:34 PM	I'm very worried about it as I'm disabled and need a lot of medication and checking on
Screen Name Redacted 2/10/2026 03:25 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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<p>Screen Name Redacted 2/10/2026 03:39 PM</p>	<p>This would affect me greatly. I often work unsociable hours and need my gp surgery close to me - I value immensely the fact the surgery offers me the potential for appointment that work for me. I cannot imagine how awful it would be to try and access a new surgery with an already over subscribed patient list. This feels like a total lack of duty of care to patients. What's more, Wales us becoming more and more like England. And that it not good. Do not let Wales become the souless pit that England has become. Respect your patients. We are here to be heard.</p>
<p>Screen Name Redacted 2/10/2026 04:15 PM</p>	<p>This isn't too much of an inconvenience to me, due to owning a car. But for others I understand and express concern.</p>
<p>Screen Name Redacted 2/10/2026 07:07 PM</p>	<p>Considering that the other named surgeries are themselves having difficulties in getting doctors to work at their practices. Plus Pontyberem Coalbrook practice is no larger than Pontyates . Plus they themselves have had their own recent problems with staffing issues.</p> <p>But it does seem a done thing as an adjacent property is already being lined up to expand the Coalbrook Practice.</p> <p>It will NOT improve access for patients to see a doctor at any other practice . Just increase the frustration of trying to get appointments to see a doctor .</p>
<p>Screen Name Redacted 2/10/2026 08:52 PM</p>	<p>It would make no difference to traveling by private car.</p>
<p>Screen Name Redacted 2/11/2026 10:47 AM</p>	<p>Knowing all other practices are already struggling to see their own patients it really worries me that getting appointments will be much harder. I have a newborn and three year old needing immunisations so changing practice to an already at full capacity practice is not a good option</p>
<p>Screen Name Redacted 2/11/2026 11:11 AM</p>	<p>Parking is truly awful at Kidwelly Surgery, and Pontyberem. The waits for appointments are already monumental so pushing patients into already over capacity settings is the most ridiculous of ideas. I have seen the same staff at the Pontyates surgery ever since registering there. I already have significant anxiety about the state of the hospitals in the area, and decreasing access to basic local GP support that should be a fundamental right is a shocking mismanagement of the situation. GP access should be increased to relieve pressure on hospitals not decreased so that patients have even fewer options.</p>
<p>Screen Name Redacted 2/11/2026 02:57 PM</p>	<p>Would be a pain in the backside if I could actually get an appointment when I was ill and needed a Dr.</p>
<p>Screen Name Redacted 2/11/2026 05:19 PM</p>	<p>As we travel by car, it will only take a few minutes longer.</p>
<p>Screen Name Redacted 2/11/2026 06:09 PM</p>	<p>As my husband drives me, the difference in travel time is minimal, whichever surgery we are transferred to. However, we are both 75 so there's no guarantee that he will be driving for much longer. We are both going to be really upset if the closure of Meddygfa Sarn goes ahead. If it does though, I would like to be given the choice of surgery if at all possible.</p>
<p>Screen Name Redacted 2/12/2026 09:22 AM</p>	<p>I think this is disgusting prior to the surgery being taken over there was plenty of doctors there you could get appointments easily. One case in particular that affected me I had blood poisoning (which I did not recognise) I was seen as an emergency instantly and the doctor rang pharmacy in trimsaran so I could get prescription dispensed. Now you would be told to a and e Carmarthen which would end up not finding a parking space and would have had ended up in a critical state.</p>

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/12/2026 10:08 AM	This would impact me negatively, I walk to the doctors when I can, I suffer from a lot of anxiety and have got used to the location and staff. I feel that I would never get an appointment if we didnt have this local surgery so I would probably just not bother and my health will deteriorate
Screen Name Redacted 2/12/2026 11:34 AM	[REDACTED] and find it difficult to walk. I need a car to get to town and I have a blue badge,,so I need to get close to where I'm going
Screen Name Redacted 2/12/2026 12:19 PM	I would be moved to Kidwelly surgery. I previously left Kidwelly surgery due to catastrophic medical errors and bad practice so this not an option for me. Additionally Kidwelly practice is overwhelmed and struggling to cope with its existing patients let alone any additional. Closing Sarn would be devastating to all the communities which it serves on many levels. Locality, accessibility, quality of care, availability of appointments, lack of public transport to name a few ...
Screen Name Redacted 2/12/2026 05:46 PM	As I do not drive how am I expected to go to the doctors also my husband has had throat cancer and realise on get to see the doctor frequently
Screen Name Redacted 2/12/2026 07:16 PM	Anything would be better than what we have at the moment, totally impossible
Screen Name Redacted 2/12/2026 07:59 PM	It would greatly affect me as i can bearyl leave the house as it is, I have to rely on my husband to take me to the surgery, i cannot attend hospitals for blood tests and the drs have let me have blood tests at the syrgery,the thought of travelling when you're not well is not good,and worries me,
Screen Name Redacted 2/13/2026 04:42 PM	Would be reliant on public transport which is unreliable and inconsistent. Busses are every two hours. Long waits in surgeries equals missed busses home. Lack of transport creates missed appointments and gets patients struck off.
Screen Name Redacted 2/14/2026 10:36 AM	I have a complex medical condition, it requires regular monitoring/follow up. [REDACTED] [REDACTED] At times both my [REDACTED] moving to a practice outside of the village would cause considerable issues, how would I get there? Assuming Pontyberem there is very limited parking on site, with mobility issues this is a huge concern.
Screen Name Redacted 2/14/2026 10:58 AM	Have to use public transport
Screen Name Redacted 2/14/2026 12:54 PM	If no transport it would be very difficult as
Screen Name Redacted 2/14/2026 01:41 PM	Currently I can walk to the surgery. For any of the other surgeries I would need transport and I don't always have access to a car.
Screen Name Redacted 2/14/2026 01:58 PM	No car
Screen Name Redacted 2/14/2026 02:58 PM	I could access surgery in Trimsaran. There are no buses from Trimsaran to Kidwelly.
Screen Name Redacted 2/14/2026 03:53 PM	
Screen Name Redacted 2/14/2026 04:09 PM	At the moment could manage but being 82 yrs old, for how long will I be driving.?
Screen Name Redacted 2/15/2026 08:19 AM	I am unable to get to Kidwelly

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 2/15/2026 10:04 AM	You should be opening more doctors surgeries and definitely not closing the surgeries already open!
Screen Name Redacted 2/15/2026 11:15 AM	Really bad as I can't drive and the buses are every 2 hours if they turn up. And I couldn't walk it as I can't walk far at all
Screen Name Redacted 2/15/2026 11:18 AM	I would have to drive . Buses are few and far between. Also no family to h
Screen Name Redacted 2/15/2026 12:53 PM	Access to Coalbrook Surgery Pontyberem my nearest would not affect me and would be more suitable than the other surgeries.
Screen Name Redacted 2/15/2026 01:01 PM	Have recently transferred to Pontyberem. Does not cause any additional problems.
Screen Name Redacted 2/15/2026 05:52 PM	This would impact me as I would then have to drive to the surgery in pontyberem.
Screen Name Redacted 2/15/2026 08:56 PM	Greatly. The proposal to close pontyates is short sighted and as the board have been unable to deliver on any of their promises to improve NHS services across west wales, why should we be trusting them to make a decision regarding pontyates that assists to improve services in the gwendraeth valley. We see the moving of patients to Pontyberem as the wrong choice as the surgery in pontyberem is not easily accessible for the more vulnerable in the community, with the extra load that will be applied to pontyberem likely to prove testing for the small infrastructures supporting that surgery.
Screen Name Redacted 2/15/2026 09:55 PM	It would disrupted my work and make it difficult to get the care my taxes pay for.
Screen Name Redacted 2/16/2026 08:25 AM	Getting to surgery as I am 80
Screen Name Redacted 2/16/2026 09:16 AM	Longer travelling time, problems parking as we would be sent tomorrow Llanelli, unable to get appointments as needed, having current care issues disrupted.
Screen Name Redacted 2/16/2026 09:21 AM	Longer travel. Difficulty parking.
Screen Name Redacted 2/16/2026 09:50 AM	Further to travel, longer time to get to, unsure of parking facilities
Screen Name Redacted 2/16/2026 10:26 AM	I would worry about getting access to appointments in a timely manner. It can take up to 2 weeks to arrange an appointment now so I fear this time will increased with stretched services.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/16/2026 10:29 AM	Closing Meddygfa'r Sarn would make accessing healthcare much harder for me and my family.
	At the moment, I can easily get to my local surgery, it's just in the next village. But having to go to a surgery in Llanelli is a different story. It's not just about the distance, it's about the practicality of getting there, especially when you're feeling unwell or need to take children to appointments.
	Not everyone has a car available during the day, and the bus service isn't great. When you're ill, the last thing you want is a complicated journey into town. I worry that people will put off seeing the doctor for things that seem minor, and then problems get worse.
	The Llanelli surgeries are already busy and it's hard enough to get appointments as it is. Adding more patients from Sarn will only make that worse.
	There's also something important about having a doctor's surgery in your local community. The staff know you, you know them, and it's part of what keeps a village alive. Losing services like this just makes rural areas less and less viable places to live.
	Our local surgery might be small, but it serves a real need.
Screen Name Redacted 2/16/2026 10:30 AM	Longer journey time - I have no-one else to drive me there.
Screen Name Redacted 2/16/2026 10:43 AM	It would be a shame to have to relocate and all surgeries are under pressures to provide appointments and significantly increasing the amount of patients into other surgeries will have longer waiting lists than what is already there.
	Llanelli would be an alternative option for myself and my family.
Screen Name Redacted 2/16/2026 11:20 AM	This would be terrible news for me .
Screen Name Redacted 2/16/2026 12:01 PM	I will have to find alternative arrangements to go to the doctors. [REDACTED]
	[REDACTED]
Screen Name Redacted 2/16/2026 12:02 PM	
Screen Name Redacted 2/16/2026 12:51 PM	If I have to use the bus it would be two busses to get there instead of one. Cycling treble the distance.
Screen Name Redacted 2/16/2026 01:23 PM	I would be happy to transfer to Coalbrook Surgery. I DO NOT want to transfer to Kidwelly surgery as I worked there and I do not think it would be in my interest to be a patient there.
Screen Name Redacted 2/16/2026 01:45 PM	Meddygfa Minafon - it will not affect me as I currently drive to Meddygfa Sarn
Screen Name Redacted 2/16/2026 02:01 PM	Meddygfa Minafon is the closest to my address
Screen Name Redacted 2/16/2026 02:32 PM	It would be a lot less convenient as it would take more time. I am currently fit and well, but my partner is older and he needs to attend on a regular basis
Screen Name Redacted 2/16/2026 02:45 PM	Kidwelly is closer to my home than Pontyates so being transferred to Kidwelly would be easier for me - as long as the quality of care is as good of better than Pontyates.


## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 2/16/2026 02:59 PM	At the moment it wouldn't affect me too much as i am able to drive and have transport.
Screen Name Redacted 2/16/2026 03:00 PM	It wouldn't effect me massively, as long as the move would be to Ash grove surgery.
Screen Name Redacted 2/16/2026 03:01 PM	
Screen Name Redacted 2/16/2026 03:16 PM	It's further away and I would need to be driven. There's not much car parking availability there, yes there's a car park opposite, but it's used and quite full most days
Screen Name Redacted 2/16/2026 03:50 PM	Ashgrove in Llanelli is roughly the same distance as Pontyates is from my home, so not a big issue.
Screen Name Redacted 2/16/2026 04:20 PM	Coalbrook does NOT have the capacity to accommodate an influx of new patients and if the closure goes ahead it will be hugely detrimental.
Screen Name Redacted 2/16/2026 04:22 PM	Provided I can see a doctor when needed it won't affect me
Screen Name Redacted 2/16/2026 04:25 PM	It would depend on what was wrong with me & whether or not my husband was home in-between working shifts in the Armed Forces. There wouldn't be a guarantee I would be able to register at another practice & even if I did, appointment availability is scarce as it is
Screen Name Redacted 2/16/2026 04:50 PM	No major impact
Screen Name Redacted 2/16/2026 06:17 PM	None really, as long as there is appointments available to us
Screen Name Redacted 2/16/2026 06:51 PM	It would be preferable for me to be transferred to Coalbrook Surgery as it is closer to my work, and because of my work hours I'd be unable to make it back in time for appointments for surgery hours.
Screen Name Redacted 2/16/2026 07:09 PM	Ideally it would be Trimsaran surgery and is more accessible to me.
Screen Name Redacted 2/16/2026 07:21 PM	I believe I would be allocated to pontyber, this is further to travel , new surroundings , new staff to get to know, I think pontyberem will struggle I have heard to take the influx of I believe 2000 patient allocation
Screen Name Redacted 2/16/2026 07:24 PM	I am registered at Meddygfa Minafon already, difficult to get appointments, I feel the service is already stretched with a large amount of new patients it will be at braking point. Could the health board join the surgeries together in new premises ? Patients will travel I feel.
Screen Name Redacted 2/16/2026 07:48 PM	Rely on buses which is every 2 hours up to 6.15pm
Screen Name Redacted 2/16/2026 07:51 PM	Kidwelly and Pontyberem are not served by public transport. Deteriorating eyesight may render me unable to drive in the long run.
Screen Name Redacted 2/16/2026 08:37 PM	It would mean a longer car journey. If I am unable to drive relying on public transport would be impossible as there are no direct buses and taxi would be very expensive.
Screen Name Redacted 2/17/2026 08:37 AM	
Screen Name Redacted 2/17/2026 10:56 AM	Knowing that it is already almost impossible to get appointments with the practices that have been proposed, I have no faith that my health needs will be met.

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/17/2026 12:48 PM	Drastically...our car journey would be very much longer than our present drive to Meddygfa'rSarn
Screen Name Redacted 2/17/2026 01:04 PM	The distance to the next nearest surgery is triple the distance. The time it would take to travel there would significantly increase
Screen Name Redacted 2/17/2026 01:14 PM	N/A
Screen Name Redacted 2/17/2026 02:18 PM	Would need transport to get there. Bus routes are very hit and miss in this area.
Screen Name Redacted 2/17/2026 02:19 PM	If it was transferred to other surgeries I would find it difficult as there is no easy way of getting there I don't drive and I would have to catch 2 buses to Kidwelly and pontyberem and 1 bus over to trimsaran and 1 bus back
Screen Name Redacted 2/17/2026 03:55 PM	Not really.
Screen Name Redacted 2/17/2026 04:21 PM	Too far to walk. Bus services run every 2 hours. Very rarely a bus goes to Pontyberem or Kidwelly
Screen Name Redacted 2/17/2026 04:22 PM	It would take longer and I would need to drive
Screen Name Redacted 2/17/2026 04:23 PM	  The way the nhs is now, you already feel alone and vulnerable. If you close the doctors in the village I truly feel people could loose their lives
Screen Name Redacted 2/17/2026 04:49 PM	I need the doctor to come out to me with my circumstances 
Screen Name Redacted 2/17/2026 04:57 PM	It would be two busses instead of one and a lot longer!
Screen Name Redacted 2/17/2026 06:39 PM	The surgery at Pontyberem is too small,Llanelli is too far. Meddygfa Minafon is certainly not the surgery that Meddygta'r Sarn is. There is no good real reason to close Meddygta'r Sarn.
Screen Name Redacted 2/17/2026 06:52 PM	Kidwelly and Pontyberem are very nearly the some distance in a car but when the bus service (Every 2 hours) runs properly it takes 20 mins to get to Pontyberem and 1.5 hours, plus walking time from/to bus stops, to get to Kidwelly with one change. This is if there is an immediate connection. Consequently Kidwelly would be impossible in our case.
Screen Name Redacted 2/17/2026 08:00 PM	Longer journey, but manageable at present.....if I am without a car, virtually impossible
Screen Name Redacted 2/17/2026 09:00 PM	I would need transport rather than being able to walk as I do now. My husband and I do have a car, so we would be able to drive at the moment. But this may change in the future.
Screen Name Redacted 2/17/2026 10:43 PM	
Screen Name Redacted 2/18/2026 08:03 AM	Would need to catch a bus or a taxis.
Screen Name Redacted 2/18/2026 11:21 AM	Yet another inconvenience, as our health services are diminished due to costs!!

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 11:29 AM	It would be better for me & closer than I have to travel now. I have been trying to move surgery for years
Screen Name Redacted 2/18/2026 11:54 AM	This would have a huge impact. I have been registered previously at one of the other surgeries and was disappointed in the level of care that I received so to go back to that practice would be devastating. One of the issues I experienced was it was impossible to get an appointment and often having to wait weeks to get an appointment with the GP. The proposal would mean sharing the current patients at Meddygfa Sarn onto already pressurised services. [REDACTED] [REDACTED] [REDACTED] I have received exemplary service from Meddygfa'r Sarn and have found the staff to be helpful, polite and friendly and have gone above and beyond to help. The GPs i have seen have also been thorough and taken the time to listen to me and give appropriate advise guidance and referral in a timely manner. The additional travel to Pontyberem or Llanelli would also disadvantage me. When you are unwell you want to get access to medical care as quickly as possible but closing the surgery would mean travelling further to access health care - the last thing you need or want when you are not well. This closure will have a negative impact on the community and those who use the services and are reliant on it.
Screen Name Redacted 2/18/2026 11:57 AM	I would find it really difficult to be tranferred to another practice cause i cant drive so i would either get one if my family to take me but they all work. And also the buses you cant rely on them and to get to pontyberem or kidwelly i would have to catch 2 buses.
Screen Name Redacted 2/18/2026 12:05 PM	Travel costs and time delays.
Screen Name Redacted 2/18/2026 12:21 PM	I would not feel as comfortable as I do not know any of the doctors or nurses in the practice.
Screen Name Redacted 2/18/2026 12:38 PM	I think the move would drastically reduce my chance of an early appointment due to the large numbers of new patients being moved there and as they closed books to new people not so long ago
Screen Name Redacted 2/18/2026 12:54 PM	I have a car so would be able to travel although it isn't ideal with a small child
Screen Name Redacted 2/18/2026 01:16 PM	I suffer with anxiety and depression. I don't cope well with change
Screen Name Redacted 2/18/2026 01:35 PM	
Screen Name Redacted 2/18/2026 01:40 PM	
Screen Name Redacted 2/18/2026 01:55 PM	I work 54 hours per week dont get much time to travel, pontyates is basically on doorstep
Screen Name Redacted 2/18/2026 02:29 PM	Very much. I live in Pontyates and am disabled. Getting to Kidwelly or Pontyberem would be much more difficult and inconvenient.
Screen Name Redacted 2/18/2026 02:43 PM	I am housebound cant leave my bungalow through ill health
Screen Name Redacted 2/18/2026 02:57 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 03:40 PM	The proposed closure of the Meddygfa'r Sarn would have a significant and negative impact on my health and wellbeing.  [REDACTED] and am therefore considered an 'at risk' individual. Regular, timely access to GP services is not optional for me. It is essential to safely manage my condition and to prevent potentially serious complications.  Accessing alternative surgeries would be both impractical, and raise safety concerns. I live in a one-car household and do not always have access to a vehicle. Travelling on foot to the next nearest surgery is not realistically or safely achievable. Reliance on public transport would make same-day or urgent appointments extremely difficult, if not impossible, due to bus schedules and limited flexibility. In a situation requiring urgent assessment, this delay could post a direct risk to my health.  In addition, local surgeries already operate with a high patient demand, and securing appointments is already very challenging. The displacement of the thousands of additional patients would inevitably increase waiting times and reduce appointment availability further. This would disproportionately affect patients with long-term or serious conditions who require consistent monitoring and responsive care.  The closure risks reducing access to safe, timely primary care for vulnerable patients and may ultimately increase pressure on emergency and secondary services if conditions worsen.  For these reasons, I strongly oppose the closure and am playing an active role in campaigning against it.
Screen Name Redacted 2/18/2026 04:09 PM	Currently I have a car, as I get older this will probably not be the case. Public transport in the area is inadequate and this is a major concern.
Screen Name Redacted 2/18/2026 04:11 PM	Fine as I have a car
Screen Name Redacted 2/18/2026 05:07 PM	Need to travel
Screen Name Redacted 2/18/2026 05:20 PM	
Screen Name Redacted 2/18/2026 06:18 PM	It would prove extremely difficult for me to get to Minafon or Pontyberem surgeries as there are no buses available. I am aware that these surgeries also have a high volume of patients transferring Meddygfa Sarn patients would only exacerbate the situation at these surgeries further reducing the level of care to all concerned. Having spoken to patients from both surgeries they already have difficulty in getting appointments.
Screen Name Redacted 2/18/2026 06:57 PM	I depend on my husband for transport. If he is no longer able to drive because of his age, the only means available is public transport. Pontyates is the only GPs served by bus at present.
Screen Name Redacted 2/19/2026 09:30 AM	Further to travel. Less appointment availability.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/19/2026 09:58 AM	I left Cydweli surgery many years ago because it was incredibly difficult to get an appointment. I would be very disappointed if I had to return.  I appreciate that systems may have changed but it's clear that Cydweli is already struggling as family members who still attend there report significant issues with being seen and were planning on changing to pontyates before this announcement was made.
Screen Name Redacted 2/19/2026 10:59 AM	Difficulty getting there
Screen Name Redacted 2/19/2026 01:13 PM	It would be very difficult for me because now I only have to catch the bus 10 minutes to Pontyates and back on the next one. If I was transferred to Kidwelly it would take 3 buses and an hour and thirty minutes just to get there.
Screen Name Redacted 2/19/2026 01:27 PM	As I live in Trimsaran, we have to drive to Pontyates, so if we had to move surgeries, I would prefer Trimsaran as my children don't drive and I work fulltime.
Screen Name Redacted 2/19/2026 02:04 PM	Badly [REDACTED] and as a result am not confident leaving home. I cannot walk too far without getting short of breath so rely on our car to get to the surgery. There is no bus readily available either.
Screen Name Redacted 2/19/2026 04:27 PM	Travelling to and from Pontyberem would be a problem as the bus service is abysmal.
Screen Name Redacted 2/19/2026 06:55 PM	[REDACTED] so having a surgery close by, with easy access is crucial to myself. Moving surgery I fear would impact accessibility as the surgeries would be over maximum capacity and you would not receive the care that is needed as and when needed.
Screen Name Redacted 2/20/2026 08:20 AM	It would be more difficult- factoring extra travel time, taking time off work, not knowing the area.
Screen Name Redacted 2/20/2026 10:19 AM	Not good at all. Regardless of different faces sometimes in the surgery everyone is always friendly and there is a community feel. It would be disappointing to lose this practice. I feel like ways to move forward should be encouraged not having the approach of taking steps backwards it's 2026. These services should be provided locally.
Screen Name Redacted 2/20/2026 10:46 AM	Slight increase in travel time and potential issues with parking
Screen Name Redacted 2/20/2026 10:48 AM	I transferred from Coalbrook Surgery to Myddegfa'r Sarn because of issues getting to and from there as well as various other difficulties with appointments and facilities.
Screen Name Redacted 2/20/2026 10:48 AM	Extra travel
Screen Name Redacted 2/20/2026 10:49 AM	This would make life harder and much less convenient. My carbon footprint would increase meaning that I'd have to drive to the surgery instead of walk or cycle as I do now!
Screen Name Redacted 2/20/2026 02:20 PM	Extra time taken to get there. It may well be too far to walk or cycle.
Screen Name Redacted 2/20/2026 02:36 PM	Personally I don't care, because the apathy I have for the Welsh Health service holds no bounds. It has been eroded by successive governments under the misnomer of progress. The NHS is in its final death throes.

Screen Name Redacted

2/20/2026 04:53 PM

Screen Name Redacted

2/20/2026 04:56 PM

I currently walk, drive or secure a lift from a neighbour to Meddygfa Sarn as I live in a very rural area. Meddygfa Minafon would be my closest alternative which is twice the driving distance than my current journey. Although I have a car, due to a chronic condition I am not always legally able to drive. I largely rely on the kindness of family and neighbours to drive me. My closest bus stop is over a mile walk from home. This stop does not service direct routes to Pontyberem or Kidwelly. It does service routes to Llanelli but factoring in a walk and a bus journey, a return journey could easily be hours. This is both unrealistic when ill, but also when appointments are often issued at short notice would be unfeasible. A direct drive would still be over 5 times my current distance, and likely 6 times my current journey time. It's unlikely that I would be able to rely on the kindness of others for this journey. The alternative is to book a taxi, but these are very limited in the area.

Having a disability and having a chronic condition, the thought of not being able to access medical provision locally does create a significant level of anxiety.

Additionally, I already miss significant hours from work for medical appointments. Though my work does provide reasonable adjustments, the additional time needed for travel will further erode goodwill. This change could potentially have far reaching consequences on my employment.

Screen Name Redacted

2/20/2026 06:36 PM

Screen Name Redacted

2/20/2026 06:46 PM

It would make attending a surgery very difficult as due to health problems I no longer own a car.

Living on the north side of Pontyates, the 195 bus does not cover our area. If you ask the First Cymru (or any other travel site) about the travel time to Pontyberem it states 30 minutes, this travel time assumes you are capable of walking up / down the steep hill in Pontyates (Which I can not). The reality is that I would need to catch the 197, and transfer to the 195, The waiting time for this would be 50 minutes on the way, and 1h 50m on the way back. The total travel time to attend a doctors appointment would be over 3 hours, but realistically 5 hours unless I could get an appointment immediately after the bus to Pontyberem arrives.

Screen Name Redacted

2/21/2026 06:01 PM

I strongly oppose this proposal. It raises serious concerns about access, capacity, recruitment, governance, and the cumulative erosion of local healthcare services.

The proposal is based on "travel time," yet this does not reflect real-life transport realities. There is only one bus approximately every two hours to Pontyberem. After attending an appointment at Coalbrook Surgery, patients like me then face a wait of up to two hours for a return service. What may appear on paper as a short journey becomes a half-day exercise for anyone reliant on public transport. This disproportionately affects elderly residents, disabled patients, low-income households, carers, and those without access to a car. Healthcare access should not depend on private transport. Will coalbrook surgery be flexible with appointment times around buses? Buses are often cancelled leading to missed appointments again.

There are also serious concerns about whether Coalbrook Surgery has the capacity to absorb a significant influx of patients. Coalbrook previously closed its patient list in 2017 and displayed a notice stating "No New Patients," reportedly due to concerns about

managing additional demand, including the potential influx from Meddygfa'r Sarn after the partners returned the contract. That historical position directly contradicts the current assumption that it can safely absorb further registrations. Was HDUB aware of this?

Current patient experience further highlights capacity pressures. Friends and family who are already registered report that appointment availability is exhausted within minutes of the phone lines opening, with no appointments available by 8:10am. This suggests that demand already exceeds supply. Adding a large number of additional patients risks worsening access for both existing and transferred patients. Without clear, published evidence of expanded staffing, increased consulting capacity, and infrastructure support, it is unrealistic to assume that Coalbrook Surgery can cope with such an influx.

The same concerns apply to any other receiving practice. Before any transfer proceeds, there must be transparent modelling demonstrating how many additional clinicians, nurses, administrative staff, and rooms will be provided. Redistribution without investment risks longer waiting times, reduced continuity of care, and poorer outcomes.

Continuity is another major concern. Patients at Meddygfa'r Sarn have established relationships with the long term locum clinicians who understand their medical history and personal circumstances such as Dr Thomas. That relational continuity improves management of chronic illness and mental health conditions. Transferring patients into already overstretched practices risks fragmented, transactional care.

There are also significant unanswered questions about recruitment and governance. Hywel Dda University Health Board has not secured permanent GP recruitment at Meddygfa'r Sarn for over a year. Instead, advertisements have repeatedly been placed for salaried or sessional GPs. Short-term staffing does not constitute a sustainable strategy. Why has there not been a focused effort to recruit GP partners to take over the practice on a long-term basis?

It is understood locally that there are GPs who have expressed interest in taking over the site. These expressions of interest have reportedly been met with silence. If clinicians are willing to explore a partnership model, failure to engage meaningfully with them raises serious concerns. Closure should not result from inaction.

There is precedent for saving local surgeries. Tumble Surgery was supported and preserved. That demonstrates that with determination and engagement, solutions can be found. The community of Pontyates deserves the same effort.

This proposal must also be seen in the wider context of declining local healthcare provision. Prince Philip Hospital has experienced significant downgrading of services, with its former Accident & Emergency department replaced by a Minor Injury Unit operating only 12 hours a day. Llanelli is the largest town in Carmarthenshire, yet it no longer has a 24-hour A&E. At the same time, NHS dental provision locally has diminished, with many practices moving to private care. Against this backdrop, removing another accessible primary care service further weakens local healthcare resilience.

There are also serious governance concerns. The Practice Manager, acting as Service Delivery Manager, reportedly left before this proposal was made public. As the individual responsible for operational management and workforce coordination, there must be accountability for recruitment strategy and service stability. If permanent recruitment was not robustly pursued, if partnership opportunities were not actively promoted, or if interested GPs were not engaged, this warrants independent investigation into potential systematic failings in service delivery management as this individual is still employed by the healthboard. Capability procedures should be initiated.

Taken together — lack of permanent recruitment, repeated short-term advertising (none for the past 18 months), reports of unacknowledged interest from prospective partners, leadership instability, and now redistribution to practices already under pressure — this situation appears less like inevitability and more like managed decline.

Transferring patients to a practice that previously closed its list due to capacity concerns, and where appointments are reportedly unavailable within minutes each morning, does not represent a safe or sustainable solution. Without substantial new investment, staffing increases, and transparent capacity planning, this proposal risks worsening access for thousands of patients.

Redistribution should not proceed unless and until it is clearly demonstrated that every realistic alternative to preserve Meddygfa'r Sarn — including partnership takeover by interested GPs — has been actively and transparently exhausted, and that governance and recruitment processes have been independently reviewed.

The community of Pontyates deserves accessible, sustainable local healthcare — not the quiet erosion of yet another essential service.

Screen Name Redacted

2/22/2026 10:08 AM

Pontyberem surgery already swamped with 5k patients is currently unable to provide a decent service, if this goes ahead I will effectively have no access to care

Screen Name Redacted

2/22/2026 10:12 AM

I get a much better service from Pontiets than I would get from Pontyberem, how can moving more patients to Pontyberem possibly improve care?

Screen Name Redacted

2/22/2026 12:06 PM

It is much further away, this would not benefit me or my family as a patient, it would incur extra travel time and cost.

Screen Name Redacted

2/22/2026 12:11 PM

I do not wish to join either if these surgeries. We moved from Trimsaran surgery for personal reasons, I do not want to travel further to pontyberem either, this would cause financial problems further. Its not appropriate at all for me to attend a further surgery, when I am ill its not a challenge I want to face

Screen Name Redacted

2/22/2026 12:16 PM

Badly

Screen Name Redacted

2/22/2026 01:06 PM

This would affect me greatly. It will also affect the neighbouring villages and extra pressure will be added to the neighbouring practices as there will be more patients.

Screen Name Redacted

2/22/2026 01:13 PM

This would affect us a great deal. I personally think that it will affect the village and care for the elderly will be reduced. Not everyone can drive and has mobility issue with public transport, that is without the extra cost.

Screen Name Redacted

2/22/2026 01:17 PM

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 2/22/2026 01:18 PM	This would affect me a great deal. I work in Carmarthen and if I needed to finish work early to attend an appointment that is more time off work if I was to be registered in Llanelli
Screen Name Redacted 2/22/2026 01:25 PM	I would appreciate to access closer to my home which is Pontyates.
Screen Name Redacted 2/22/2026 01:54 PM	It would cause anxiety and stress
Screen Name Redacted 2/22/2026 04:00 PM	Would have to rely on other people to take me - we live rurally and so it should be in close proximity
Screen Name Redacted 2/22/2026 05:23 PM	I would need to drive to either of these practices. Fortunately, at the present time, this does not pose a problem as I'm well and fit and able to drive. However in future years, assuming I'm still living in the area, it would be more difficult if I couldn't drive. I can't envisage that public transport would be an option due to times of appointments, buses etc. particularly if it were an emergency appointment.
Screen Name Redacted 2/22/2026 05:51 PM	Meddygfa Sarn is a very short drive from our house and am able to see GP in evening, if moved to another GP surgery this potentially would impact availability to evening appointment as I work full time. This would mean I'd have to finish work early and would incur a longer drive going out of my way
Screen Name Redacted 2/22/2026 05:56 PM	Can currently catch a bus to Meddygfa Sarn, if Sarn was too close there is no direct bus to Kidwelly or Pontyberem
Screen Name Redacted 2/22/2026 06:01 PM	As a non driver, I depend on travel by bus to attend appointments in Meddygfa Sarn, if surgery closed this would affect on travel to alternative surgery
Screen Name Redacted 2/22/2026 06:16 PM	
Screen Name Redacted 2/23/2026 11:51 AM	If I am to be transferred, I would like to make the choice of where I am being transferred to
Screen Name Redacted 2/23/2026 02:06 PM	I would have to travel 3 miles each way by car
Screen Name Redacted 2/23/2026 04:07 PM	Not much of an inconvenience really
Screen Name Redacted 2/24/2026 12:40 AM	I can't walk far after a stroke. I can't use a bus after my stroke as I'm unsteady on my feet. I can't rely on family and friends to drive me to a surgery. I can't afford a taxi to take me a surgery. I will be stuck with no access to health care locally.
Screen Name Redacted 2/24/2026 05:28 AM	Waiting time for appointments would increase.
Screen Name Redacted 2/24/2026 02:02 PM	Kidwelly is already overstretched and near impossible to see a dr - this surgery is already struggling and more patients will affect it badly
Screen Name Redacted 2/24/2026 02:06 PM	
Screen Name Redacted 2/24/2026 03:12 PM	Reduced appointments poorer service. Already over subscribed. This practice is not for me my partner attends this practice and he receives restricted or unavailable access to appointments as there are too many patients.
Screen Name Redacted 2/24/2026 03:12 PM	Greatly affect as there is only a 2 hourly bus service

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/24/2026 03:18 PM	At the moment I would have to go by car. Using the bus would be impractical as it only runs every 2 hours
Screen Name Redacted 2/24/2026 03:33 PM	Ok now as I can drive, but not good infuture if unable to drive more distance more cost
Screen Name Redacted 2/24/2026 04:54 PM	It would be difficult and much more time consuming. There is no direct way to get to Kidwelly at all, and only half the village has a direct link to Pontyberem. Access to Llanelli is also limited, and might become more so if more services are cut in the future. In short, primary health care would be very difficult to access.
Screen Name Redacted 2/24/2026 09:14 PM	N/a
Screen Name Redacted 2/25/2026 08:40 AM	Greatly, I'd need a taxi which I can not afford
Screen Name Redacted 2/25/2026 01:55 PM	Not able to access GP without driving to surgery, less likely to get an appointment due to increase in patients to neighbouring surgery.
Screen Name Redacted 2/25/2026 06:11 PM	More travel time
Screen Name Redacted 2/25/2026 10:17 PM	As a Coalbrook surgery patient I don't think that tCoalbrook surgery has enough capacity for more patients
Screen Name Redacted 2/26/2026 12:09 PM	I would request the Pontyberem practice and I would travel by car. I would not wish to be allocated to the Kidwelly practice.
Screen Name Redacted 2/26/2026 02:45 PM	Would mean greater travel time and less convenience to get to the surgery, and longer appointment times and queues on the phone due to an increase in patients dispensing to others surgeries
Screen Name Redacted 2/26/2026 10:58 PM	Meddygfa'r Sarn is geographically more convenient but other options are acceptable in terms of transport. If I was older, public transport may make this more challenging.
Screen Name Redacted 2/27/2026 09:36 AM	Further to travel.
Screen Name Redacted 2/27/2026 05:58 PM	I am not a member of the surgery however I can see how this can have a large impact on the older generation on getting care they need.
Screen Name Redacted 2/27/2026 09:02 PM	Llanelli is closest and would be most desirable for us
Screen Name Redacted 2/28/2026 10:19 AM	Meddygfa Minafon is already not meeting the demands of its patients, telephone access is frustrating, appointment availability is very poor and continuation of care is not at the required standard. Close elderly friends and family are registered there thus have knowledge of the current challenges. Increasing the registered patient numbers unfortunately will only exacerbate the problems
Screen Name Redacted 2/28/2026 03:44 PM	It would be a longer journey (which is inconvenient when you have an ill baby) and the others are difficult to park in
Screen Name Redacted 3/01/2026 08:45 AM	Would need to travel by car or bus where now I can walk to the surgery

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/01/2026 09:01 AM	How is closing Meddygfa Sarn even an option ???? I find it hard to believe that the trust are even considering integrating 4,000 + patients into other local GP services, this is absolutely going to negatively impact on their service to their current patients. I as a patient with a chronic disease need to be guaranteed that the service I receive now at Meddygfa Sarn will be of the same standard where ever we are forced to go !!
Screen Name Redacted 3/01/2026 04:30 PM	The volume of patients being transferred to other GP practices will also see us having the same difficulty trying to get an appointment with the GP in a timely manner. It is near impossible now.
Screen Name Redacted 3/01/2026 04:46 PM	Pretty inconvenient to be honest, at the moment can walk down to surgery if need be, but not if it closes and i get moved.
Screen Name Redacted 3/01/2026 05:02 PM	Would not be happy as I hate change and I would have to create new friendship with other staff members if it closed
Screen Name Redacted 3/02/2026 03:26 PM	This would make access more difficult because there would be far more patients trying to access services at fewer practices. If the site at Pontyberem were bigger then perhaps it could accommodate double the amount of patients but there is no room for expansion at the site therefore more GP's could not be accommodated there meaning inevitably longer waiting times for appointments for patients.
Screen Name Redacted 3/02/2026 04:03 PM	Coalbrook is too busy as it is. Appointments are very difficult to come by seeing the doctor face to face. More patients would make it worse
Screen Name Redacted 3/02/2026 09:07 PM	This would cause additional travel time and also due to the additional patients being transferred if Meddygfa Sarn were to be closed. Wait times would increase along with little or no availability for appointments and treatments
Screen Name Redacted 3/02/2026 09:44 PM	Although I am able to drive and work full time, transferring my registration to another practice would have a clearly negative impact. My current surgery is easy to access, with adequate parking, which allows appointments to be managed around full-time work. This level of access will be lost if patients are transferred to larger, already overstretched practices.
	Increasing patient numbers at neighbouring practices will inevitably worsen appointment availability and waiting times, making it harder for working patients to access timely care. In addition, the pharmacy located next to the surgery provides an excellent and essential service that is closely linked to GP access. Closure of the surgery would significantly reduce use of this pharmacy, undermining a key part of local healthcare provision.
	Overall, this proposal would reduce accessibility, place additional strain on neighbouring practices, and result in poorer access to GP services for patients, despite the availability of transport.
Screen Name Redacted 3/03/2026 11:32 AM	I would be moved to Meddygfa Minafon, which would mean an impossible journey for me on foot (I can walk to Meddygfa'r Sarn), which I prefer. Also I am aware that appointments are far more difficult to get at Minafon and waiting times are longer.
Screen Name Redacted 3/03/2026 02:19 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/03/2026 05:31 PM	As a patient of Coalbrook Surgery ,the transfer of so many new patients from Meddygfar Sarn to Pontyberem will have a detrimental affect on the services/appointments available to the existing patients of Coalbrook Surgery, Pontyberem.
Screen Name Redacted 3/04/2026 12:00 AM	Would have to travel more and if the Practice is going to be over crowded by more patient, how long will it take to see a doctor??
Screen Name Redacted 3/04/2026 02:28 PM	Moving to Pontyberem, Kidwelli or Llanelli would be extremely difficult as this requires 2 bus journeys each way and the same on the way home. Only morning appointments could be possible and afternoon appointments would not be possible as the last bus home is 5pm. Trimsaran is my only option a journey of 10 minutes every 2 hours. I also have to have blood tests so I would have to go to Carmarthen hospital as there is no bus service to Dafen in Llanelli.
Screen Name Redacted 3/04/2026 07:54 PM	I am a Coalbrook surgery patient. They are over run as it is. They do not need an influx of new patients. Would be unfair on current and new patients including the GP's themselves.
Screen Name Redacted 3/04/2026 09:26 PM	Have to re arrange work schedule
Screen Name Redacted 3/05/2026 08:47 AM	N/A
Screen Name Redacted 3/05/2026 09:50 AM	By car
Screen Name Redacted 3/05/2026 09:51 AM	This would affect us greatly as we, as a family, [REDACTED] as we were not happy with the care we received there. Being transferred back gives me some anxiety and worries to ensure our health needs are met.
Screen Name Redacted 3/05/2026 11:14 AM	This could be very difficult to be registered at a different surgery, myself [REDACTED] [REDACTED] t Pontyates and can get to appointment even if we don't have the car on the road for any reason repair/not ect, but if we are moved to a surgery further away we have no bud route easily accessible and could not afford Taxis to and from appointment.
Screen Name Redacted 3/05/2026 02:30 PM	
Screen Name Redacted 3/06/2026 10:21 AM	More difficult to reach. More difficult to have a doctor support and therefore this will lead to health deterioration for myself and my family.
Screen Name Redacted 3/06/2026 03:43 PM	I suffer from chronic anxiety. My anxiety is triggered by uncertainty and worsened by having to wait for a response. Currently I am able to contact Sarn by telephone quite easily and speak to someone (not always a GP). If I had to wait on the phone for a long time at another surgery due to increased patient numbers and not be able to speak to someone about my health issue I would become extremely anxious. Being able to speak to a medical professional is vital. Not so much a consultation with the same GP.
Screen Name Redacted 3/07/2026 06:59 PM	I would be unable to attend other surgeries as there is no way I can get there. To get to Pontyberem or Kidwelly I would have to catch a bus tk carmarthen then a further bus to the surgery. This is dependent if there is a bus running. The bus service in this area isn't dependable they don't turn up and run infrequently

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/08/2026 05:13 PM	There's no direct bus route between our home and Pontyberem, and it's about double the distance. I am housebound so can't travel to the surgery usually, but my adult son who lives here too has to catch a bus as he has no transport - he'd have to catch a bus to Carmarthen or Llanelli and then to Pontyberem if the surgery was there (at least 2 hours, probably more with sparse bus times) .
Screen Name Redacted 3/09/2026 08:29 AM	Travelling time
Screen Name Redacted 3/09/2026 01:40 PM	Coalbrook surgery out of the question. Welsh Government states care as near to home as possible is their aim for all communities. So whats going on? The board should try harder to look after their patients.
Screen Name Redacted 3/09/2026 02:02 PM	Unhappy. Ive been a patient in pontiets since very young as 9 grew up locally
Screen Name Redacted 3/09/2026 02:08 PM	
Screen Name Redacted 3/09/2026 02:29 PM	I need a lift to get to other villages. My friend has had terrible service at coalbrook. Im scared to have to move.
Screen Name Redacted 3/09/2026 02:34 PM	Much nearer meddygfa minafon
Screen Name Redacted 3/09/2026 02:44 PM	It will provide a worse and more overstretched poor service than we already receive
Screen Name Redacted 3/09/2026 02:59 PM	Obviously the service and care given at sarn is well below adequate level. the service needs improving as it is not fit for purpose. by reducing available services and over subscribing at other overstretched practices will only make a broken system even more broken
Screen Name Redacted 3/09/2026 03:05 PM	
Screen Name Redacted 3/09/2026 03:24 PM	Due to mobility issues (2 walking sticks) would prefer meddygfa minafon
Screen Name Redacted 3/09/2026 03:48 PM	
Screen Name Redacted 3/10/2026 05:13 PM	I may need home visits
Screen Name Redacted 3/11/2026 11:04 AM	This would greatly affect me as I don't drive. I have to rely on my husband to take me everywhere. I have health issues that affect my ability to travel. The doctors in Pontyates have okayed me to have all blood tests at the surgery. If this is disallowed I will not be able to go to hospitals. I am virtually housebound and the thought of having to travel to an appointment would contribute to my anxiety issues
Screen Name Redacted 3/11/2026 11:12 AM	Inconvenient. If you are ill the last thing you need is the stress of having to travel to appointments. If any would be available after adding approx 1.5k extra patient to each surgery
Screen Name Redacted 3/11/2026 11:21 AM	It does effect me because I rely on public bus transport. There is no direct route to either suggested surgeries, meaning I have to catch two buses which run every 2 hours, with a 40 minute wait for connections. That is assuming I can get an appointment to tie in with that 40 minutes slot. If not, I have another 2 hour wait

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/11/2026 11:27 AM	I am 81 and still driving, so it would not affect me too much. But in the future if I cannot drive it would
Screen Name Redacted 3/11/2026 11:37 AM	
Screen Name Redacted 3/11/2026 11:41 AM	If I ever have to give up driving I would not be able to get there!
Screen Name Redacted 3/11/2026 11:50 AM	No direct bus services to these doctors. I rely on my husband to drive. We are not getting any younger
Screen Name Redacted 3/11/2026 11:55 AM	I am 87 years old and at the moment I have use of a car. I can't see myself driving for much longer therefore I would have to be placed in a surgery which would be accessible to me by public transport
Screen Name Redacted 3/11/2026 12:00 PM	We would not have a problem attending Coalbrook surgery in Pontyberem because AT THE MOMENT we are able to drive
Screen Name Redacted 3/11/2026 12:05 PM	It would make it harder to get appointments as people in these other surgeries already have problems getting an appointment. It would affect Pontyates Pharmacy and all the village
Screen Name Redacted 3/11/2026 12:09 PM	
Screen Name Redacted 3/11/2026 12:12 PM	Big problem. I don't drive and I don't think buses are practical
Screen Name Redacted 3/11/2026 12:17 PM	Got a car
Screen Name Redacted 3/11/2026 12:27 PM	Lack of availability for appointments because adding to another surgery's list
Screen Name Redacted 3/11/2026 01:03 PM	Very inconvenient
Screen Name Redacted 3/11/2026 01:16 PM	Public transport problems
Screen Name Redacted 3/11/2026 01:45 PM	The quality of service I receive would significantly decrease. I was moved to Meddygfa'r Sarn from a surgery in Llanelli town centre and the improvement of service was huge. If I was to be moved back to a surgery in town I would wait longer for an appointment; spend longer waiting in the surgery; have trouble parking; be seen by overworked GPs.... all in all it would be VERY detrimental. I want to stay in Sarn!!!
Screen Name Redacted 3/11/2026 01:49 PM	Longer waiting times to get through, longer to wait for appointments, nightmare to park nearby in town. Our communities are being eroded - our services are being taken away. Post offices, shops now our surgery. Disgusting!
Screen Name Redacted 3/11/2026 02:03 PM	Slight increase in costs of fuel to travel. Concerns about appointment availability and car parking spaces if transferred to another practice who already have a large number of patients
Screen Name Redacted 3/11/2026 02:08 PM	Dim car, ddim un gurru. Dim bws i Bontyberem, heb gerdded lan y rhiw a rynny dim on pob dwy awr


## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/11/2026 02:13 PM	VERY! I do not drive (therefore no car) and can only get to areas further afield by bus. The bus service is infrequent and due to lack of funding, the buses frequently break down or do not turn up at the stop. I also work full time and have only 2 days off in which to make appointments on. Therefore limiting access time for appointments to be scheduled
Screen Name Redacted 3/11/2026 02:19 PM	At the moment we are still driving but the government is making it more difficult for over 70s to keep their licences and public transport is very intermittent. We are able to walk at the moment if necessary
Screen Name Redacted 3/11/2026 02:23 PM	It would mean a longer drive. Possible longer wait for appointments due to increased load on replacement surgery
Screen Name Redacted 3/11/2026 02:27 PM	Not ideal as it would be further to travel
Screen Name Redacted 3/11/2026 02:32 PM	This would affect me greatly, due to travelling and the cost of travelling ie cost of living. Plus the inconvenience of travelling to Pontyberem, which is already overbooked with existing patients!
Screen Name Redacted 3/11/2026 02:39 PM	Due to my disabilities and lack of mobility - this would create a high level of distress for both myself and my wife
Screen Name Redacted 3/11/2026 02:50 PM	Travelling to a surgery in any other village/town would cause extreme inconvenience and distress. As an [REDACTED] year old, when unable to drive any longer, trying to access public transport (if indeed that was possible anyway). Would be impossible, especially in winter, being unable to go out in snow and ice. The cost of taxis would be high/prohibitive - would the NHS be paying for this?
Screen Name Redacted 3/11/2026 02:53 PM	The obvious logic is that several hundred patients distributed to other surgeries will clog their system to the point of even worse service!
Screen Name Redacted 3/11/2026 02:58 PM	Ddim yn ddifrifol yr oed ydw i, ond dw'in gofidio na chaf i apuyntiad mewn da bryd pan fyddai angen ac yn encredig os mae yn golygu colli gwaith
Screen Name Redacted 3/11/2026 03:00 PM	
Screen Name Redacted 3/11/2026 03:04 PM	It would take me longer to get to primary care, but that happens now with dentists. More time off work
Screen Name Redacted 3/11/2026 03:07 PM	My parents would have to take more time off work
Screen Name Redacted 3/11/2026 03:09 PM	Locality and travel time
Screen Name Redacted 3/11/2026 03:14 PM	No carpark at Coalbrook. Already too many people at Coalbrook. Over 3 weeks waiting times for appointments!
Screen Name Redacted 3/11/2026 03:19 PM	Not able to get there without own transport. More expensive for a taxi as bus schedules are too infrequent to attend for appointments when you are sick
Screen Name Redacted 3/11/2026 03:22 PM	Accessing a practice in Llanelli would be a big distance to travel
Screen Name Redacted 3/11/2026 03:26 PM	I would like to keep visiting my local GP
Screen Name Redacted 3/11/2026 03:31 PM	At the moment we have a car, but however due to our age this may not always be the case. This would mean access would become a major issue

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/11/2026 03:43 PM	At the moment minimal because we have a car. However because of our age this may not always be the case, which would mean access would become a major issue
Screen Name Redacted 3/11/2026 03:46 PM	I live in Trimsaran. Meddygfa Minafon's parking facilities are poor
Screen Name Redacted 3/11/2026 03:51 PM	Transfer to Trimsaran as I'm unable to travel to Kidwelly, Pontyberem or Llanelli as there are no buses covering these areas. Best solution all round is to keep Pontyates surgery open
Screen Name Redacted 3/11/2026 08:02 PM	I would not be able to just walk down the road to go to Meddygfa'r Sarn. Which was very convenient for me.
Screen Name Redacted 3/12/2026 08:44 AM	I dont drive and public transport have poor services
Screen Name Redacted 3/12/2026 09:00 AM	I feel comfortable at meddygfa'r sarn as used it for over 25 years and parking is easy as car parks nearby. hopefully it stays as it is!
Screen Name Redacted 3/12/2026 09:07 AM	No bus service! having to take elderly parents who do not drive to pontyberem. pontyberem and kidwelly can't cope! negative, negative, negative.
Screen Name Redacted 3/12/2026 11:15 AM	Are you providing me with a taxi? or making first cymru buses provide a bus route to pontyberem/kidwelly
Screen Name Redacted 3/12/2026 11:28 AM	Greatly re transport & disability
Screen Name Redacted 3/12/2026 12:17 PM	Even though we live in mynydd y garreg we chose pontiets because being new to this area we took advice of an existing GP who recommended pontiets and didnt recommend minafon
Screen Name Redacted 3/12/2026 12:21 PM	I will suffer
Screen Name Redacted 3/12/2026 12:23 PM	
Screen Name Redacted 3/12/2026 12:27 PM	
Screen Name Redacted 3/12/2026 12:31 PM	Pontyberem is tiny. kidwelly is HB run and struggling. you all want to put more pressure on pressurised services instead of fixing our surgery?
Screen Name Redacted 3/12/2026 12:36 PM	Trimsaran as I dont drive. buses are terrible (every 2 hrs) population has expanding in carway and ffos las
Screen Name Redacted 3/12/2026 12:43 PM	It would affect my community and continuity of care
Screen Name Redacted 3/12/2026 01:27 PM	I do not believe that the nearest practice will be able to cope with a high influx of patients . Make sure that Pontyates is properly supported with the right staff- fit for purpose
Screen Name Redacted 3/12/2026 01:40 PM	Pontyberem Coalbrook Surgery is always busy now without taking at least 50% of the patients from Pontyates. Not Sure because of our age we will be accepted there
Screen Name Redacted 3/12/2026 01:54 PM	I'm driving at the moment but I don't know how much longer I can drive for . There's a bus going to Llanelli but as far as I know no direct bus service to Pontyberem or Kidwelly
Screen Name Redacted 3/12/2026 01:58 PM	Poor public transport difficult to attend

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/12/2026 02:08 PM	I would find it difficult as I rely on having a lift or bus, no bus runs from here to Kidwelly or Pontyberem and if surgery in Llanelli was not near bus stop, would have problem walking due to asthma and arthritis
Screen Name Redacted 3/12/2026 02:17 PM	Cant walk to Pontyberem - no buses cant afford Taxi
Screen Name Redacted 3/12/2026 02:20 PM	
Screen Name Redacted 3/12/2026 02:23 PM	It would take me longer to travel there and obviously cost me more in fuel costs
Screen Name Redacted 3/12/2026 02:30 PM	I would always need transport as I am confined to a wheelchair. I would need extra time to travel to the practice as it would not be just down the road
Screen Name Redacted 3/12/2026 02:37 PM	At the moment I still drive but in a few years time I would have to take public transport. I do not believe there are regular buses available to travel any of the other venues
Screen Name Redacted 3/12/2026 02:41 PM	Coalbrook Surgery Pontyberem
Screen Name Redacted 3/12/2026 02:51 PM	Though I have my own transport at the moment If for whatever reason, I no longer had my own transport, I would have to depend on buses (or taxis - expensive), which don't run very regularly
Screen Name Redacted 3/12/2026 03:02 PM	I want the surgery to stay open the closer the better and staff really good and doctors and nurses
Screen Name Redacted 3/12/2026 03:05 PM	
Screen Name Redacted 3/12/2026 03:14 PM	We are both in our 80's . Pontyates would be our best and nearest that makes a lot to us and most people on Pontyates
Screen Name Redacted 3/12/2026 03:39 PM	Further to travel and if Minafon would be difficult getting an appointment as it is already very busy with patients- The same goes for most surgeries within Carmarthenshire.
Screen Name Redacted 3/12/2026 03:43 PM	Difficult because of mobility problems
Screen Name Redacted 3/12/2026 03:47 PM	The nearest practice would be Burry Port Surgery which would be satisfactory
Screen Name Redacted 3/12/2026 03:53 PM	This would make my anxiety worse having to go somewhere new, Hywel Dda is not fit for purpose . We need more surgeries /Doctors not less
Screen Name Redacted 3/12/2026 03:56 PM	
Screen Name Redacted 3/13/2026 08:48 AM	As I get older with no car, transport will be an issue
Screen Name Redacted 3/13/2026 08:53 AM	
Screen Name Redacted 3/13/2026 09:21 AM	Disruption of care and increased travel Loss of continuity and trust Reduced access
Screen Name Redacted 3/13/2026 09:25 AM	 Closing Meddygfa'r Sarn would have a severe impact on myself

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 09:27 AM	Poor service due to over capacity Inconvenience of having to drive to a new location
Screen Name Redacted 3/13/2026 09:31 AM	Disruption of care Increased travel Loss of continuity Loss of trust Reduced access Economic impact
Screen Name Redacted 3/13/2026 09:35 AM	This would not be practical as I often need a lift from my neighbour or if well enough, I would walk
Screen Name Redacted 3/13/2026 09:43 AM	Only 1 bus either way every 2 hours. Too far on foot
Screen Name Redacted 3/13/2026 09:46 AM	Buses only run every 2 hours. It is too far to walk
Screen Name Redacted 3/13/2026 09:50 AM	Public bus service. No bus to Kidwelly
Screen Name Redacted 3/13/2026 09:54 AM	Travelling by bus would be difficult, especially as there is no bus to Kidwelly
Screen Name Redacted 3/13/2026 09:57 AM	Access nearest to me would be acceptable. Very disappointed by the closure of Meddygfa'r Sarn
Screen Name Redacted 3/13/2026 10:01 AM	It would be very inconvenient. The practice gives us all we need and more also not too far from home. A very good service by all staff and the doctors are amazing there
Screen Name Redacted 3/13/2026 10:05 AM	My nearest practice is Kidwelly which is closer but harder to get an appointment. All Practices in the area are full. If anything we need more not less
Screen Name Redacted 3/13/2026 10:45 AM	Considering it's hard to get an appointment on the day you call, how is it going to get any better if you put another 4k people into another surgery!
Screen Name Redacted 3/13/2026 10:45 AM	Ash Grove surgery in Llanelli
Screen Name Redacted 3/13/2026 10:45 AM	It would be very difficult for me to travel to any of the proposed transfer surgeries as there are no direct public transfer services and taken several buses via Llanelli or Carmarthen would be very stressful. Also I would not be able to walk to these surgeries
Screen Name Redacted 3/13/2026 10:45 AM	
Screen Name Redacted 3/13/2026 10:45 AM	This would mean further to travel as I am 88 years old
Screen Name Redacted 3/13/2026 10:45 AM	
Screen Name Redacted 3/13/2026 10:45 AM	Ash Grove surgery in Llanelli
Screen Name Redacted 3/13/2026 01:45 PM	As I don't drive and am very old accessing medical services will be impossible. Buses to and from Pontyberem run every 2 hours and are only possible for people living on the Llanelli side of the village (above the fish & chip shop)
Screen Name Redacted 3/13/2026 01:45 PM	There is no bus service from where I live to Kidwelly or Pontyberem, which would make it impossible to attend appointments

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	The service at our surgery is second to none, it's close convenient and provides and excellent friendly service. Our local pharmacy also provides a very efficient, excellent service. The staff to both are professional, efficient and very friendly. The personal touch provided by both are excellent
Screen Name Redacted 3/13/2026 11:12 AM	At the moment my husband drives, but as we get older and if he had to give up driving, it would be very difficult to access the practice
Screen Name Redacted 3/13/2026 11:17 AM	Very severely. at present I drive, but shortly at my age, I will have to give up my licence. The buses only run 3-hourly. I would have to catch a bus to Carmarthen, change buses after a wait and go to either kidwelly or pontyberem, see the dr or nurse and then struggle home. I'M GENUINLY WORRIED! My neighbours might help just down the hill and back and I wouldn't ask if it was further I can't afford a taxi.
Screen Name Redacted 3/13/2026 01:45 PM	Having new doctors or nurses. A new surgery will not know my medical history and me as a person not just a number. The whole idea is definitely not what I would want along with 1000's of other people
Screen Name Redacted 3/13/2026 11:20 AM	Disruption of care, increased travel, particularly elderly and those with chronic conditions face longer distances and oversubscribed practices, leading them to avoid getting necessary care
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 11:23 AM	Unable to get to pontyberem or trimsaran. both are too far to walk and public transport is not efficient or reliable
Screen Name Redacted 3/13/2026 01:45 PM	It would be very inconvenient and costly
Screen Name Redacted 3/13/2026 01:45 PM	The prospect of the surgery closing would have a deeply detrimental impact on my health and well-being. Access to local primary care is fundamental to maintaining my health, independence and quality and life
Screen Name Redacted 3/13/2026 01:45 PM	Longer travelling
Screen Name Redacted 3/13/2026 01:45 PM	Less change of a good service as Pontyberem etc are all very busy surgeries
Screen Name Redacted 3/13/2026 01:45 PM	Stupid to put pressure on an already busy surgery
Screen Name Redacted 3/13/2026 11:46 AM	The closure would mean transferring to a practice further away and more importantly not on a bus route from our home address. after treatment, we are not often able to drive for a period which would mean using taxis which are more costly. Continuity of care would eb a short term problem assuming the practice we were assigned to would have suitable capacity to undertake care of new patients.
Screen Name Redacted 3/13/2026 01:45 PM	Having an already busy surgery, we will not get the service and commit we get from Meddygfa'r Sarn
Screen Name Redacted 3/13/2026 01:45 PM	I rely on others to drive me as I don't drive myself so further distance is a problem
Screen Name Redacted 3/13/2026 01:45 PM	Service would drop and a lot further away
Screen Name Redacted 3/13/2026 01:45 PM	Coalbrook surgery or Trimsaran for parking

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 01:45 PM	Coalbrook Pontyberem or Trimsaran for parking space
Screen Name Redacted 3/13/2026 01:45 PM	Coalbrook please
Screen Name Redacted 3/13/2026 12:09 PM	These practices are not on any bus route from our house. using taxis would be more costly. they are much further away and much more difficult to get to. more patients at another surgery would mean longer waiting times
Screen Name Redacted 3/13/2026 12:12 PM	At the moment I am able to drive but if that changes in the future, it will be a problem as the public transport does not go direct all that often as we live in a rural location
Screen Name Redacted 3/13/2026 01:45 PM	No
Screen Name Redacted 3/13/2026 01:45 PM	I can only get to the surgery via bus. There is a bus going to Pontyberem every 2 hours. I would not be able to travel further
Screen Name Redacted 3/13/2026 01:45 PM	Just inconvenient
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	Yes, this would affect me as these surgeries are already very busy and I would not be able to access a GP. There will inevitably be long waiting times for appointments and as I am older this could have serious consequences for my healthcare
Screen Name Redacted 3/13/2026 01:45 PM	Some form of transport would be required as there is a considerable distance with no separate footpath/pavement
Screen Name Redacted 3/13/2026 01:58 PM	A form of transport would be needed as I have mobility issues
Screen Name Redacted 3/13/2026 02:00 PM	It would have no affect as I drive
Screen Name Redacted 3/13/2026 02:04 PM	I would have great difficulty [REDACTED] my mental health has a dive therefore I cannot meet with strangers. I'm happy at Sarn as I know the staff and they know me
Screen Name Redacted 3/13/2026 02:14 PM	Either Practice for anyone without private transport would mean taking a bus to Llanelli in order to then transfer to another bus to either surgery as there is no public transport from Carway to either practice. This could take hours
Screen Name Redacted 3/13/2026 02:38 PM	As an elderly person, I don't envisage myself driving for many more years. I have [REDACTED] Would find it nearly impossible to travel by public transport or accompany my husband as there are NO direct links to either surgery. It would take hours to make the roundabout route. This would hugely impact my medical needs NEGATIVELY
Screen Name Redacted 3/13/2026 02:41 PM	Very limited transport. Buses run every two hours only
Screen Name Redacted 3/13/2026 02:43 PM	Difficult access to both Kidwelly and Pontyberem as no direct bus
Screen Name Redacted 3/13/2026 02:54 PM	At the moment I could get to the surgery by care but as we are elderly we don't know how long we would be able to drive and as we have no direct buses to Kidwelly or Pontyberem, it would be a very big problem

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 02:58 PM	I do not wish to go to Kidwelly surgery. *You should keep Pontyates surgery open*
Screen Name Redacted 3/13/2026 03:04 PM	This is not good enough. You need to be opening new surgeries and definitely not closing any down! New housing is constantly being built in the area and there has not been any new doctors surgeries
Screen Name Redacted 3/13/2026 03:08 PM	You are meant to have one doctor to every one thousand patients, so how will closing the surgery help this? You need to be opening more surgeries, not closing any!
Screen Name Redacted 3/13/2026 03:12 PM	Not always have access to a car and the buses don't run frequently
Screen Name Redacted 3/13/2026 03:15 PM	Massively due to time and travel constraints
Screen Name Redacted 3/13/2026 03:20 PM	Have problems getting buses and Pontyberem is more difficult to get to on buses
Screen Name Redacted 3/13/2026 03:23 PM	They are further away which is difficult around work/time constraints
Screen Name Redacted 3/13/2026 03:27 PM	Trimsaran or Kidwelly. Would be a bit easier but still a worry how to get there
Screen Name Redacted 3/13/2026 03:32 PM	Be absolute nightmare
Screen Name Redacted 3/13/2026 03:35 PM	I'm looked after by my daughter full time and she gets a lot of support from our surgery - which won't happen elsewhere
Screen Name Redacted 3/13/2026 03:42 PM	If I have to rely on the bus service it means catching four buses to get there and back. If the bus in Llanelli misses the connection to Carmarthen (via Kidwelly) it's an hours waiting meaning I would probably miss an appointment
Screen Name Redacted 3/13/2026 03:43 PM	
Screen Name Redacted 3/13/2026 03:46 PM	Trimsaran
Screen Name Redacted 3/13/2026 03:53 PM	I am bed bound so would need a GP that would be able to visit me at home. Having heard how bad Meddygfa Minafon are and how short staffed they are, I doubt very much that they would come out to my home should I need them to, thus leaving me without a doctor
Screen Name Redacted 3/13/2026 04:01 PM	I would have concerns about appointment availability / access to healthcare when needed
Screen Name Redacted 3/13/2026 04:02 PM	This would be very demanding on my time as I am a carer [REDACTED] It is already a struggle [REDACTED] when I have to go to the surgery myself. Having to travel further means more time which I do not have
Screen Name Redacted 3/13/2026 04:06 PM	Not very good bus times and appointments I'll be at least 2 hours at the least
Screen Name Redacted 3/13/2026 04:10 PM	This would greatly affect me as I would have to rely on public transport or taxi fare as there is no bus service to pontyberem surgery. also cost as on low pension income
Screen Name Redacted 3/13/2026 04:11 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 04:14 PM	It wouldn't make a difference in regards to travel to Trimsaran, I would just rather not and find the practice I am registered with to be very professional and helpful when I need an appt
Screen Name Redacted 3/13/2026 04:16 PM	Car parking is an issue at pontyberem
Screen Name Redacted 3/13/2026 04:17 PM	
Screen Name Redacted 3/13/2026 04:19 PM	
Screen Name Redacted 3/13/2026 04:26 PM	Doubtless it will be even more difficult to get an appointment. Kidwelly surgery was always full with not enough doctors on duty, which is why I transferred to Pontiets
Screen Name Redacted 3/13/2026 04:28 PM	1. car parking in sarn surgery is always easy. Pontyberem parking is further away from the surgery inclement weather, arthritic knees and neck are affected in walking further to the surgery. Pontyberem and kidwelly surgeries are full to capacity now with an additional increase from Sarn surgery, it is not going to improve the services needed, Sarn is central to pontyates. minafon is out of kidwelly in station road making access more difficult if you have not got a car
Screen Name Redacted 3/13/2026 04:34 PM	Wouldn't be able to walk from car park in pontyberem to surgery
Screen Name Redacted 3/13/2026 04:39 PM	As postcode
Screen Name Redacted 3/13/2026 04:46 PM	I'm not too familiar with the area and would find travel and parking more difficult as a result. Especially as I struggle with my mental health. I would be concerned that a sudden move of so many patients to other surgeries would make getting an appt more difficult
Screen Name Redacted 3/13/2026 04:58 PM	I am unfamiliar with the area and off work with my mental health. so struggle to travel and cant currently drive
Screen Name Redacted 3/13/2026 05:03 PM	This would make things really difficult as bus timetables are really awkward where I live
Screen Name Redacted 3/13/2026 05:04 PM	Further to travel
Screen Name Redacted 3/13/2026 05:09 PM	I dont always have access to a car. I can use the bus to get to pontiets. there is no service direct to kidwelli from my home. the bus service to Llanelli is only every 2 hours and then there is quite a walk from the bus stop to Ashgrove surgery. the bus stop in pontiets is directly outside the surgery
Screen Name Redacted 3/13/2026 05:22 PM	I would not be happy with any of these alternatives. Llanelli is ore expensive (parking) and service is poor Kidwelly has direct bus route
Screen Name Redacted 3/13/2026 05:25 PM	Greatly affected due to transport and distance
Screen Name Redacted 3/13/2026 05:28 PM	I have a car so it wont be a problem
Screen Name Redacted 3/13/2026 05:33 PM	It wouldnt be a problem as I have a car
Screen Name Redacted 3/13/2026 05:35 PM	It would impact me negatively, the change would reduce convenience, continuity and ease of access to healthcare services

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 05:40 PM	There is no doubt I would need to access services, I have a long term health condition requiring regular reviews. the impact will be huge on the whole village everyone needs access to local healthcare services, it is a basic need and right.
Screen Name Redacted 3/13/2026 05:42 PM	
Screen Name Redacted 3/13/2026 05:46 PM	I can't get to those surgeries. Out of the question
Screen Name Redacted 3/13/2026 05:47 PM	
Screen Name Redacted 3/14/2026 05:00 PM	I would need to use the bus but these only run every two hours to Pontyberem.
Screen Name Redacted 3/14/2026 07:30 PM	I would need to drive there and it's likely that it would be more difficult to get an appointment as there probably isn't lots of spare capacity at these other surgeries currently.
Screen Name Redacted 3/16/2026 08:43 AM	
Screen Name Redacted 3/16/2026 08:49 AM	If put across to Kidwelly I feel it would be impossible to get an appointment. Having spoken to friends who are with Kidwelly already
Screen Name Redacted 3/16/2026 08:55 AM	
Screen Name Redacted 3/16/2026 08:58 AM	Would be very difficult without my car (I am 73) my wife does not drive
Screen Name Redacted 3/16/2026 09:15 AM	Difficult to get there
Screen Name Redacted 3/16/2026 09:22 AM	Difficult to get there
Screen Name Redacted 3/16/2026 09:25 AM	Make it difficult
Screen Name Redacted 3/16/2026 09:34 AM	Would make it awkward to travel considering i cannot travel via car and pontyberem is far to walk
Screen Name Redacted 3/16/2026 09:37 AM	Appointments would be difficult die to me having to catch the bus up to Pontyberem they are only run every 2 hours
Screen Name Redacted 3/16/2026 09:41 AM	Coalbrook Surgery is the nearest
Screen Name Redacted 3/16/2026 09:43 AM	Travelling time 30 mis to nearest surgery and getting appointments
Screen Name Redacted 3/16/2026 09:49 AM	From my understanding of people who access these other surgeries, they have difficulty in getting appointments and phone access. this is due to numbers of patients inclosing in the area.
Screen Name Redacted 3/16/2026 09:51 AM	Coalbrook told me to contact Sarn, mow I am unsure if I need to go to Coalbrook, I would prefer the Doctor In Llanelli
Screen Name Redacted 3/16/2026 09:52 AM	Considering it's hard to get an appointment on the day you call, how is it going to get an y better if you put another 4k people into another surgery!
Screen Name Redacted 3/16/2026 09:53 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 09:54 AM	Could I be transferred to Furnace House Surgery as it is nearer
Screen Name Redacted 3/16/2026 09:56 AM	
Screen Name Redacted 3/16/2026 10:01 AM	Not always having use of a car, there is no direct bus route to the other practices mentioned. There are no taxis in Carway. This is really stressful
Screen Name Redacted 3/16/2026 10:10 AM	Difficult to say as just diagnosed with bowel cancer which cannot be cured, but have been prescribed a course of chemotherapy to slow things down.
Screen Name Redacted 3/16/2026 10:14 AM	Travelling whilst ill
Screen Name Redacted 3/16/2026 10:17 AM	Very difficult to access Coalbrook or Kidwelly as I don't drive and bus services are limited
Screen Name Redacted 3/16/2026 10:17 AM	Travelling when not well
Screen Name Redacted 3/16/2026 10:19 AM	
Screen Name Redacted 3/16/2026 10:22 AM	I would have to book transport with my daughters who don't live in Pontyates
Screen Name Redacted 3/16/2026 10:25 AM	Daughter would have to take me and doe not live in Pontyates
Screen Name Redacted 3/16/2026 10:29 AM	Longer travel time with increased waiting time and less appointments available doe to increasing numbers at new surgery
Screen Name Redacted 3/16/2026 10:34 AM	Longer travel time with longer waiting times and difficulty making appointments due to growing numbers at new surgery
Screen Name Redacted 3/16/2026 10:38 AM	Longer travel time and added pressures on Appointment availability with increasing numbers on new surgery
Screen Name Redacted 3/16/2026 10:39 AM	
Screen Name Redacted 3/16/2026 10:42 AM	Llanelli would be closer for me
Screen Name Redacted 3/16/2026 10:43 AM	No problem as long as transfer is to coalbrook surgery pontyberem
Screen Name Redacted 3/16/2026 10:45 AM	If I couldn't drive , no bus services available
Screen Name Redacted 3/16/2026 10:48 AM	There is no direct bus to either of the practices in Kidwelly or Pontyberem from our house. As a family, we only have one car ad this may not be available when an appointment is needed. Taxis are non-existent in Carway
Screen Name Redacted 3/16/2026 10:51 AM	No bus services in my area for any other practice
Screen Name Redacted 3/16/2026 10:51 AM	Have difficulty getting in and out of car due to problems with hips and knees so would not be able to get to another surgery when symptoms are severe

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 10:57 AM	This does effect me because I rely on public (bus) transport. There is no direct route to either surgeries. This means I have to catch two buses with a 40 minute wait connection, both connecting buses are a two hourly service. This is assuming I can get an appointment to tie in with the 40 minute slot. If not, I have another two hour wait
Screen Name Redacted 3/16/2026 11:01 AM	Bydd hyn yn cael effaith mawr arnaf cherwydd bydd mynd i unrhyw lle arall yn anhawster mawr cherwydd sefyllu gwaith
Screen Name Redacted 3/16/2026 11:05 AM	Coalbrook surgery pontyberem distance only 2.5miles from home
Screen Name Redacted 3/16/2026 11:05 AM	Bydd hwyn yn cael effaith mawr arnaf cherwydd rhwyn dioddef o salwch meddwl a bydd y "stress" uchwanegol yn ormod
Screen Name Redacted 3/16/2026 11:10 AM	Bydd yn cael effaith mawr arnaf cherwydd mae unrhyw newidiadau yn achosi gofyd mawr i fi cherwydd rhwyn dioddef o salwch ymeddwl - [REDACTED]
Screen Name Redacted 3/16/2026 11:12 AM	Not any difference if it was pontyberem
Screen Name Redacted 3/16/2026 11:12 AM	Greatly. At [REDACTED] nearly [REDACTED] it would mean a bus journey to Kidwelly which would involve catching two buses, making keeping appointments practically impossible, as well as the return journey home
Screen Name Redacted 3/16/2026 11:15 AM	No bus services to Kidwelly or Pontyberem
Screen Name Redacted 3/16/2026 11:17 AM	It would be very difficult to get to any of the other surgeries due to the bus services. Unable to catch two buses especially with limited health issues. The time factor would be immense. Also mixing with other people on the buses and spreading my illness issues - colds, flu etc. This would be totally unacceptable to use any of the other surgeries proposed
Screen Name Redacted 3/16/2026 11:18 AM	I have a friend who is registered at coalbrook surgery and she has difficulty getting through to surgery and getting an appointment. the extra patients would cause further problems for the transferred patients and the patients already at coalbrook surgery.
Screen Name Redacted 3/16/2026 11:19 AM	Trimsaran or Kidwelly would have no effect on me, as it is some distance I travel to Pontyates anyway
Screen Name Redacted 3/16/2026 11:23 AM	
Screen Name Redacted 3/16/2026 11:29 AM	Ashgrove Surgery Llanelli would be best as moved to Llanelli in November
Screen Name Redacted 3/16/2026 11:34 AM	
Screen Name Redacted 3/16/2026 11:37 AM	I never travel to either pontyberem or kidwelly. it would be more convenient to be transferred to a practice in carmarthen. there is no bus service to pontyberem or kidwelly so we would need to get a cab to go there which is both difficult and expensive.
Screen Name Redacted 3/16/2026 11:37 AM	Having to find a lift to the nearest surgery

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 11:42 AM	When ANYONE feels unwell, ideally it would be within a five minute drive to a doctors surgery. I accept that this is an idealistic utopian need but if you but if you are elderly, living alone, without any family support, unable to drive, not on a bus route, these added logistical challenges do nothing to alleviate the stress of illness as well. Bottom line is we are judged on the degree of civilisation we create by how we treat the most vulnerable people in society. Those are my values; they are the navigational compass by which I like to live. Please consider the less fortunate in society when you make your decisions
Screen Name Redacted 3/16/2026 11:44 AM	Having new Dr's and nurses. The Drs and nurses and staff know me instead of a new surgery where already full needs to get to know me instead of just looking at the computer screen
Screen Name Redacted 3/16/2026 11:47 AM	I would not really be affected because I drive
Screen Name Redacted 3/16/2026 11:55 AM	There are no buses to either surgery's. it would mean a bus to carmarthen then another bus to which surgery, it would mean id been on the road for most of the day and im [REDACTED] i very rarely leave the house [REDACTED]
Screen Name Redacted 3/16/2026 11:58 AM	Want to go to Coalbrook Surgery
Screen Name Redacted 3/16/2026 12:00 PM	At the moment, I'm 65 years old and I can drive. If I am unable to drive and I have to catch a bus, the easiest surgery to get to would be Llanelli
Screen Name Redacted 3/16/2026 12:01 PM	
Screen Name Redacted 3/16/2026 12:11 PM	Don't close Pontyates Surgery
Screen Name Redacted 3/16/2026 12:13 PM	Increased cost/time and inconvenience
Screen Name Redacted 3/16/2026 12:16 PM	Sarn provides healthcare for local people elderly and disabled patients. Dispersing patients to other surgeries would mean longer travelling (no bus service) and increased pressure on over stretched neighbouring practices
Screen Name Redacted 3/16/2026 12:19 PM	No direct bus service to Pontyberem from home. Also bus service to Llanelli and Carmarthen is every two hours - at times the buses don't arrive at all due to breakdowns etc. Last bus to Llanelli is approximately 6pm. No bus service back to Pontyates
Screen Name Redacted 3/16/2026 12:24 PM	Very difficult
Screen Name Redacted 3/16/2026 12:24 PM	As a non driver I would have to obtain a lift/taxi or bus service if it was in Llanelli otherwise there is no direct bus from Pontyates to Kidwelly and no bus to Llanelli in the evening after 4pm. No returns to the village. Also the buses break down and do not always turn up
Screen Name Redacted 3/16/2026 12:54 PM	It would be more difficult. I can walk to the surgery at the moment. Services would be further away and I would have to drive. Allegedly some people from Pontyates have tried to register with Coalbrook Surgery and have been told that the surgery is full. Rumour has it that two doctors are going to be employed and the NHS is going to purchase the old Post Office next door and refurbish it to accommodate the extra 1500 or so patients. So why instead of moving 1500 or so patients to Pontyberem would'nt it make more sense to move two doctors to Pontyates where there is a ready made surgery fit for purpose instead of wasting tax payer's money.

Screen Name Redacted 3/16/2026 01:02 PM	
Screen Name Redacted 3/16/2026 01:04 PM	
Screen Name Redacted 3/16/2026 01:08 PM	Waiting times for telephone calls back and appointments would increase. By weeks for appointments - 3 weeks plus and no parking room at other surgeries
Screen Name Redacted 3/16/2026 01:14 PM	Having to attend another practice would be very difficult because of working full time. Now it's convenient to have the surgery on my way to/from work
Screen Name Redacted 3/16/2026 01:18 PM	Getting to another practice would be very inconvenient as I work long hours/shift work so being able to call in the surgery to and from work in an other would be a problem
Screen Name Redacted 3/16/2026 01:22 PM	I wouldn't be able to walk to other surgeries or travel by bus
Screen Name Redacted 3/16/2026 01:27 PM	Accessing another practice would be difficult as regards to transport and having to ask others to take you would mean a longer journey and an inconvenience all round
Screen Name Redacted 3/16/2026 01:30 PM	To go to Pontyberem, or Trimsaran & Kidwelly I would need to drive or is there a bus service available?
Screen Name Redacted 3/16/2026 01:30 PM	I dont drive the buses are not very often [REDACTED] long bus rides would not always be easy id have to go into Llanelli first then get a bus out to pontyberem
Screen Name Redacted 3/16/2026 01:33 PM	I don't drive there is no nus service from where I live to Kidwelly or Pontyberem
Screen Name Redacted 3/16/2026 01:40 PM	Ideally I would like to visit my local GP, which I have done since 1991
Screen Name Redacted 3/16/2026 01:41 PM	Difficult- no nus service to alternative surgeries from Pontyates
Screen Name Redacted 3/16/2026 01:42 PM	[REDACTED]
Screen Name Redacted 3/16/2026 01:43 PM	Strongly
Screen Name Redacted 3/16/2026 01:47 PM	
Screen Name Redacted 3/16/2026 01:49 PM	If this practice closes it will be a detriment to all those registered there. for me it would be very difficult to go out of the area. pontyberem are already at capacity as i enquired 2025 as we were going to move house. Llanelli is crazy over run as i have tried to change my brother in law from his Llanelli surgery due to incompetence. this closure is definitely compromising us
Screen Name Redacted 3/16/2026 01:49 PM	
Screen Name Redacted 3/16/2026 01:50 PM	As working 8-5 Monday ti Fri would need to make an appointment early in the morning or late around 5pm
Screen Name Redacted 3/16/2026 02:00 PM	Poor bus service. If I have to travel to the nearest surgery it would mean extra cost, putting a burden on home finances. Also if the appointment at the new surgery did not correspond with the bus timetable, it would mean a day off just hanging around for hours
Screen Name Redacted 3/16/2026 02:00 PM	Very inconvenient, it would be necessary to go by car.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 02:01 PM	Availability of appointments, longer travelling time by car, bus services are not suitable
Screen Name Redacted 3/16/2026 02:03 PM	Trimsaran
Screen Name Redacted 3/16/2026 02:04 PM	Due to medical complications feels none of the surgeries will have the capacity to deal with extra patients on their books and waiting for an appointment will be longer and the additional financial hardship due to medical conditions being long term
Screen Name Redacted 3/16/2026 02:04 PM	Twice as difficult to get there
Screen Name Redacted 3/16/2026 02:09 PM	I feel this would reduce the continuity of my wife's care and treatment as her condition has been ongoing for almost ten years and for the first time, this team at Meddygfa'r Sarn have tried to source and treat the problem. [REDACTED] [REDACTED]
Screen Name Redacted 3/16/2026 02:12 PM	It would stop or restrict my medical care and treatment as travelling is restricted by my mobility
Screen Name Redacted 3/16/2026 02:14 PM	In the process of moving house to Kidwelly so Kidwelly will be the choice
Screen Name Redacted 3/16/2026 02:16 PM	Impossible to answer, it involves transfer from a known established, effective, efficient community focused situation into the unknown, a situation which may involve unknown travel implications and unknown mobility issues as one becomes older. How large does a community have to become before care in the community becomes little less than a sick joke
Screen Name Redacted 3/16/2026 02:17 PM	The new GP practice would be overstretched and provide a worse service. We need MORE service not LESS
Screen Name Redacted 3/16/2026 02:20 PM	I want to stay at the practice in Pontyates for ease and continuity
Screen Name Redacted 3/16/2026 02:21 PM	Under this proposal, either coalbrook or kidwelly surgeries would mean i would need access to a car to get there as public transport is poorly provided and a taxi very costly. Also, having your surgery and pharmacy close together is really advantageous in time for collecting prescriptions especially if daily prescriptions are needed. I have recently been diagnosed with cancer and frequently need access to the GP or Practice nurse, so losing my nearby surgery would affect me badly especially when feeling unwell.
Screen Name Redacted 3/16/2026 02:22 PM	My son would have to drive me there
Screen Name Redacted 3/16/2026 02:26 PM	Living down a lane I have to drive everywhere. The bus service is every two hours and to walk to the bus stop I have to walk along a very fast and dangerous road
Screen Name Redacted 3/16/2026 02:27 PM	I would assume given the three afore mentioned practices will need to accommodate upwards of 4000 patients between them waiting times for appointment will be significant
Screen Name Redacted 3/16/2026 02:32 PM	At the moment I can drive but when I'm older its going to be difficult
Screen Name Redacted 3/16/2026 02:35 PM	I would be unable to access care unless taken there by my daughter. [REDACTED] [REDACTED] [REDACTED]

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 02:38 PM	At the moment, I'm able to drive. Getting older this might change. Living in a rural area, local services are paramount as public transport isn't practical as there is no direct service a lot of the time and buses run infrequently. There wouldn't be able to attend appointments
Screen Name Redacted 3/16/2026 02:41 PM	Higher travel costs Increased anxiety
Screen Name Redacted 3/16/2026 02:41 PM	Drastically, none of the other options are within walking distance, Mum doesn't catch a bus- form filled in by daughter
Screen Name Redacted 3/16/2026 02:44 PM	Changing GP will have negative impact to all patients please keep our GP
Screen Name Redacted 3/16/2026 02:44 PM	Increased travel expenses Would be more difficult due to nerves and anxiety
Screen Name Redacted 3/16/2026 02:47 PM	
Screen Name Redacted 3/16/2026 02:49 PM	I have no transport so have to rely on relatives to get me there as I have mobility problems and cannot use buses. Further distances makes things more difficult
Screen Name Redacted 3/16/2026 02:51 PM	The same
Screen Name Redacted 3/16/2026 02:53 PM	
Screen Name Redacted 3/16/2026 02:56 PM	We would prefer to go to pontyberem
Screen Name Redacted 3/16/2026 02:56 PM	No change
Screen Name Redacted 3/16/2026 03:05 PM	There is no public transport from Carway to Kidwelly. Access at present would mean a bus to Llanelly and one out to Kidwelly. That would mean probably 1 and half journey to go 5 miles and the similar to return
Screen Name Redacted 3/16/2026 03:06 PM	It would create difficulties particularly as driving my own car may not be possible soon due to my age (80 years old)
Screen Name Redacted 3/16/2026 03:10 PM	I can walk to Sarn, I could not walk to Pontyberem
Screen Name Redacted 3/16/2026 03:11 PM	
Screen Name Redacted 3/16/2026 03:23 PM	I'd prefer not to transfer as i already know the staff there
Screen Name Redacted 3/16/2026 03:28 PM	Sarn is convenient in route to home
Screen Name Redacted 3/16/2026 03:30 PM	Pontyberem
Screen Name Redacted 3/16/2026 03:34 PM	Parking at Kidwelly surgery is very limited. They are already overstretched (as a family member is with them). If I did not have access to a vehicle I would not be able to get there. Wait times for appointments would be increased - not fair on existing or new patients. You state Pontiets surgery building is small. How does Kidwelly compare to ratio by patients/building size

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted	
3/16/2026 03:36 PM	
Screen Name Redacted	Close to Trimsaran- preferably other further away
3/16/2026 03:36 PM	
Screen Name Redacted	Coalbrook surgery
3/16/2026 03:40 PM	
Screen Name Redacted	
3/16/2026 03:43 PM	
Screen Name Redacted	I worry about the care we would receive as its hard enough to see a doctor at the moment.
3/16/2026 03:43 PM	
Screen Name Redacted	I have [REDACTED] my wife drives and care for me, so when I visit the surgery she does not have to struggle with getting me from the car into the surgery as the invalid parking is directly , in front of the main entrance, so we don't need a wheel chair
3/16/2026 03:46 PM	
Screen Name Redacted	How would I get there? All three proposed surgeries are oversubscribed as it is. No public transport available for me or my family
3/16/2026 03:47 PM	
Screen Name Redacted	Yes if I can't drive - it needs to be on a regular bus route
3/16/2026 03:52 PM	
Screen Name Redacted	Back in May 2017, I was told that I could no longer be accepted at this practice and to register in Llanelli. Three surgies replied That I have lived too far put of their practice, along with a lot of other patients from 5 Roads, eventually someone from the NHS got in touch with me and i I was reinstated at Sarn
3/16/2026 03:55 PM	
Screen Name Redacted	Very difficult to access to doctors was a consideration when buying my house. Access by bus is a must
3/16/2026 04:01 PM	
Screen Name Redacted	I have just moved to this areas and registered with the Sarn practice. Am disappointed to learn that a friendly, efficiently run practice on a bus route for later years is potentially closing
3/16/2026 04:02 PM	
Screen Name Redacted	Coalbrook surgery have to build new premises before taking on 3000 people, so how are you going to close Sarn in June. You are clueless
3/16/2026 04:07 PM	
Screen Name Redacted	Having a surgery in the village was a draw to the village when moving home. we have a drs chemist, garage with shop all being very welly supported and in bad weather still accessible to most people
3/16/2026 04:12 PM	
Screen Name Redacted	Travelling there Pontyates is so easy if I fail to drive which could happen anytime due to my age there is a bus eventually from door to door when ordering my repeat prescription so easy to phone all for me just pick up
3/16/2026 08:42 PM	
Screen Name Redacted	I am concerned about losing continuity of care with my current GP, who knows my medical history. Changing practices could make appointments and ongoing care more difficult.
3/16/2026 08:48 PM	
Screen Name Redacted	At [REDACTED] all changes to me are a challenge. I am very happy with the help I have from my practice and would welcome any chance that it could remain
3/17/2026 08:35 AM	
Screen Name Redacted	Since my heart scare and surgery i have confidence in my doctors practice. Even though my doctor has left the rest of the team endeavour to look after my needs and if required can assist me somehow. I am quite concerned about changing and the fact that it wont be easy to pop in if i have a query or worry
3/17/2026 08:40 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 08:52 AM	It would be inconvenient - i work during surgery opening times so have to take time off work to attend appointments. travelling further to a surgery would mean taking more time off work which i would find difficult
Screen Name Redacted 3/17/2026 09:03 AM	Changing GP will have negative impact to all patients. please keep our GP!
Screen Name Redacted 3/17/2026 09:09 AM	
Screen Name Redacted 3/17/2026 09:16 AM	
Screen Name Redacted 3/17/2026 09:17 AM	If It would if we had no car
Screen Name Redacted 3/17/2026 09:18 AM	
Screen Name Redacted 3/17/2026 09:19 AM	My preference would be to keep Meddygfa'r Sarn open! If a choice between Minafon or Coalbrook, it would be Coalbrook. Minafon is shambolic, plus my my husband is registered with Coalbrook and as I am disabled it would be far less stressful to be in the same practice and easier to get to - my husband usually drives me to appointments
Screen Name Redacted 3/17/2026 09:22 AM	As I don't drive, I need transport to get to the surgery if not on foot
Screen Name Redacted 3/17/2026 09:24 AM	Very difficult I would have to travel to Llanelli with no ca , caught a bus which goes very 2 hours and fitting into my school where I work on the local Primary School
Screen Name Redacted 3/17/2026 09:26 AM	If I don't have a car, then I need to catch a bus
Screen Name Redacted 3/17/2026 09:27 AM	Travel time would increase and stress would increase
Screen Name Redacted 3/17/2026 09:46 AM	Would be very difficult
Screen Name Redacted 3/17/2026 10:35 AM	Create travel time / effort, potentially different staff(unfamiliar) History of our family care at Pontyberem
Screen Name Redacted 3/17/2026 10:36 AM	If I don't have a car then I will have to catch a bus
Screen Name Redacted 3/17/2026 10:41 AM	Coalbrook surgery is smaller, no extra patients are being taken on. There will be an effect on the environment with the other vehicles on the road, NOT within government policy which is to reduce the number of vehicles on the road.
Screen Name Redacted 3/17/2026 10:41 AM	This would not affect me as I live in Pontyberem and the change in Surgery would be closer
Screen Name Redacted 3/17/2026 10:42 AM	I would have to ring to make an appointment, i usually would walk to make one, i would have to drive to attend appointment time rather than walk. thank god i drive, those poor people who have to use the bus
Screen Name Redacted 3/17/2026 10:43 AM	My preference would be Minafon in Kidwelly as this is the closest to Trimsaran. The distance to Pontyberem is double the journey however if I had to travel, my preference would be Pontyberem, not Llanelli
Screen Name Redacted 3/17/2026 10:43 AM	This would not affect me as I live in Pontyberem and the change in surgery would be closer

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 10:45 AM	It wouldn't as I am able to drive
Screen Name Redacted 3/17/2026 10:50 AM	Travel even further to get the necessary healthcare. If the surgery closes, it would jeopardise the local pharmacy too
Screen Name Redacted 3/17/2026 10:55 AM	I have ADHD moving surgery would be very difficult for me
Screen Name Redacted 3/17/2026 10:56 AM	If I were to have to travel to Llanelli or Pontyberem it would double my journey time. Meddygfa Minafon is the nearest surgery. I would also want to be in the same surgery as my wife
Screen Name Redacted 3/17/2026 10:57 AM	Practices are already operating at full capacity, therefore it would be virtually impossible to obtain an appointment in a reasonable time, along with trying to speak to someone in person
Screen Name Redacted 3/17/2026 10:59 AM	I have been at Pontyates for 60 years. I have great trust in Pontyates. I'm so happy with the service I get. All y family are patients there and although there have been changes over the years they work as a team and deliver a good service and support. It's very unsettling to have to move to another practice.
Screen Name Redacted 3/17/2026 11:01 AM	I don't like going to place that I'm not familiar with. I have anxiety and depression
Screen Name Redacted 3/17/2026 11:02 AM	Buses are not on regular times, change all the time poor service
Screen Name Redacted 3/17/2026 11:03 AM	Would need a car as not as convenient as Pontyates
Screen Name Redacted 3/17/2026 11:03 AM	
Screen Name Redacted 3/17/2026 11:05 AM	
Screen Name Redacted 3/17/2026 11:05 AM	This would be a further obstacle to day to day life and unacceptable. Where a person has to juggle life and work to afford to live and access locally is essential. It reduces stress and try to maintain wellbeing. Please don't try fixing what is NOT BROKEN!!
Screen Name Redacted 3/17/2026 11:14 AM	This would not be suitable as the Meddygfa'r Sarn is our local surgery and it has been all my life. It's convenient to get to and just down the road
Screen Name Redacted 3/17/2026 11:15 AM	This would be a further obstacle to day to day life where a person has to juggle work to afford to live and access locally is essential to reduce stress and try to maintain wellbeing. DON'T FIX WHAT ISN'T BROKEN!
Screen Name Redacted 3/17/2026 11:18 AM	It would be very difficult for me for I don't drive
Screen Name Redacted 3/17/2026 11:19 AM	Pontyberem and kidwelly surgery cant cope as it is so would have a massive negative effect on my health as well as others will decline / miss health services
Screen Name Redacted 3/17/2026 11:19 AM	Dur to my disability the near the better. If my friend unable to take me to the surgery , I'd have to get a Taxi- Costly
Screen Name Redacted 3/17/2026 11:23 AM	Travel time will be at least 20 minutes greater generally more inconvenient
Screen Name Redacted 3/17/2026 11:25 AM	My GP knows my health conditions & a change will affect the continuity of my care. The closest GP to my house & I have accessibility

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 11:25 AM	Travel time, poor bus service, cost, inconvenience
Screen Name Redacted 3/17/2026 11:29 AM	The travelling time will be at least trebled. the convenience of having a village surgery will be totally lost
Screen Name Redacted 3/17/2026 11:38 AM	
Screen Name Redacted 3/17/2026 11:39 AM	The distance to travel will be far greater - far more than double the distance
Screen Name Redacted 3/17/2026 11:43 AM	Coalbrook Surgery
Screen Name Redacted 3/17/2026 11:45 AM	Further for me to travel. much larger practice not particularly good reviews there
Screen Name Redacted 3/17/2026 11:47 AM	Comfortable with my own gp practice access to my appointment
Screen Name Redacted 3/17/2026 11:52 AM	Longer car journey extra 2 miles other than that no difference
Screen Name Redacted 3/17/2026 11:55 AM	As I do not drive and buses are infrequent, it would be very difficult to attend appointments because there is no pavement on the road to Pontyberem. Transferring me to Kidwelly or Llanelli would be even worse. Transferring me from Pontyates would be to effectively ban me from accessing healthcare at a primary level which would have legal implications
Screen Name Redacted 3/17/2026 12:00 PM	Very difficult. Public transport is not very good and with the use of one car which my wife uses for work it would be quite difficult to keep appointments
Screen Name Redacted 3/17/2026 12:15 PM	It would not affect me personally as the distance to Coalbrook Surgery is moderately the same as my current (Pontyates)
Screen Name Redacted 3/17/2026 12:21 PM	I would have to walk 3/4 of a mile to the bus stop for Pontyberem. Buses run once every 2 hours. There is no service to Kidwelly from Pontyates. I envisage more patients attending A&E at Glangwili
Screen Name Redacted 3/17/2026 12:25 PM	No way of getting there doesn't bear thinking about
Screen Name Redacted 3/17/2026 12:25 PM	I would have to travel further to see a doctor
Screen Name Redacted 3/17/2026 12:28 PM	
Screen Name Redacted 3/17/2026 12:28 PM	As I am 80 I don't know how much longer I will be able to drive. It would be difficult to get to a surgery if I am not able to drive.
Screen Name Redacted 3/17/2026 12:32 PM	NA
Screen Name Redacted 3/17/2026 12:33 PM	I would be devastated and feel that the health board is uncaring and deceitful and despicable
Screen Name Redacted 3/17/2026 12:37 PM	I would not be able to walk so would have to take a bus or taxi, bus every two hours, bus pass, taxi, I would have to pay. not really convenient if feeling unwell
Screen Name Redacted 3/17/2026 12:41 PM	Very difficult I rely on buses and they are not frequent from my village

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 12:45 PM	Very difficult over 80 and reliant on public transport
Screen Name Redacted 3/17/2026 12:49 PM	Chosing meddygfar sarn would put more pressure on other practices and would affect patients care
Screen Name Redacted 3/17/2026 12:52 PM	If I couldn't drive due to a bad pain day, I would not be able to afford a taxi to attend the doctors
Screen Name Redacted 3/17/2026 12:53 PM	Getting there would be a problem, as buses not frequent, and i can walk to pontyates if needed, but there is no pavement to pontyberem and it is too far to walk
Screen Name Redacted 3/17/2026 12:59 PM	Continuity of care is really important in order to ensure best way forward
Screen Name Redacted 3/17/2026 01:01 PM	Inconvenient possibly effect me from attending
Screen Name Redacted 3/17/2026 01:01 PM	A longer journey and if not feeling well, upset stomach etc it would be very uncomfortable
Screen Name Redacted 3/17/2026 01:05 PM	This would affect greatly as I need my location to be as close as possible
Screen Name Redacted 3/17/2026 01:08 PM	We would not be bale to access the practice at cydweli or at pontyberem. access to the cydweli practice is restricted due to the pinch point at the rugby club and there are never enough spaces (especially for a blue badge) pontyberem has an impossible ramp and would be too far to walk from the public car park
Screen Name Redacted 3/17/2026 01:11 PM	Availability of appointments. continuity of care. Pontyates has nurses, blood tests etc under one roof
Screen Name Redacted 3/17/2026 01:18 PM	This would affect me by having to go out of my way, as i do work, meddygfar sarn has always been my surgery. going back through many generations of my family and before i was born.
Screen Name Redacted 3/17/2026 01:21 PM	Availability of appointments in surgeries that are already busy and overstretched. It would have a negative effect on my access to healthcare
Screen Name Redacted 3/17/2026 01:21 PM	I would have to walk to the surgery to coalbrook road or rely on my friend to take me there
Screen Name Redacted 3/17/2026 01:30 PM	If car is not available, no transport to either Pontyberem not Kidwelly, patients in both surgeries already have problems to get appointment
Screen Name Redacted 3/17/2026 01:44 PM	Parking facilities at Kidwelly surgery is not fit for purpose very limited parking spaces. No direct public transport link from Carway to Kidwelly. If I was unable to drive for any reason I would be forced to take a bus into Llanelli then another bus to Kidwelly and the reverse on my homeward journey probably taking me most of the day, imaging doing this journey when your are feeling unwell.
Screen Name Redacted 3/17/2026 01:46 PM	Pontyberem is impossible for me due to the poor access, step ramp and car parking which is a long way for me to walk. I would have to have a cover with me on every visit I don't know about Minafon but it looks better. I would prefer to go to Carmarthen than any of the current options. But we need to keep our surgery, there is zero benefit in adding more patients to an already failing surgery. This just makes it worse for everyone. People will die.
Screen Name Redacted 3/17/2026 01:51 PM	It would decrease the standard of care as the number of patients would increase whilst staffing levels remain the same

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 01:56 PM	It would be more stressful as I would have to travel further. Also, with other surgeries being forced to take on extra patients, would that mean that appointments and other services be less available if needed?
Screen Name Redacted 3/17/2026 02:03 PM	We would like to be registered at coalbrook surgery if it came to it due to being 4.1 miles away. kidwelly is abit further we have a disabled child so would prefer coalbrook
Screen Name Redacted 3/17/2026 02:04 PM	Problems with transport
Screen Name Redacted 3/17/2026 02:04 PM	
Screen Name Redacted 3/17/2026 02:07 PM	Problem with transport
Screen Name Redacted 3/17/2026 02:15 PM	Someone would have to look after my wife for at least 1 and a half if i had to go to the doctors [REDACTED]
Screen Name Redacted 3/17/2026 02:19 PM	Greatly no way of getting there
Screen Name Redacted 3/17/2026 02:20 PM	
Screen Name Redacted 3/17/2026 02:22 PM	
Screen Name Redacted 3/17/2026 02:28 PM	Inconvenient, extra expense out of pensions, not on direct bus route, expensive taxi journey, be difficult to attend surgery. there are little or no local facilities and closing pontyates is just cutting us off from local services which are important to the community
Screen Name Redacted 3/17/2026 02:32 PM	You cannot get appointments at the other gp surgeries at the moment need alone with 3000+ more patients being added to their existing lists
Screen Name Redacted 3/17/2026 02:33 PM	I drive at the moment but being 82! I can see the government taking this form of travel away! the doing anything would be very difficult. We would have to go by bus (3 hourly) to Carmarthen! Then get another bus to either of the proposed practices and the price would be beyond our funding
Screen Name Redacted 3/17/2026 02:37 PM	
Screen Name Redacted 3/17/2026 02:44 PM	It would be much more difficult, and the thought of one third of the approximately 4500 patients of meddygfa'r sarn being transferred to each of these practices makes me very anxious and worried about appointment availability
Screen Name Redacted 3/17/2026 02:54 PM	Pontyberem is nearly the same distance, but I'm very happy in Meddygfa'r Sarn and also the communication between there and the Pharmacy
Screen Name Redacted 3/17/2026 03:09 PM	A lot
Screen Name Redacted 3/17/2026 03:17 PM	
Screen Name Redacted 3/17/2026 04:45 PM	I would not wish to be transferred as this practice is close to my home
Screen Name Redacted 3/17/2026 03:26 PM	I would be okay but I have elderly relatives who rely on it being local and have been going to Pontyates surgery for decades

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 03:32 PM	I would be okay, I have a relative who relies on it being close by and been going there for decades
Screen Name Redacted 3/17/2026 03:36 PM	Obviously it would be more difficult to get to the other surgeries and I worry that the other surgery's are going to be too full already, its going to be very inconvenient getting to any other places
Screen Name Redacted 3/17/2026 03:39 PM	
Screen Name Redacted 3/17/2026 03:44 PM	As previously noted the bus service in the are I live is poor, appointments would not always correspond with bus timetable. I could be out of the house hours at a time, if i needed to go to Kidwelly it would mean two bus journey
Screen Name Redacted 3/17/2026 03:47 PM	I suffer from asthma and I am worries that i would get access to my inhalers for i rely on the buses
Screen Name Redacted 3/17/2026 03:51 PM	Not easy if and when I have to use public transport due to my fitness
Screen Name Redacted 3/17/2026 03:58 PM	Inconvenient really as i dont drive due to an injury so it means further for my husband to take me, as he works it around me.
Screen Name Redacted 3/17/2026 03:59 PM	Kidwelly is approx the same distance as Pontyates but a more complicated route and parking. Pontyates closer to the pharmacy to collect prescriptions
Screen Name Redacted 3/17/2026 04:04 PM	Trimsaran & Kidwelly
Screen Name Redacted 3/17/2026 04:07 PM	Would prefer to stay with Pontyates but as an alternative - Pontyberem (but this is a smaller surgery than Pontyates). I am disabled and find it easier to access this Pontyates surgery
Screen Name Redacted 3/17/2026 04:10 PM	Depends on distance as I have problems driving. Also getting to know another doctor as I am so happy with my current doctor
Screen Name Redacted 3/17/2026 04:14 PM	A lot
Screen Name Redacted 3/17/2026 04:27 PM	Demise of village life - school/aged day centre. All these surgeries are oversubscribed - increased difficulty getting appointments. Pressure on local pharmacist in absence of local doctors surgery. Travel distance - one car family costly (long journeys due to frequent road closures) - flooding Gwendraeth Fawr. Trying to work full time - only bread winner in family - can't afford time off. Concern liaising doctors and local pharmacist ( will regular medication be there?)
Screen Name Redacted 3/17/2026 04:32 PM	Don't go to doctors a lot when needing one. Just need to see someone
Screen Name Redacted 3/17/2026 04:35 PM	
Screen Name Redacted 3/17/2026 04:40 PM	
Screen Name Redacted 3/17/2026 04:47 PM	I can't cope with this idea. Please don't shut my doctors surgery. My mental health and anxiety are off the scale at the moment since this has been brought to my attention. The other surgeries are already too full. I'd never get an appointment. They are further away and parking is a huge issue with them
Screen Name Redacted 3/17/2026 04:58 PM	If surgery is further away this would impact us as a family

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 05:05 PM	One bus every two hours to Pontyberem. Two hour wait to return. Meddygfa'r Sarn is essential. HDDUHB closed Ponthenri surgery years ago, now they want to do this. The failures of HDDUHB are astonishing. Where have they been to seek alternatives? No GP jobs advertised for over 18 months. No practice manager. This has been an orchestrated systematic failure to run services down. The surgery building has NEVER flooded. The community feels betrayed. Why haven't alternative sites been examined? A day centre of primary school. HDDUHB found partners for Tymbl surgery. Why haven't they even tried recruiting? An independent investigation must be initiated
Screen Name Redacted 3/17/2026 09:17 PM	Longer to drive there. Would not have the option of walking if necessary. Longer waiting time to get an appointment. Limited appointments . Extra work for doctors and services in the surgery. Extra pressure on services
Screen Name Redacted 3/18/2026 10:45 AM	I have a car so getting to Pontyberem would not be an issue but I would prefer to stay at my current surgery as the staff are great
Screen Name Redacted 3/18/2026 10:45 AM	I would need someone to take me as I dont own a car, I can walk to both the surgery and chemist
Screen Name Redacted 3/18/2026 10:45 AM	I would no longer be able to walk to the surgery. Therefore to catch a bus including he walk at both ends. It would also severely limit the appointment times because the bus is only every 2 hours. Ass the additional people being moved thee with me will make feasible appointments very difficult
Screen Name Redacted 3/18/2026 10:45 AM	A lot
Screen Name Redacted 3/18/2026 10:45 AM	Big time as I don't drive and would rely on family and friends to take me, further then within walking distance in the village. Also availably of appointments would reduce
Screen Name Redacted 3/18/2026 10:45 AM	Well there's not a lot of parking space in Pontyberem I so know there is a carpark and having to travel and Pontyates surgery has been here a long time, evert since I was a young kid which will be disappointing if it closes and easy for people not to travel
Screen Name Redacted 3/18/2026 10:09 AM	I would have to book county cars to take me as I have no other means of transport available
Screen Name Redacted 3/18/2026 10:20 AM	
Screen Name Redacted 3/18/2026 10:34 AM	Transport not regular Would have to make appt according to bus schedule or use pension to pay for Taxi. Being disabled would not be possible to wait for buses.
Screen Name Redacted 3/18/2026 10:37 AM	
Screen Name Redacted 3/18/2026 10:43 AM	Difficult getting to another practice, Buses are not regular enough, which would mean waiting around. At 86 yrs old it would be impossible for me to do so. This would mean that I would probably avoid visiting my GP should I feel unwell
Screen Name Redacted 3/18/2026 11:01 AM	
Screen Name Redacted 3/18/2026 11:03 AM	
Screen Name Redacted 3/18/2026 11:04 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/18/2026 11:16 AM	Coalbrook surgery had no spaces for our family and was overstretched, 8 years ago- what has changed for us to now to loose Pontyates and move to Coalbrook or further away
Screen Name Redacted 3/18/2026 11:21 AM	
Screen Name Redacted 3/18/2026 11:25 AM	Longer travel time, hardly no parking in Coalbrook, its ridiculous
Screen Name Redacted 3/18/2026 11:26 AM	
Screen Name Redacted 3/18/2026 11:28 AM	
Screen Name Redacted 3/18/2026 11:31 AM	I would need to travel by car as bus service is rubbish
Screen Name Redacted 3/18/2026 11:37 AM	Inconvenience of travel Currently the Pharmacy is 100 yds from the Surgery so very convenient for prescriptions
Screen Name Redacted 3/18/2026 11:48 AM	Coalbrook surgery would be ok all the time, I can drive and also there are buses available at the moment , if I cannot drive owing to my age
Screen Name Redacted 3/18/2026 11:54 AM	There is a 2 hours bus service and no complete footpath between Ponthenri & Pontyberem. Although car driver at present, cant guarantee this beyond 2027, which would make it extremely difficult to access
Screen Name Redacted 3/18/2026 11:56 AM	
Screen Name Redacted 3/18/2026 11:57 AM	
Screen Name Redacted 3/18/2026 12:38 PM	SO LONG AS I CAN HAVE AN APPOINTMENT WITH A DOCTOR, WHEN I NEED ONE RATHER THAN A TELEPHONE CONVERSATION, I'M HAPPY TO REGISTER WITH ASH GROVE SURGERY IN LLANELLI!
Screen Name Redacted 3/18/2026 12:49 PM	
Screen Name Redacted 3/18/2026 01:07 PM	
Screen Name Redacted 3/18/2026 01:14 PM	Kidwelly/ Trimsaran - need transport to both
Screen Name Redacted 3/18/2026 01:19 PM	
Screen Name Redacted 3/18/2026 01:26 PM	It would be very inconvenient as I am confined to a wheelchair
Screen Name Redacted 3/18/2026 01:33 PM	
Screen Name Redacted 3/18/2026 02:06 PM	Do not close Sarn, It is very close and anything further afield is not realistic. Every time I go to the GP, there are many elderly patients, locals there that walk to the GP. The fact that closing this practice is even being considered is ridiculous,

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Screen Name Redacted	
3/18/2026 02:16 PM	
Screen Name Redacted	This would be awkward for me because of my medical problems, I sometimes have use the bus service to get me to the surgery and the bus stop is only across the road which suits me fine. Having to go to another surgery would cause difficulties for me to get there
3/18/2026 02:24 PM	
Screen Name Redacted	Waiting times & appointments are going to be harder to get , plus if you have to rely on public transport you will spend the whole day travelling for one appointment as there is no direct route by bus
3/18/2026 02:33 PM	
Screen Name Redacted	To travel to a practice further away would create immense difficulty for me due to distance
3/18/2026 02:45 PM	
Screen Name Redacted	
3/18/2026 03:23 PM	
Screen Name Redacted	A lot
3/18/2026 03:28 PM	
Screen Name Redacted	Ease of access & locality. Sarn has at most a 2 week waiting list, where as other practices have at least a 5 week waiting list. With an additional 4000 patients added to them would drastically increase that period. With the addition of causing more workload onto staff & practices
3/18/2026 03:33 PM	
Screen Name Redacted	Very difficult- recently had to give up driving due to vision impairment, now rely on a taxi if available when needed
3/18/2026 03:54 PM	
Screen Name Redacted	Difficult access by public transport
3/18/2026 03:58 PM	
Screen Name Redacted	It is further ay and much more difficult to get appointments
3/18/2026 04:02 PM	
Screen Name Redacted	As an aging person I would have to rely on the bus service which is quite unreliable at best tuns every 2 hours, at the moment I walk to the surgery when needed
3/19/2026 10:45 AM	
Screen Name Redacted	At the moment I am a driver but as I age and lose this ability it will be very difficult for me to access any new surgery. I could walk to Sarn but not to any of the other options
3/19/2026 10:45 AM	
Screen Name Redacted	Transport
3/19/2026 09:16 AM	
Screen Name Redacted	There are buses from my village to Pontyberem but none to Kidwelly or Trimsaran, I wouldn't be able to get there
3/19/2026 09:22 AM	
Screen Name Redacted	
3/19/2026 09:31 AM	
Screen Name Redacted	I have been with Sarn all my life and would be really upset leaving them and being transferred
3/19/2026 09:35 AM	
Screen Name Redacted	Big inconvenience to myself and family. Saen is 2 mins from my home. I feel if I was unwell to drive I would struggle to travel a further distance
3/19/2026 09:41 AM	
Screen Name Redacted	If it was Trimsaran then that would be okay but other surgeries are too far away
3/19/2026 09:45 AM	
Screen Name Redacted	As long as it was Trimsaran. Only I have HD and i cannot travel in a car for long, as I find it difficult
3/19/2026 09:51 AM	
Screen Name Redacted	Longer journey time & the inconvenience of having to drive to there, especially in bad weather
3/19/2026 10:05 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/19/2026 10:21 AM	I dint drive , medical issues mean I cant use public transport. Even if I did, that would be 2 bus journeys each way. It would mean I wouldn't go to the doctors, even though I know I should so would impact massively on my already declining health
Screen Name Redacted 3/19/2026 10:27 AM	Transport
Screen Name Redacted 3/19/2026 10:37 AM	Difficult if don't have transport as bus services are only two hourly that will make meeting appointments near on impossible
Screen Name Redacted 3/19/2026 10:43 AM	I would have to travel twice as far to go to a practice in Llanelli. At present time I am able to drive but if I had to travel by buss this would be problematic as there is only one bus every two hours
Screen Name Redacted 3/19/2026 10:49 AM	Inconvenience of travel (i.e. Buses) Pharmacy is close to surgery making it easy to go from GP to chemist
Screen Name Redacted 3/19/2026 10:55 AM	
Screen Name Redacted 3/20/2026 08:35 AM	Its a longer drive and would therefore cost me more money for petrol
Screen Name Redacted 3/20/2026 09:42 AM	
Screen Name Redacted 3/20/2026 09:48 AM	Coalbrook Surgery is already an extremely busy surgery. Transferring additional patients from Pontyates Surgery will on exacerbate the situation therefore making it very difficult to get appointments - which could impact on other services such as A&E, MIU etc.
Screen Name Redacted 3/20/2026 09:55 AM	It would be inconvenient. it would be better if the effort being put into finding out my views was instead put towards making the surgery sustainable. find doctors and make the surgery fully viable.
Screen Name Redacted 3/20/2026 09:58 AM	I would be very upset by this. I hear about other surgeries from family members and friends who live in Llanelli and they always talk about how difficult it is to see a doctor. Our surgery has always been so helpful and have gone out of their way to make him see us. Please, please, please do not close our surgery! The staff and doctors are all so nice and I hope that you do not close this wonderful surgery!
Screen Name Redacted 3/20/2026 10:07 AM	Whilst I can still drive reasonably well, if I could not drive it would be very very difficult if not impossible
Screen Name Redacted 3/20/2026 10:20 AM	Badly
Screen Name Redacted 3/20/2026 10:20 AM	
Screen Name Redacted 3/20/2026 10:23 AM	
Screen Name Redacted 3/20/2026 10:26 AM	As long as the bus service continued, I would be able to access the surgery in Pontyberem. Have transport at present but owing to age, I don't know how long driving will be an option
Screen Name Redacted 3/20/2026 10:28 AM	Very badly!
Screen Name Redacted 3/20/2026 10:30 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 10:30 AM	
Screen Name Redacted 3/20/2026 10:34 AM	Longer waiting times - appointments Higher expenses Unfamiliar surroundings Untrusted environment
Screen Name Redacted 3/20/2026 10:38 AM	Longer travel times Higher expense Unfamiliar surroundings
Screen Name Redacted 3/20/2026 10:41 AM	It would be extremely inconvenient, it is difficult enough now to get an appointment at my local surgery let alone add to another overstretched surgery
Screen Name Redacted 3/20/2026 10:44 AM	It would affect my mum as she is getting older and more frail
Screen Name Redacted 3/20/2026 10:46 AM	
Screen Name Redacted 3/20/2026 10:49 AM	Longer waiting times Higher expenses Unfamiliar surroundings Untrusted environment
Screen Name Redacted 3/20/2026 10:51 AM	See q8
Screen Name Redacted 3/20/2026 10:52 AM	Longer waiting times Higher expense Unfamiliar surroundings Untrusted environment
Screen Name Redacted 3/20/2026 10:56 AM	I would be affected negatively by the already busy, seemingly over subscribed number of patients access care at meddygfa minafon. It is already very difficult to get an appointment at meddygfa'r sarn due to the large population it serves, distributing those people between the other practices would negatively impact all surgeries and all people registered there. an alternative option is to increase the size of the building at sarn
Screen Name Redacted 3/20/2026 11:01 AM	Patient numbers are at capacity at kidwelly so it would be even harder to book an appointment
Screen Name Redacted 3/20/2026 11:07 AM	Greatly, i am 78 years old and dont know how long i can keep driving. i would have to rely on the bus services which is sporadic at best. i would be left very scared and alone and without GP Care
Screen Name Redacted 3/20/2026 11:12 AM	We would like to be reregistered at coalbrook surgery, if come to it due to being 4.1 miles kidwelly is abit further. we have a diabled child so would prefer coalbrook i was a patient there as a child
Screen Name Redacted 3/20/2026 11:14 AM	
Screen Name Redacted 3/20/2026 11:17 AM	Difficult to travel and probably wont be able to go to appointments and would probably have to go miu more often
Screen Name Redacted 3/20/2026 11:24 AM	I am POA for my mother so I (her daughter) am completing this form. - my father is the primary care giver so this would be inconvenient for him as he has to look after his [REDACTED]. his wife will be confused and disorientated

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Screen Name Redacted	
3/20/2026 11:36 AM	
Screen Name Redacted	
3/20/2026 11:38 AM	
Screen Name Redacted	No affect at all living in trimsaran
3/20/2026 11:40 AM	
Screen Name Redacted	No affect
3/20/2026 11:44 AM	
Screen Name Redacted	I would have to take a taxi or bus to reach the Pontyberem surgery. I can envisage difficulty in getting a bus to suit an appointment time and probably a long wait for for a return bus to Pontyates
3/20/2026 11:48 AM	
Screen Name Redacted	I would have to order a taxi, as I could not drive to Pontyberem on my own, nor could I access a bus service, as, at the moment the bus to Llanelli stops at Rwyth, uphill struggle to Gwendraeth to Pontyberem
3/20/2026 11:54 AM	
Screen Name Redacted	If this surgery was shut down, I would have to drive to Pontyberem/Kidwelly or Llanelli. Also the doctors and staff at my surgery are all nice and friendly. There is also no lone waiting list for appointments. I've always been seen very quickly, which is brilliant!
3/20/2026 11:59 AM	
Screen Name Redacted	Further to drive and impossible without driving
3/20/2026 12:01 PM	
Screen Name Redacted	Due to my chronic illness I would not wish to travel 18 miles to Kidwelly as I rely on transport. My postcode is Kidwelly but I am only two miles away IF Pontyates surgery is closed
3/20/2026 12:09 PM	
Screen Name Redacted	Unable to attend, dont drive. health would deteriorate as unable to receive care close to my home
3/20/2026 12:38 PM	
Screen Name Redacted	This would be extremely difficult, i know already by worry for the NHS how stretched GP services are and you want to add to it. There is also no discussions about how children will be affected by this. my youngest is under the deictics and health visitor, how will this ware, there has been no communication about this
3/20/2026 12:51 PM	
Screen Name Redacted	I would have to take a taxi from Pontyates to Pontyberem. The bus stop for the Pontyates to Pontyberem bus is the other side of the vllage (approximately 1/2 mile away) and due to my physical disability is unreachable
3/20/2026 01:02 PM	
Screen Name Redacted	Almost impossible to answer - if it would mean seeing the same doctor on several visits i would be quite happy. However, this appears to be no suggestion that the number of practitioners in pontyberem would increase to meet the demands
3/20/2026 01:14 PM	
Screen Name Redacted	It is already difficult to get an appointment in pontyates, but at least i am able to walk there. If i am added to the already overstretched list at a surgery where i dont know them and they dont know me. i think it will be a much worse service
3/20/2026 01:22 PM	
Screen Name Redacted	Transportation would be a major problem. Possibility of appointments could only be far worse than what it is now. Certain sectors of the community are being marginalised. Faceless people affecting the health and wellbeing of over 4,000 patients
3/20/2026 01:46 PM	
Screen Name Redacted	It would not be local. I would not be able to access the services without transport and I would not have continuity of care. Possibly I would not get access to medical services promptly
3/20/2026 01:50 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 01:56 PM	EXTREMELY DIFFICULT - No footpath to walk there and buses are two hourly - so a round trip would take over four hours!!! How would Coalbrook cope with an extra 2000 plus patients??
Screen Name Redacted 3/20/2026 02:01 PM	A huge change like this would affect my mental health badly. Those practices are already overflowing with patients. I would fear for my life not being able to see a doctor or nurse when I needed to. The drive would also be longer. My anxiety would be sky high
Screen Name Redacted 3/20/2026 02:06 PM	Nearest would be Kidwelly. There is no bus going direct to this village from Trimsaran. People are already saying no appointments are available there without putting another few thousand there
Screen Name Redacted 3/20/2026 02:41 PM	No but i am young and able to drive. my thoughts are with anyone local who isnt able to do this.
Screen Name Redacted 3/20/2026 02:42 PM	I'm concerned that it seems I would have no say in the decision of which practice I will be allocated. What would happen if I did not want to go to the surgery picked for me?
Screen Name Redacted 3/20/2026 02:44 PM	More time consuming
Screen Name Redacted 3/20/2026 02:47 PM	Very difficult because of travel problems with buses when i loose my license because i am over 80 yrs old now
Screen Name Redacted 3/20/2026 02:48 PM	Accessing the surgery would not be an issue. There is a concern that Meddygfa Minafon already has issues. They already lack capacity. This would make it difficult to obtain appointments and would negatively affect access to primary care
Screen Name Redacted 3/20/2026 02:50 PM	Very difficult because of travel problems with buses
Screen Name Redacted 3/20/2026 02:53 PM	Very inconvenient
Screen Name Redacted 3/20/2026 02:55 PM	
Screen Name Redacted 3/20/2026 02:59 PM	No direct bus route - two or more buses and waiting for bus - possible missed appointment - not as accessible. Travel time/extra travel with mobility issues. Length of visiting GP - all round visit would be longer
Screen Name Redacted 3/20/2026 03:01 PM	If its a bus route or baring in mind ffor las has only one bus in either direction every 2 hrs
Screen Name Redacted 3/20/2026 03:06 PM	I do not wish to be transferred to llanelli
Screen Name Redacted 3/20/2026 03:07 PM	It would mean additional travel time and I would need additional time off/away from work. Pontyberem has some accessibility issues, and accessing Minafon can be difficult due to traffic and parking is an issue at both practices. Getting to either will be an extra 5-10 minutes, and with appointments rarely running to time, plus needing to go to the pharmacy after could turn a 30 minute appointment into an hour, which is not sustainable workwise
Screen Name Redacted 3/20/2026 03:13 PM	I find it very difficult to travel any kind of distance really due to [REDACTED] many joints of the body. Investigations, x-rays and reports can be evidenced, should you require such documentation
Screen Name Redacted 3/20/2026 03:15 PM	I would no longer have a local service

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 03:20 PM	Depends on where you send us!!
Screen Name Redacted 3/20/2026 03:36 PM	Accessing services is not the issue. The ease at which would be able to do so is the concern. A big increase in patient number in any of the other surgeries proposed would make accessing these services far more difficult than what is our experience at Meddygfa'r Sarn
Screen Name Redacted 3/20/2026 03:45 PM	The only surgery I could access would be Coalbrook surgery in Pontyberem - as this has a bus access. Also first choice Ashgrove as two buses go there in Llanelli
Screen Name Redacted 3/20/2026 03:52 PM	There is a waiting list for Pontyberem. It is difficult to get an appointment anywhere. How am I supposed to drive over twenty minutes when sick to see a doctor? It is dangerous
Screen Name Redacted 3/20/2026 03:55 PM	Coalbrook surgery is already overprescribed. Patients in the area are already waiting over three weeks for an appointment. The car park is very small. I am a blue badge holder
Screen Name Redacted 3/20/2026 03:57 PM	Happy with Meddygfa'r Sarn
Screen Name Redacted 3/20/2026 04:00 PM	The thought of visiting any doctors surgery has terrified me but at least after 30+ years. I know meddygfa'r sarn, the parking and layout which does help as it is one less thing for me to stress as i suffer from MS
Screen Name Redacted 3/20/2026 04:00 PM	
Screen Name Redacted 3/20/2026 04:07 PM	No local transport to Pontyberem from Pontiets
Screen Name Redacted 3/20/2026 04:10 PM	Personally, if I was transferred to Pontyberem, it wouldn't be a major problem as it's on a bus route.
Screen Name Redacted 3/20/2026 04:12 PM	Potential decrease in appointment availability due to overcapacity at Meddygfa Minafon
Screen Name Redacted 3/20/2026 04:16 PM	I would be concerned that it would be difficult to get an appointment at this surgery in Kidwelly as it is already busy and over-subscribed
Screen Name Redacted 3/20/2026 04:21 PM	Pontyberem, Kidwelly and Trimsaran are already full with patients which would mean less available time for patients from Pontiets. Pontyberem and Trimsaran are much smaller surgeries and so would not be equipped. There is already a two week waiting list for patients in Kidwelly
Screen Name Redacted 3/20/2026 04:25 PM	Kidwelly has to worst traffic and parking - so Pontyberem would be best. Hopefully Pontyates doesn't close
Screen Name Redacted 3/20/2026 04:28 PM	I have suspected CFS, as well as other issues. Travelling further than I have to now would make things even more difficult for me
Screen Name Redacted 3/25/2026 08:59 AM	It would be difficult to get to another surgery
Screen Name Redacted 3/25/2026 09:03 AM	It is difficult to access pontyberem, kidwelly and llanelli. no buses from meinciaiu to pontyberem kidwelly etc
Screen Name Redacted 3/25/2026 09:09 AM	I would like to be registered at llanelli. pontyberem is too small a surgery with only locums it would be worse to move there
Screen Name Redacted 3/25/2026 09:11 AM	As I rely on buses to get to other surgeries i would have to catch 2 buses

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/25/2026 09:21 AM	I could definitely not attend the coalbrook surgery pontyberem. trimsaran would be more suitable as i dont drive i dont have a car
Screen Name Redacted 3/25/2026 09:26 AM	
Screen Name Redacted 3/25/2026 09:31 AM	
Screen Name Redacted 3/25/2026 09:34 AM	This would be very inconvenient
Screen Name Redacted 3/25/2026 09:38 AM	
Screen Name Redacted 3/25/2026 09:45 AM	No bus routes from meinciau to kidwelly. give it a year and the same thing will happen in kidwelly
Screen Name Redacted 3/25/2026 09:50 AM	If i was to be transferred to kidwelly or trimsaran, the same will happen to these surgeries in time, due to only locums at these practices also. i would like to go to coalbrook, regular gps there. i would to be able to see regular gps
Screen Name Redacted 3/25/2026 10:04 AM	Even with a car, when you are ill you may not be able to drive and it is less of an imposition on neighbours to ask for a short lift than to another village
Screen Name Redacted 3/25/2026 10:10 AM	It would be very hard to get an appointment as the doctors are already very busy and full
Screen Name Redacted 3/25/2026 10:12 AM	
Screen Name Redacted 3/25/2026 10:15 AM	
Screen Name Redacted 3/25/2026 10:21 AM	Affects me a lot as i not at all convinced that is going to give me the quality of care that i no receive as the surgery which you select will become overlooked by domino effect
Screen Name Redacted 3/25/2026 10:24 AM	It seems that every practice has a issue with seeing to their patients so they will be under even more pressure
Screen Name Redacted 3/25/2026 10:51 AM	
Screen Name Redacted 3/25/2026 10:55 AM	Mobility problems transport
Screen Name Redacted 3/25/2026 11:08 AM	Do not drive anymore prefer trimsaran surgery
Screen Name Redacted 3/25/2026 11:11 AM	As an 84 year old non driver (at the moment) it would mean having to rely on family members taking me to and from appointments
Screen Name Redacted 3/25/2026 11:15 AM	Do not drive dependant on family would rather trimsaran surgery
Screen Name Redacted 3/25/2026 11:20 AM	If i dont drive it would be very awkward for me to go to any of the surgery, pontyates is only down the hill and buses go every 2 hours. other surgery would be very difficult to go to
Screen Name Redacted 3/25/2026 11:26 AM	Difficult i do not drive. no buses from carway to kidwelly or pontyberem got a lot of health issues.
Screen Name Redacted 3/25/2026 11:28 AM	

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Screen Name Redacted 3/25/2026 11:31 AM	
Screen Name Redacted 3/25/2026 11:34 AM	
Screen Name Redacted 3/25/2026 11:38 AM	Would rather go without as theres nothing wrong with the surgery we already have
Screen Name Redacted 3/25/2026 11:44 AM	
Screen Name Redacted 3/25/2026 12:00 PM	This survey should not only be sent out to pontyates residents as this is biased. For this to be a fair survey, all patients of kidwelly, trimsaran and pontyberem and llanelli should also be asked their views also as this significantly impacts their waiting times too, is this happening? i highly doubt it.
Screen Name Redacted 3/25/2026 12:07 PM	Further to travel, increased patient numbers impacted by transfered patients
Screen Name Redacted 3/25/2026 12:17 PM	I am a driver at present and it would not affect me going to pontyberem coalbrook surgery but if i could no longer drive it would be difficult to rely on buses travelling to pontyberem
Screen Name Redacted 3/26/2026 12:22 PM	If we didn't own a car it would be extremely difficult to access another Practice. This one is difficult enough to get to as our bus services are so poor and infrequent. This is especially problematic if you are unwell - as you probably will be if you need to see a Doctor. We are talking about a journey of hours (with stops and changes) to get to an alternative surgery and the same with the return journey. So, in summary if you have a car it is some extra travel time, if you don't own a car then it is extremely difficult .
Screen Name Redacted 3/26/2026 04:09 PM	It will be more difficult as it will take more time to access a doctor or to attend an appointment. Therefore my health might be negatively impacted by this.
Screen Name Redacted 3/27/2026 10:14 AM	This will not effect me
Screen Name Redacted 3/27/2026 10:21 AM	Unfortunately, the practice is very important to me, we are an ageing family, moving would affect us and mean more travel for the family. It is also good that we usually know the local staff and they are able to speak good Welsh with the family.
Screen Name Redacted 3/27/2026 10:22 AM	
Screen Name Redacted 3/27/2026 10:48 AM	I would have to go further to a practice that is already over burdened. I would need the car which would be an inconvenience to my husband how works at a school
Screen Name Redacted 3/27/2026 01:56 PM	There is NO public transport from our home plus the adde travel time. Are the health authorities going to pay for extra travel cost as we NEVER ASKED OR WANT to be moved
Screen Name Redacted 3/27/2026 02:08 PM	The are No buses from us to either of the two nearest practices
Screen Name Redacted 3/28/2026 07:47 AM	Travel implications. Parking with parking charges. Financial issues.
Screen Name Redacted 3/28/2026 08:00 AM	Travel implications, Parking, and financial implications

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/30/2026 10:23 AM	I have been in a Llanelli practice before. They are already so oversubscribed and it is much more difficult to match the care currently offered in Sarn.
Screen Name Redacted 3/30/2026 11:19 AM	I have family who are patients in Trimsaran surgery, they can never get an appointment, especially in Trimsaran they are required to travel to Kidwelly. Currently I can get an appointment easily in Meddygfa'r Sarn especially for the children, and I am concerned how local surgeries will cope with the influx of patients when patients already find it extremely difficult to be seen.
Screen Name Redacted 3/30/2026 12:25 PM	More difficult to get to the surgery
Screen Name Redacted 3/30/2026 01:18 PM	Longer journey
Screen Name Redacted 3/30/2026 08:09 PM	It would have to be Trimsaran or Kidwelly for me as they are much closer than Pontyberem or Llanelli
Screen Name Redacted 3/30/2026 09:30 PM	Disability parking
Screen Name Redacted 3/31/2026 06:46 AM	All three proposed surgeries are much further away from my address and it wouldn't be as easy to just pop to appointments especially as I have a young child it would turn into more of a trip
Screen Name Redacted 3/31/2026 08:23 AM	
Screen Name Redacted 3/31/2026 11:43 AM	Travelling to Pontyberem is complex and for older people.
Screen Name Redacted 3/31/2026 11:48 AM	I live in a small village not a big town
Screen Name Redacted 3/31/2026 11:52 AM	Difficult to get an appointment
Screen Name Redacted 3/31/2026 11:57 AM	Not being able to get another doctor's surgery easily at all
Screen Name Redacted 3/31/2026 12:04 PM	Impossible to get at an appointment at a different practice
Screen Name Redacted 3/31/2026 01:52 PM	Fairly difficult
Screen Name Redacted 3/31/2026 03:05 PM	I do not know where the surgery is situated in Pontyberem
Screen Name Redacted 3/31/2026 03:09 PM	
Screen Name Redacted 4/01/2026 09:47 AM	
Screen Name Redacted 4/01/2026 09:48 AM	It wouldn't really affect me
Screen Name Redacted 4/01/2026 09:51 AM	
Screen Name Redacted 4/01/2026 09:55 AM	Further travelling More difficult parking

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 4/01/2026 09:58 AM	Difficulty parking Further to travel
Screen Name Redacted 4/01/2026 10:09 AM	My preference would be for Ashgrove surgery in Llanelli as it would be accessible by car or bus. However limited bus services in Five Roads area is a huge problem for many people
Screen Name Redacted 4/01/2026 10:19 AM	Any would be inconvenient as I do not live or work near any of them so would impact with having more time off from work and impact on myself an employer, also with current fuel cost increasing
Screen Name Redacted 4/01/2026 10:27 AM	Would have to get the bus Bus times are limited, once every two hours Extra cost Due to my health condition this would be difficult and exacerbate my health condition Would take up my limited energy and be stressful It would take up a great deal of time It would be difficult to co-ordinate bus time with appointment times The bus may be more unreliable Waiting for the bus in the cold and wet
Screen Name Redacted 4/01/2026 10:30 AM	At the moment I have my own transport but other transport if needed is not reliable and it is every two hours which would be difficult to get to appointments
Screen Name Redacted 4/01/2026 10:33 AM	As it stands now, I am able to drive but some areas do not have regular transport. Especially local people who rely on the convenience of the surgery being not too far for them to come to
Screen Name Redacted 4/01/2026 10:43 AM	This would be impractical because of public transport times and irregular bus services to more locations (I do not own a car). This would be a horrible experience especially in winter having to navigate endless rain
Screen Name Redacted 4/01/2026 10:52 AM	I certainly don't want to transfer to a Llanelli surgery given adverse feedback I've heard of their practice. I want a Welsh service from a provider with an excellent reputations as I currently receive
Screen Name Redacted 4/01/2026 10:58 AM	
Screen Name Redacted 4/01/2026 11:03 AM	Very difficult as I cannot guarantee that I would be able to get there at certain times of the day due to childcare
Screen Name Redacted 4/01/2026 11:05 AM	Very difficult
Screen Name Redacted 4/01/2026 11:08 AM	Very difficult as I cannot guarantee that I would be able to get there due to school and college times
Screen Name Redacted 4/01/2026 11:09 AM	
Screen Name Redacted 4/01/2026 11:11 AM	Just more inconvenient
Screen Name Redacted 4/01/2026 11:13 AM	Too far away. Would need transport. I'm in my 90s and this would mean me relying on family
Screen Name Redacted 4/01/2026 11:30 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 4/01/2026 11:38 AM	Further to travel. Not possible to walk or cycle, which I sometimes do to Meddygfa'r Sarn
Screen Name Redacted 4/01/2026 11:40 AM	This proposal would increase travelling time to Meddygfa Minafon
Screen Name Redacted 4/01/2026 11:43 AM	The bus timetable is every two hours. There is no usable pavement in order to walk a distance of two miles on a fast B road and certainly no places to shelter is the weather turns bad
Screen Name Redacted 4/01/2026 11:45 AM	Greatly. I am a transplant patient & at times become very unwell. As my husband works away the vast majority of the time, & I only have elderly relatives locally, a quick drive to Pontiets is something I can manage. Driving to Llanelli is that much further. When you factor in having to go to the pharmacist, it all becomes an uphill battle. I feel it really is too much to be asking genuinely unwell patients to drive that extra- that's if they can drive. For those having to use our pitiful public transport; it's really unfair.
Screen Name Redacted 4/01/2026 12:30 PM	Badly! I would have to drive and parking is not available outside Pontyberem Surgery (crossing and 216 7AC lines in close proximity) and the public transport alternative is very poor. Increasingly I would probably have to depend on others for me to get to appointments in Pontyberem
Screen Name Redacted 4/01/2026 12:34 PM	I am concerned about losing continuity of care with my current GP, who knows my medical history. Changing practices could make appointments and ongoing care more difficult
Screen Name Redacted 4/01/2026 12:38 PM	
Screen Name Redacted 4/01/2026 05:49 PM	I would have to rely on my daughter, I am 88 years old, I do not drive and have difficulty walking, I do not have a mobile phone or use any form of technology my daughter has completed this questionnaire on my behalf with my consent
Screen Name Redacted 4/01/2026 07:52 PM	This would be very bad as I care for my 78 year old mother who has chronic conditions, it is very difficult for her to travel and to get to appointments on time as it is huge effort for her to be up and get dressed and get in vehicle and out. If she had appointments further away she would not be able to make them.
Screen Name Redacted 4/02/2026 10:27 AM	
Screen Name Redacted 4/03/2026 11:44 AM	Nightmare, wheelchair bound so parking is so important to me not parking across the road and down abit not safe

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Screen Name Redacted 4/04/2026 06:55 PM	<p>If my registration is transferred to the next nearest practice, this would have a significant impact on me.</p> <p>Access to transport is a key concern. Travelling to Coalbrook Surgery in Pontyberem (or another allocated practice depending on location) may be more difficult, especially if I rely on public transport, lifts from others, or have limited mobility. Increased travel time and costs could make it harder to attend appointments, particularly at short notice or for regular reviews.</p> <p>Continuity of care is also important. I am familiar with the current practice, its staff, and how it operates. Moving to a new surgery may mean losing that established relationship, which could affect my confidence and the quality of care I receive, at least in the short term.</p> <p>There may also be increased pressure on the receiving practices, which could result in longer waiting times for appointments and reduced access to preferred clinicians.</p> <p>Overall, this change could make accessing healthcare less convenient and potentially more stressful, particularly for vulnerable patients, older people, or those with ongoing health conditions.</p> <p>I would ask that these impacts are carefully considered, and that support is provided to patients who may be disproportionately affected by the change.</p>
Screen Name Redacted 4/06/2026 05:59 PM	As a [REDACTED] I don't need or want extra travel time or a change of surgery.
Screen Name Redacted 4/06/2026 07:35 PM	After reading the reviews on Meddygfa Minafon I fell it would be easier to go to the local hospital than trying to make an appointment at this practice. If the situation is this bad and trying to book an appointment at my present surgery is already a task that those of us that are working do not have the time to waste on the phone. The last time my wife tried she was on hold for at least an hour to speak to the receptionist
Screen Name Redacted 4/06/2026 07:42 PM	This practice should not be closing as other nearby practices are at capacity.
Screen Name Redacted 4/07/2026 08:36 AM	Negative impact on me and my family. How will the other surgeries cope with the increase in demand?
Screen Name Redacted 4/07/2026 08:52 AM	If my husband wasn't able to drive it would be impossible for me to get there. Limited parking at Pontyberem
Screen Name Redacted 4/07/2026 09:06 AM	Difficult to travel to appointments.
Screen Name Redacted 4/07/2026 09:18 AM	More difficult to get an appointment
Screen Name Redacted 4/07/2026 09:26 AM	Surgery would not be close to me and there is no pavement at Pontyberem.
Screen Name Redacted 4/07/2026 09:31 AM	
Screen Name Redacted 4/07/2026 09:39 AM	Would have to travel by bus as don't drive. Other surgeries will be crowded and difficult to get an appt.

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Screen Name Redacted 4/07/2026 09:45 AM	Travelling to Pontyberem will be difficult - how will the people without a car manage
Screen Name Redacted 4/07/2026 09:47 AM	Would be unable to get there without a car. A bus goes from the other side of the village a few times a day but is too far to walk without a car. Also, steps into pontyberem surgery as I have difficulty walking.
Screen Name Redacted 4/07/2026 09:54 AM	Not able to get there without a car, would have to depend on a lift. bus route not convenient as would have to get to bus stop (too far to walk)
Screen Name Redacted 4/07/2026 09:58 AM	This would add strain to these practices. parking is difficult and limited at pontyberem and many friends and family have awful experience with the kidwelly practice. so i want to keep our surgery.
Screen Name Redacted 4/07/2026 10:02 AM	Challenging. there is limited parking at pontyberem surgery and having a disability requires parking nearby to access services. family and friend have expressed the issues and awful service they get at kidwelly and this would be a disservice to add to the kidwelly surgery
Screen Name Redacted 4/07/2026 10:12 AM	At present, both my wife and i drive but there will be a time in the future where this could possibly change, for those who do not have these facilities, that will have a major effect on their care
Screen Name Redacted 4/07/2026 10:21 AM	Obviously this would take longer but that is not a problem if you are able to drive. I believe it would be a big issue if, for any reason, i become unable to drive as buses are not very frequent or if unwell even getting to a bus stop would be extremely difficult - at the moment the surgery is in a central location
Screen Name Redacted 4/07/2026 10:59 AM	At the moment we have our own transport but age may soon require us to use public transport which would prove very difficult
Screen Name Redacted 4/07/2026 11:01 AM	Reliant on car for the moment due to my age nearly 80 i dont know how long ill be driving, there is no bus service to kidwelly
Screen Name Redacted 4/07/2026 11:03 AM	At the moment okay but later on it will be a problem
Screen Name Redacted 4/07/2026 11:06 AM	At the moment i drive and a bus, but no idea about another one?
Screen Name Redacted 4/07/2026 11:10 AM	It is further for me to travel as a result this would impact my son [REDACTED]
Screen Name Redacted 4/07/2026 11:15 AM	I have been a patient at meddygfa'r sarn all my life and it is a dedicated, knowledgeable and caring practice. [REDACTED] [REDACTED] Familiarity is essential for me therefore moving to another surgery would be a challenge. [REDACTED] new surgery would be a nightmare for us as a family due to his routines and need for familiarity, he would be scared and frightened going anywhere new. also to explain his conditions and tendencies to new staff would be challenging
Screen Name Redacted 4/07/2026 11:27 AM	This would have a negative impact. we live closer to carmarthen than llanelli
Screen Name Redacted 4/07/2026 11:33 AM	[REDACTED] Going to new places with new people people is scary for me. going in a car is a challenge so to travel further afield would be difficult for me
Screen Name Redacted 4/07/2026 11:42 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 4/07/2026 11:53 AM	We would have to drive and we only have one car in the household
Screen Name Redacted 4/07/2026 11:55 AM	
Screen Name Redacted 4/07/2026 11:58 AM	Very difficult
Screen Name Redacted 4/07/2026 12:01 PM	It will be slightly further to travel
Screen Name Redacted 4/07/2026 01:24 PM	All the proposed surgeries you suggest are difficult to reach without a car. The elderly, those with disabilities or don't drive would find it exponentially more difficult to access medical care. The surgeries you propose moving patients to are all overcrowded and under pressures already. This will not improve care it will risk lives.
Screen Name Redacted 4/07/2026 01:31 PM	There is no bus link between Trimsaran and Kidwelly. Trimsaran is a minimal practice
Screen Name Redacted 4/07/2026 01:37 PM	Would need a car or a member of our family or friends to take us which won't be easy
Screen Name Redacted 4/07/2026 01:42 PM	
Screen Name Redacted 4/07/2026 01:45 PM	Buses to pontyberem run every two hours (195) and back every two hours, not convenient. Buses to kidwelly - first a 197 bus to carmarthen running every two hours and back every two hours. Bus from carmarthen to kidwelly x11 every hour and also back every hour. what a journey for a ten minute appointment! surgery is not near a bus stop. ashgrove medical centre llanelli does not accept patients from pontyates - we are outside their boundary. we need to keep meddygfa'r sarn.
Screen Name Redacted 4/07/2026 01:46 PM	I'd have to drive further
Screen Name Redacted 4/07/2026 01:48 PM	Not as convenient as meddygfa'r sarn
Screen Name Redacted 4/07/2026 02:04 PM	Very difficult as depending on transport very poor bus service for 77 year old
Screen Name Redacted 4/07/2026 02:14 PM	It would be difficult to get to any of these practices and would take much more time for me to access basic care and in person contact
Screen Name Redacted 4/07/2026 02:50 PM	Would have difficulty due to lack of suitable public transport availability
Screen Name Redacted 4/07/2026 02:56 PM	The thought of having to travel to other surgery would be daunting due to age, mobility, availability of appointments due to increasing patient numbers affecting my wellbeing.
Screen Name Redacted 4/07/2026 03:02 PM	It would impact me greatly as I trust the staff with everything I am going through medically. They are a team that I feel are there if it's needed. My anxiety would be high to move when I've been in Pontyates for years
Screen Name Redacted 4/07/2026 03:09 PM	Unfortunately I have long term health issues and since moving into Hywel Dda area I have had extreme problems accessing all services from GP to specialists. Moving surgeries to an already overcrowded practice is just going to make things harder and more stressful
Screen Name Redacted 4/07/2026 03:15 PM	Would need to travel by car rather than walk

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Screen Name Redacted 4/07/2026 03:20 PM	Extra distance to travel no direct bus service no continuity with regards to treatment. seeing different doctors and nurses
Screen Name Redacted 4/07/2026 03:35 PM	I live alone at home meddygfar sarn is only 5 mins away i have found the surgery very accomadating always had very good care the doctors and nurses and receptionists have been great in the future i dont know if i will be able to drive any distance with the conditions i have. the nearest surgery would be kidwelly or pontyberem
Screen Name Redacted 4/07/2026 03:37 PM	Under my post code i would be transferred to a llanelli town practice. i left a llanelli practice after 30yrs to use sarn practice. i do not want to return to any practice in llanelli. freedom of patient choice!
Screen Name Redacted 4/07/2026 03:56 PM	If for example I had to go to pontyberem I would have to rely on someone to give me a lift, or I would catch a bus from Carmarthen and go all the way round and catch the next one back which would take all day
Screen Name Redacted 4/07/2026 04:09 PM	Transportation - additional travelling costs - waiting times. Closeness of chemist to the surgery, additional travelling.
Screen Name Redacted 4/07/2026 04:28 PM	Travelling there. pontyates is so easy if i fail to drive which could happen anytime due to my age. there is a bus virtually from door to door when ordering my repeat prescriptions so easy to phone pharmacy all done for me just pick up
Screen Name Redacted 4/07/2026 04:44 PM	Scattering patients to difficut to reach surgeries is not beneficial. service transportation is a key factor. increase travelling costs and hours of waiting for public transport when you have health issues, this I ha ve no doubt in turn would cause of heavy burden on the NHS as these patients would have no alternative but to seek medical help at a&e - progress ???
Screen Name Redacted 4/07/2026 04:53 PM	I am ■ and depend on others and family to take me to appointments. Have been registered with meddygfar sarn for last 80+ years. moving to a different surgery will be additional stress that i do not want
Screen Name Redacted 4/08/2026 07:21 AM	I am very concerned about the closure of Sarn surgery, it's easy and convenient for me to get to Sarn Surgery. I don't always fell well enough to travel . The current surgery is brilliant.
Screen Name Redacted 4/08/2026 07:27 AM	As a resident I feel anger about the surgery in the community being closed. The village will be lost without it. The implicant it would have for the residents not being to access NHS care.

**Optional question** · 831 responses · 126 skipped

**Question type** : Essay Question

### Q8. How do you feel this change would affect you, and do you have any suggestions how we could reduce any negative impacts?

Screen Name Redacted 2/09/2026 01:18 PM	This is a massive impact as I know I would not be able to see a doctor if my surgery moved
Screen Name Redacted 2/09/2026 02:04 PM	It would have a negative impact on appointment availability and access to care when needed. Access to a local service in pIPontyates is paramount to accessible care. We don't always need to see a doctor so looking into expanding the MDT would be one option to continue providing a service in Pontyates. Investing in the premises would ensure a service would ensure that the premises is fit for purpose. By transferring patients to Pontyberem practice, how will this practice be fit for purpose in terms of parking, disabled parking, clinic room availability, waiting area. If there was some investment made to the premises in Pontyates, the fantastic service provided here could be continued.
Screen Name Redacted 2/09/2026 02:10 PM	It would be difficult to access appointments. Possibly improving our current GP. Or use it as a spout off of another practice but would still be able to have the appointments in our village
Screen Name Redacted 2/09/2026 02:13 PM	Investment in a larger building where community health could flourish.
Screen Name Redacted 2/09/2026 02:31 PM	Ensure enough GPs available for number of potential increase in patients
Screen Name Redacted 2/09/2026 02:36 PM	Move the practice to a more sustainable location in Pontyates there are many. Recruit the locums substantively, a number of the current GPs advise they are willing to do this but have not been asked by the HealthBoard. The decision was already made to close before any statutory engagement was undertaken.
Screen Name Redacted 2/09/2026 02:42 PM	The only way to reduce negative impact is to keep primary care in the village of Pontyates. Surrounding surgeries are already at breaking point and some not providing appropriate care and timely referrals to specialist services as it is. Without the additional proposal to move patient to their surgeries. How long before they break from the additional pressures.
Screen Name Redacted 2/09/2026 02:58 PM	The surgery has been understaffed for ages and generally run down. Apart from my issues we have an adult daughter come back to live with us due to a long and debilitating condition. She is in a wheelchair chair and I just can't see how I can get her to a doctor's surgery further away. I have been told that it is just as difficult to get an appointment at the surgeries around so an even longer wait to see someone. To reduce negative impacts I'd suggest not closing the surgery.
Screen Name Redacted 2/09/2026 03:22 PM	Make accessing GP services very difficult and will lose my independence. Keep Sarn Surgery open and recruit GPs. There are GPs at the surgery who have said would apply for a position if advertised.
Screen Name Redacted 2/09/2026 03:32 PM	

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Screen Name Redacted 2/09/2026 04:02 PM	<p>Luckily, I regard myself, given my age, healthy and fit so the impact personally, at present, is minimal. [REDACTED]</p> <p>[REDACTED]</p>
	<p>It is highly unlikely there would be any positive solutions to the negative impacts of transferring over 4,000 patients and their records to practices that re I ready over-stretched.</p>
Screen Name Redacted 2/09/2026 04:39 PM	<p>One could consider suggestions like either extending hours for existing staff (offset by lower productivity owing to mental/physical stress on all practice staff and higher pay cost),, or transferring staff from Pontyates (a possible negative as described in 7 above). Equally, one could consider capital investment in receiving practices, such as building expansion, internal reconfiguration, etc, however, these would in the short-term significantly inconvenience both those practices current patients and those transferring.</p>
Screen Name Redacted 2/09/2026 04:58 PM	<p>Cost-wise, this would rather defeat the proposed objective of cost saving on Pontyates building and enhanced pay of locum doctors.</p>
Screen Name Redacted 2/09/2026 04:39 PM	<p>Yes by not closing the surgery and putting extra strain on already over subscribed surgerys</p>
Screen Name Redacted 2/09/2026 04:58 PM	<p>Knowing that the drive is longer, the surgery we would be attending would have had a massive increase in patients and that I would have to devote more of my day to going would be detrimental. This also has the possibility of damaging house prices and making the area less attractive. The simplest way to prevent these negative outcomes would be to not shut the surgery or, if the press is to be believed on the state of the current building, invest money into a different building within the village that could become a doctors surgery. There are parcels of land, some with planning permission for housing, that have sat empty for at least the last eight years. It cannot be that hard to get this sorted.</p>
Screen Name Redacted 2/09/2026 05:52 PM	<p>Provide free transport on a daily basis to the 'new' surgeries to allow disabled people, elderly, frail, pregnant, those with no transport access to the surgeries. Give me more choice of surgery, I can travel to Carmarthen or Llanelli town. Overall preference is to remain with Pont-iets surgery but t the least the choice of where to go should be mine.</p>
Screen Name Redacted 2/09/2026 06:33 PM	<p>With my mental and physical health impacted I'd have to yet again forge a patient relationship with strangers. I have a complex history and it gets lost in transit now goodness only knows what would happen being forced to another practice. I stayed at the surgery when we moved house for that very reason</p>
Screen Name Redacted 2/09/2026 07:16 PM	<p>The facility in trimaran would be limited as it's a shared building so the feeling of privacy would make me feel uneasy and uncomfortable. Keeking the surgery that we have now would be a better option</p>
Screen Name Redacted 2/09/2026 07:39 PM	<p>This would have a massive impact on my health as I wouldn't be able to access the GP surgery in a state of emergency that doesn't require a hospital.</p>
Screen Name Redacted 2/09/2026 07:46 PM	<p>I am unable to drive and am elderly.</p>
Screen Name Redacted 2/09/2026 07:46 PM	<p>People can't get appointments at those surgeries now and they're going to be taken on more patients</p>
Screen Name Redacted 2/09/2026 08:38 PM	<p>I believe it will affect everyone. Those surgeries being dumped with unwanted new patients are already struggling to service their current patients. We will ALL have to wait longer for appointments so nobody wins except you as you will have off loaded a surgery you have failed to invest in over the years.</p>

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Screen Name Redacted 2/09/2026 08:43 PM	I am concerned how over 4,000 patients are going to be cared for by local surgeries that are already over subscribed, we struggle to see a gp now at our own surgery and I feel that we just have to make do with our NHS which should not be the case and we should be able to see a gp face to face and get the correct advice and care when required.
Screen Name Redacted 2/09/2026 08:47 PM	More strain on other surgeries, which are already stretched. Even less chance of getting emergency appointments due to more demand resulting in less people being cared for, when they need it. I suggest that the surgery is kept open! I can't see how the proposals are going to benefit the patient at all. It will only benefit Hywel Dda's pocket.
Screen Name Redacted 2/09/2026 08:50 PM	Do not close the surgery please! Pontyberem and Kidwelkg surgeries are under enough pressure and are unable to cope with the patients they have! Thus has been reported to me by service users at these surgeries who are now worried about the negative effect closing Sarn Surgery will have on their care and access to their surgeries which are under enough stress and pressure now! Unless the whole transport system is overhauled with buses running every hour there is no means to access these namec surgeries!
Screen Name Redacted 2/09/2026 08:59 PM	I have recently been to the surgery to request help for my mental health. I have been dealing with a huge amount of stress, grief and a variety of triggers. I don't think I could cope changing surgery and going through a new set up and such a busy practice. I worry it would stop me attending the doctors at all! What will this do to my family?  My suggestion is stop with this ridiculous idea. Keep the surgery open. Stop trying to save money by putting our lives at risk.
Screen Name Redacted 2/09/2026 09:57 PM	In my situation it would be a lot easier to have a home visit or to have transport via ambulance transport to doctors as I would be able to lay down
Screen Name Redacted 2/09/2026 10:01 PM	It would be very difficult if the doctors was to close
Screen Name Redacted 2/09/2026 10:11 PM	██████████ so attend regular reviews. I also have regular vaccinations re RSV, Covid, Flu, etc as I am over 75. Fitting these in around a bus service would be difficult.
Screen Name Redacted 2/10/2026 12:30 AM	A surgery in Pontyates is very important for me. To be transferred to another surgery, not of my choosing would cause me significant problems regarding travel which could exacerbate my mental health. There are empty sites in the village that could be potential surgeries which would reduce the negative impact of closing the current surgery. By transferring over 4000 patients to other surgeries, this action will inhibit the surgery services for all patients and surgery staff who are also working under extreme pressure under the current patient caseload.
Screen Name Redacted 2/10/2026 06:30 AM	Meddygfa Sarn has been an absolute god send with the health issues I've had over the last year , the staff are always friendly and helpful. They may not have all the facilities, but that's where it's down to you as the health board to invest money into the surgery, not close it. Closing it is a severe failure of duty of care, to the people of pontyates and surrounding areas. It is the only surgery on the main route between Llanelli and Carmarthen, this will have a severe impact on appointment availability, as well as impact people's lives. I feel for those who have no access to a car, or those who end up in the surgery in Llanelli and have to drive 20 minutes to a GP.

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Screen Name Redacted 2/10/2026 07:40 AM	<p>It will be devastating to everyone in Pontyates, personally I don't see a problem with the practice they have here now . I've seen it said about issues with flooding. The whole time the surgery has been in that area it has never flooded, I remember it in the bottom of a house next to the hall before it was relocated to where it is today .</p> <p>Size ... I can't understand why size is being brought up . It's plenty big enough, since Covid you only go down if you're asked two so maybe 2 people are in the waiting room at the most .</p> <p>Yes we need a resident Gp it's not nice having to relay all that you've had done again if you get to see a dr , it's not the same face you see .</p> <p>I really feel we re being pushed onto other practices that are already bursting at the seams , ringing at 8am now in Pontyberem and being told that all appointments face to face or telephone have gone !</p> <p>I know this as I work with people that live in Pontyberem.</p> <p>In my eyes it just doesn't make sense at all .</p>
Screen Name Redacted 2/10/2026 09:02 AM	<p>I am very unhappy about the change even more unhappy about the underhand way it happened with no consultation . I feel its too late to consult now decision has more than likely been made</p> <p>And now you are going through motions to make it look like local community were being considered . If myself it family couldn't drive then we could not access other surgeries due to substandard travel links living in rural area .</p> <p>We should be investing in our local area not closing vital services . Please don't close the surgery - invest in it</p>
Screen Name Redacted 2/10/2026 09:53 AM	<p>This change would have a negative effect on my family and I. However if thee health board provided more staff to other surgeries to allow availability to management patient care daily, this may help.</p>
Screen Name Redacted 2/10/2026 09:56 AM	<p>Gwendraeth day centre hasn't been utilised in more than a year. This building sits adjacent to a large public car park and is easily accessible via bus routes due to it sitting only marginally up from the current GP practice. The site is larger and a more modern building which to the best of my knowledge is council owned - why could this seemingly redundant building not be utilised either to move the surgery to as a whole or to be utilised as an addition to the current surgery. With the surgery going as well as the local school you are slowly cutting away wales rural links in favour of pushing everyone into towns and it's not acceptable. The Welsh health board should value rural communities and work to support them instead of aiding the council to strip away exactly what makes rural communities thrive!!!</p>
Screen Name Redacted 2/10/2026 11:11 AM	<p>Shocking waiting time to see a gp</p>
Screen Name Redacted 2/10/2026 11:46 AM	<p>The GP service must stay in Pontyates otherwise there will be a bigger cost to provide the appropriate care that can no longer be sustained within the community</p>
Screen Name Redacted 2/10/2026 12:20 PM	<p>From what has already been posted a move to Kidwelly surgery is nothing but bad news as they only have locum Drs there as well</p>
Screen Name Redacted 2/10/2026 12:43 PM	<p>As stated above..Dont close the surgery..unless you can provide a bus..</p>
Screen Name Redacted 2/10/2026 01:13 PM	<p>Unable to access without a car</p>

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Screen Name Redacted 2/10/2026 01:34 PM	It's upsetting that the Health Board are considering shutting Meddygfa Sarn. It's worked well since Dr Swain left. Please don't close it.
Screen Name Redacted 2/10/2026 03:25 PM	
Screen Name Redacted 2/10/2026 03:39 PM	Easy - do not close the darn surgery.
Screen Name Redacted 2/10/2026 04:15 PM	N/A
Screen Name Redacted 2/10/2026 07:07 PM	It just adds more worry as whether you will be able to see a doctor when unwell. It's hard enough at present, and that is the same at all the practices. You wait for a call back from the Doctors, and end up not even receiving a call. Keep all the practices open, and charge for prescriptions, releasing funds to hopefully help towards improving the community surgeries.
Screen Name Redacted 2/10/2026 08:52 PM	I would be very concerned about what loading another surgery with approximately 1500 extra patients would do to the quality of care available.
Screen Name Redacted 2/11/2026 10:47 AM	This change would be very disruptive to all families and elderly patients regarding bus routes and that the optional other practices are already at full capacity. Adding another 4,000 patients would create such a delay in diagnosing patients and poor prognosis for many patients. I feel that patients health should come first and by closing our practice you are risking late diagnosing and treatments to all patients. Coal brook is already struggling to see their own patients without adding more
Screen Name Redacted 2/11/2026 11:11 AM	I would be less likely to seek GP support with medical issues as the anxiety of parking at and seeing staff at a different surgery would be significant. Health matters would be more likely to have increased in severity before help would be sought, Reduce the negative impacts by investing in Pontyates Surgery - new premises if needs be. Offer incentives to secure permanent staff, and retain this vital community service. If the issue with the lease of the building had been dealt with before, staff would have been happy to commit to the location. Knowing that this termination was in the pipeline and thus staffed by locums, this whole situation has been engineered dishonestly.
Screen Name Redacted 2/11/2026 02:57 PM	Dont close the surgery! Stop wasting health service money on 'Equality' questionnaires etc!
Screen Name Redacted 2/11/2026 05:19 PM	Both my wife and I will be devastated if the surgery closes but if it is inevitable, then we would prefer to be given a choice of which practice we are moved to.
Screen Name Redacted 2/11/2026 06:09 PM	I have been registered at Meddygfa Sarn for 9 years. I have [REDACTED] and have received excellent care from every single person at the surgery. For me personally, the negative impact could only be reduced by ensuring I had the choice of surgery.
Screen Name Redacted 2/12/2026 09:22 AM	Based on what I have seen and experienced moving the surgery further away would further delay treatment in some cases possibly fatal. I doubt this would be good move, journey times, appointment times, overcrowding at other surgeries and access for some who do not have transport or good mobility. As the population increases reducing access to healthcare is not a clever move.
Screen Name Redacted 2/12/2026 10:08 AM	Just don't close the surgery, this is clearly a money saving attempt and shows zero consideration or humanity for your patients.
Screen Name Redacted 2/12/2026 11:34 AM	As stated above. Make improvements to the meddygfa Sarn

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Screen Name Redacted 2/12/2026 12:19 PM	Moving me to Kidwelly surgery is not an option for me. I left that surgery due to catastrophic medical errors. Also it is totally over subscribed and there are constant complaints within the community due to the lack of appointments , communication issues. Kidwelly surgery cannot cope with the amount of patients it has currently.. adding more patients will put people at risk and force further unnecessary use of A&E .
Screen Name Redacted 2/12/2026 05:46 PM	I would affect me as I can only walk to doctor
Screen Name Redacted 2/12/2026 07:16 PM	Can't be any worse
Screen Name Redacted 2/12/2026 07:59 PM	This change would be really detrimental to my health, i am old age and if something happened that my husband couldnt take me i would not be able to access health care as i do not drive and there is no reliable public transport to surgeries, yes you can reduce negative impacts by not closing the surgery !
Screen Name Redacted 2/13/2026 04:42 PM	I would be disappointed to loose yet another community asset. There is a suggestion that the current building is not fit for purpose but I believe too many services are being offered from the building. Rural transport is a major issue, I believe it will be easier for non drivers to get to hospitals increasing the pressure on A&E depts. Twenty years ago the surgery had two doctors, district nurse and midwife/HV. My suggestion is to simplify rather than remove.
Screen Name Redacted 2/14/2026 10:36 AM	The proposed change will impact my health care massively, with my complex medical issues, having a village gp was part of the reason we moved here! There is nothing you can possibly propose that will negate the negative impact! Your decision will cost lives!!
Screen Name Redacted 2/14/2026 10:58 AM	Would need to catch the local bus making it difficult to make appointments, keep meddygfa'r Sarn open.
Screen Name Redacted 2/14/2026 12:54 PM	As I am a old man now it would affect me if I could not drive. Keep the surgery open as if we do not have it i would not be able to get any help wan needed
Screen Name Redacted 2/14/2026 01:41 PM	
Screen Name Redacted 2/14/2026 01:58 PM	
Screen Name Redacted 2/14/2026 02:58 PM	I believe appointments at the Trimsaran surgery are limited.
Screen Name Redacted 2/14/2026 03:53 PM	
Screen Name Redacted 2/14/2026 04:09 PM	1. Reduce negative impact by scrapping the whole ridiculous idea.
Screen Name Redacted 2/15/2026 08:19 AM	I am unable to get to Kidwelly
Screen Name Redacted 2/15/2026 10:04 AM	I have anxiety and need to see dr Thomas, she is at the surgery twice a week. It will be a bad decision to close this surgery

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/15/2026 11:15 AM	Would definitely affect me health mental health very bad
Screen Name Redacted 2/15/2026 11:18 AM	At the moment I am still able to drive.
Screen Name Redacted 2/15/2026 12:53 PM	The change to Pontyberem Coalbrook Road would would reduce negative impacts
Screen Name Redacted 2/15/2026 01:01 PM	No real effects.
Screen Name Redacted 2/15/2026 05:52 PM	<p>I have only just moved to the area several months ago and have found the staff in Sarn surgery so helpful and would hate to have to move again!! I would be concerned about the impact of thousands more potential patients on an already stretched surgery and feel this is absolutely not necessary.</p> <p>For me , for the first time in my life, I can actually to to my surgery and I love that fact. This move is nothing other than negative in my eyes!</p>
Screen Name Redacted 2/15/2026 08:56 PM	<p>This will prevent me and my family from having easy access to a GP, which we have been lucky to have over the last 20 years. The solution is to support GPs in entering agreements to run practices with meaningful support from the board. GPs consider the risk of running private practices as too high and unrewarding, sighting less risky locum work as a safer form of employment. Hence it is the boards role to create a more welcoming and rewarding environment in which GPs can flourish in providing small communities with effective healthcare and not amalgamated services in distant communities. The attractions of locum work need to be reduced and proper support, both from a business and clinical perspective, need to be explored and improved by the board. Closing community hubs is not the solution.</p>
Screen Name Redacted 2/15/2026 09:55 PM	<p>Look at meaningful alternatives. The report outlining the proposals and options is half baked and unprofessional. A professional and considerate board should not be making such impactful decisions on such poor and unbiased reporting.</p> <p>The case presented by the report is objectively weak, under evidenced and potentially misleading.</p> <p>1. "Most sustainable option" – asserted, not demonstrated</p> <ul style="list-style-type: none"> <li>• Unproven capacity at receiving practices: <ul style="list-style-type: none"> <li>They state Coalbrook (and others) can absorb ~4,300 patients, but there's no hard evidence of: <ul style="list-style-type: none"> <li>o Current list size and safe upper limit</li> <li>o Existing access metrics (3rd next available, continuity, complaints, QOF, staff turnover)</li> <li>o Impact modelling on urgent/same day demand, LTC reviews, home visits.</li> </ul> </li> </ul> </li> </ul> <p>The conclusion "most sustainable and robust" is therefore opinion, not a demonstrated fact.</p> <ul style="list-style-type: none"> <li>• No quantified comparison of options: <ul style="list-style-type: none"> <li>They don't present a side by side comparison of: <ul style="list-style-type: none"> <li>o Cost per patient</li> <li>o Access indicators</li> <li>o Workforce risk</li> <li>o Premises risk</li> </ul> </li> </ul> </li> </ul> <p>So "Option 3 is best" is not backed by a transparent scoring or weighting framework.</p>

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## 2. Premises argument is one sided and under developed

- Premises issues are real, but not uniquely terminal:

They list flooding, fire doors, electrics, lack of staff room, etc., but:

- o There's no estates report with risk ratings, costed remedial options, or timelines.
- o They don't show that remediation is disproportionate compared with the cost of dispersal and increased travel burden.

- No comparison with receiving practices' estates:

They imply other sites are "better" but provide no:

- o Compliance data
- o Space utilisation analysis
- o Future growth capacity

That's a logical gap: "this building is poor" ≠ "therefore dispersal is safest".

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## 3. Workforce narrative is incomplete

- "Locum dependent = unsustainable" is oversimplified:

They present locum reliance as a binary unsustainability marker, but:

- o There's no evidence of serious incidents, safety concerns, or regulatory warnings arising from the current model.
- o No exploration of innovative workforce models (portfolio GPs, salaried locum hybrids, ANP/ACP expansion, remote GP sessions, PCN style MDT).

- No serious attempt to test market appetite:

Option 4 (procure a new provider) is dismissed quickly, but:

- o There's no record of a soft market test, engagement with local federations, or regional GP networks.
  - o They don't show that no provider would take this on with a realistic support package.
- 

## 4. Travel and access impact is minimised

- Travel distances are quoted, but not lived reality tested:

Saying "3 miles to Coalbrook" ignores:

- o Public transport availability, frequency, and cost.
- o Impact on older adults, carers, people with disabilities, low income households.
- o Knock on effects for home visits and community services.

- No quantified access impact:

They don't model:

- o Change in average travel time
- o Additional cost to patients
- o Potential increase in missed appointments or delayed care.

That's a weakness in both the options appraisal and any Equality Impact Assessment.

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## 5. Use of performance data is selective and not linked to the decision

- Current performance is not clearly "failing":

They quote:

- o PADR 100%
- o Core skills 95.3%
- o DNA 7.8%
- o Diabetes 8 processes 58.4%

But they don't benchmark these against:

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o Cluster averages

o Health board averages

o National comparators.

Without that, they can't honestly claim the practice is under performing in a way that justifies closure.

- Patient experience data is thin and under analysed:

o National survey score 8.02/10 is not obviously poor.

o CIVICA feedback is acknowledged as a very small sample, yet they still lean on it.

They don't show any trend analysis (improving, stable, deteriorating) or link between patient experience and the proposed solution.

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6. Financial case is partial and potentially misleading

- High cost is stated, but not compared:

They quote ~£1.0–1.1m annual cost and ~£493k locum spend, but:

o No cost per patient vs other managed practices or GMS practices.

o No modelling of post dispersal costs, including:

Additional appointments at receiving practices

Potential need for extra sessions, staff, or estate expansion

Transitional costs (IT, records transfer, comms, engagement).

- No scenario analysis:

They don't show:

o What happens to cost if locum use is reduced by X%

o What happens if premises are partially upgraded

o The cost of a time limited support package to attract a provider vs dispersal.

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7. Engagement and equality considerations feel like an afterthought

- Engagement is framed as validation, not genuine option shaping:

The Board is asked to approve managed dispersal subject to engagement, which:

o Pre judges the outcome.

o Risks undermining trust—patients are being “consulted” on something already effectively decided.

- Equality and rurality impacts are not robustly explored:

There's no clear, structured:

o Equality Impact Assessment summary

o Rural proofing

o Analysis of impact on Welsh speaking patients, carers, or digitally excluded groups.

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8. Alternatives are not genuinely explored

- No “do minimum but improve” option:

They don't test:

o A stabilisation plan (2–3 years) with targeted estates work, workforce incentives, and cluster level support.

o A hub and spoke model with Minafon/Coalbrook providing clinical cover while retaining a staffed branch in Pontyates.

- Option 2 (merge) is dismissed without redesign thinking:

They treat “large multi site practice” as inherently problematic, ignoring:

o Modern models where back office and clinical governance are centralised, but local access points remain.

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o Potential for shared MDT, digital triage, and rationalised sessional cover.

<p>Screen Name Redacted 2/16/2026 08:25 AM</p>	<p>Further to travel with bus times very difficult. Taxis would be expensive.</p>
<p>Screen Name Redacted 2/16/2026 09:16 AM</p>	<p>The best way of reducing negative impacts is not to close the surgery. It would be impossible to reduce these impacts without doing this.</p>
<p>Screen Name Redacted 2/16/2026 09:21 AM</p>	<p>As we get older we would become more reliant on public transport.</p>
<p>Screen Name Redacted 2/16/2026 09:50 AM</p>	<p>Further to travel, longer time to get to, unsure of parking facilities. Doctors day for face to face consultations at local village Hall?</p>
<p>Screen Name Redacted 2/16/2026 10:26 AM</p>	<p>Harder to get access to appointments / seeing a doctor</p>
<p>Screen Name Redacted 2/16/2026 10:29 AM</p>	<p>As a parent of two young boys aged 4 and 2, this closure would have a significant impact on our family. Young children get ill frequently and often need to be seen quickly. Getting two small children ready and into Llanelli when one or both are unwell is stressful enough without adding a much longer journey. The local surgery means I can get there quickly and easily, which makes a real difference when you're dealing with a sick toddler or worried about your child. Appointments for routine checks, vaccinations, and minor illnesses are a regular part of life with young children. Making every single one of those trips into Llanelli instead of popping to the next village adds up to a huge amount of extra time, stress, and hassle over the years. I also worry about emergency situations. If one of my boys needs urgent care, those extra minutes getting to Llanelli could matter. As for reducing the negative impacts, honestly the best solution would be to keep Meddygfa'r Sarn open. If that's truly not possible, then I'd suggest:  Guaranteeing same day urgent appointments for families with young children at the Llanelli practice Providing a regular shuttle service or better public transport links Ensuring home visits are available for families who can't easily travel with sick children Making sure telephone and video consultations are readily available  But none of these really replace having accessible, local healthcare for our community.</p>
<p>Screen Name Redacted 2/16/2026 10:30 AM</p>	<p>I am worried that getting an appointment will be even more difficult than it is now.</p>
<p>Screen Name Redacted 2/16/2026 10:43 AM</p>	<p>Keep the surgery open. This will have huge effect on the local community for the elderly or disabled patients. Some people don't drive and won't be able to relocate. Pontyates is a big community with 4000 patients registered at the surgery. I highly doubt that Coalbrook, Trimsaran and Kidwelly have capacity for these patients. Waiting lists will become longer for patients to be seen and receive the medical care and support they require.</p>
<p>Screen Name Redacted 2/16/2026 11:20 AM</p>	<p>This would have a negative effect on my health</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/16/2026 12:01 PM	I have a very rare autoimmune disease and it has taken me years to find a gp that actually understands this illness. Due to being under 8 consultants the doctors at Myddygfa'r Sarn are my only continuity in care. They are the people I trust and turn to when I need explanation or advice. They have been my support system over the last 6 months as I suffered a stroke and diagnosed with a hole in my heart.
Screen Name Redacted 2/16/2026 12:02 PM	
Screen Name Redacted 2/16/2026 12:51 PM	It would make me reluctant to make an appointment and potentially make my condition worse before I went for treatment
Screen Name Redacted 2/16/2026 01:23 PM	As above
Screen Name Redacted 2/16/2026 01:45 PM	I'm sorry that Meddygfa Sarn is closing as staff are friendly and worried that appointments will be difficult to have due to larger number of patients being transferred to Meddygfa Minafon
Screen Name Redacted 2/16/2026 02:01 PM	I visit the surgery on a regular basis due to high blood pressure and this needs to be monitored weekly/fortnightly. I'm awaiting open heart surgery and this could have a negative impact on me due to large number of patients awaiting appointments. I've had no issues with Meddygfa Sarn
Screen Name Redacted 2/16/2026 02:32 PM	I would prefer you to either keep the existing arrangements which I am happy with, or invest in improving and expanding the facilities in Pontyates if you feel that is necessary.
Screen Name Redacted 2/16/2026 02:45 PM	Kidwelly is closer to my home than Pontyates so being transferred to Kidwelly would be easier for me - as long as the quality of care is as good of better than Pontyates.
Screen Name Redacted 2/16/2026 02:59 PM	I'm more concerned about the quality of care at Pontyberem surgery with the influx of a huge number of extra patients.
Screen Name Redacted 2/16/2026 03:00 PM	A concern would be appointment availability in an alternative surgery. The staff are friendly and so helpful in Sarn.
Screen Name Redacted 2/16/2026 03:01 PM	My concern is that every surgery is overstretched and I worry that it'll become even more difficult to secure an appointment and this will result in more patients going to A and E. Negative impact could be avoided by employing more doctors/nurse practitioners and keeping local surgeries open.
Screen Name Redacted 2/16/2026 03:16 PM	Meddygfa Sarn building is much bigger than Coalbrookdale practice, you just need to make some small alterations to keep it open. It was built in the 80's, so not that long ago. And it has never flooded as its built on a bank. I think it would be stupid to close this practice and move all 4000 plus patients into smaller practices.
Screen Name Redacted 2/16/2026 03:50 PM	The change would not affect me too much.
Screen Name Redacted 2/16/2026 04:20 PM	Coalbrook does NOT have the capacity to accommodate an influx of new patients and if the closure goes ahead it will be hugely detrimental. KEEP THE PONTYATES SURGERY OPEN!
Screen Name Redacted 2/16/2026 04:22 PM	As above
Screen Name Redacted 2/16/2026 04:25 PM	Maybe look at offering incentives to professionals to come into the area to practice at the surgery.
Screen Name Redacted 2/16/2026 04:50 PM	It does not impact me majorly as I am able to travel, but I feel that it may impact appointment availability greatly in the other GP practices

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/16/2026 06:17 PM	Im anxious about appointment availability should the new GP practice have a new patient uptake
Screen Name Redacted 2/16/2026 06:51 PM	By being moved to a surgery closer to my workplace.
Screen Name Redacted 2/16/2026 07:09 PM	It is difficult enough to get through to the surgery as it is and is even harder to get an appointment to be seen/heard. Things are going to get worse if Meddygfa'r Sarn closes. Services will be even more stretched, people are not being seen in time and are very frustrated with the situation as they are. This will be bad news for everyone if our surgery closes.
Screen Name Redacted 2/16/2026 07:21 PM	Invest in new premises in pontyates Hard recruitment drive for their own gp's although I must say the regular locums are very good keep them if no permanent gp If there is a new surgery we have to be allocated to then they as a necessity I think run a pick up service for the elderly at least and mums with yyoung children with no transport Change the people infrastructure of Hywel Dda health board
Screen Name Redacted 2/16/2026 07:24 PM	As above
Screen Name Redacted 2/16/2026 07:48 PM	Do not close the Surgery it is just 1 mile from my home I am 78 this year and the care I receive from pontyates is 1st class.
Screen Name Redacted 2/16/2026 07:51 PM	Consider giving incentives to GPs who may see them attractive.
Screen Name Redacted 2/16/2026 08:37 PM	Inconvenience - longer travel time. Reduction in appointment availability. Keep the surgery open.
Screen Name Redacted 2/17/2026 08:37 AM	
Screen Name Redacted 2/17/2026 10:56 AM	As a patient with an incurable and sometimes debilitating health condition a change of practice will disrupt the continuity of care I currently receive. Also the difficulty in getting any appointments in an already over subscribed practice causes anxiety. On the occasions when I am in relapse and unable to drive, the current available public transport is inadequate or non-existent.
Screen Name Redacted 2/17/2026 12:48 PM	DO NOT CLOSE MEDDYGFAR SARN...
Screen Name Redacted 2/17/2026 01:04 PM	My main concern is that if staffing isn't increased at the other surgeries then appointment availability will be reduced
Screen Name Redacted 2/17/2026 01:14 PM	N/A
Screen Name Redacted 2/17/2026 02:18 PM	It would be much more difficult to get to a different surgery
Screen Name Redacted 2/17/2026 02:19 PM	It would affect me travel wise because I rely on buses and sometimes they haven't got appointments to work around the bus timetable
Screen Name Redacted 2/17/2026 03:55 PM	None atm.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/17/2026 04:21 PM	This would very inconvenient as I would havd to pay someone to take me as thd buses ard infrequent
Screen Name Redacted 2/17/2026 04:22 PM	Make sure there are lots of available appointments at the suggested surgery so we can actually see or talk to a doctor
Screen Name Redacted 2/17/2026 04:23 PM	As above. Also this village is expanding with new houses being built. You need to future proof the doctors for the next generations not close it. To say it floods is just nonsense, once last year the road flooded but was still passable. And the surgery didn't close. Surgeries all over the uk probably closed more due to snow so not really an excuse
Screen Name Redacted 2/17/2026 04:49 PM	It would be difficult for me now
Screen Name Redacted 2/17/2026 04:57 PM	Probably not want to book appointments and leave it until conditions got worse and require more urgent treatment
Screen Name Redacted 2/17/2026 06:39 PM	This would have a very negative effect on me.
Screen Name Redacted 2/17/2026 06:52 PM	<p>Before answering this there are a number of questions need answering.</p> <p>What efforts have been made to recruit resident doctors for Meddygfa Sarn?</p> <p>What reasons have been given for not wanting to practice as resident Gp's at Meddygfa Sarn?</p> <p>How are these alternative surgeries be funded and equipped to take their share of over 4000 new patients?</p> <p>Why are there no consultation meetings being held in local halls which would make accessing them much easier and therefore more representative?</p> <p>Why is the equalities monitoring section so much bigger than the main questionnaire ?</p> <p>This is not because I do not understand the importnce of the monitoring but it does seem to suggest lip service is being paid the first, as imporent section.</p> <p>The best way to reduce any negative impact would be to not use this an excuse to save money by recruiting new resident doctors.</p> <p>The impact on me personally of tranferring to Pontyberem would be relatively small although a far better bus service would help. However going to any other surgery mentioned would be disasterous due to public transport considerations.</p> <p>In my case transfering to Furnace House or St Peters would be a better choice as at least there are things to do whilst waiting for buses. E.g. shopping.</p> <p>I think the impact on our communities would be considerable given the possible loss of jobs at the surgery, the possible effect on the bus service to Pontiets and the fact that 4000 people, many of them old, will have to adapt to considerable upset to their lives.</p> <p>I have included my house name with the post code in the hope that someone will reply to me personally with answers to my concerns and questions.</p>
Screen Name Redacted 2/17/2026 08:00 PM	Major inconvenience
Screen Name Redacted 2/17/2026 09:00 PM	At present the impact is quite limited to time constraints and car sharing, as I am able to drive or take a bus, but this may change over time.
Screen Name Redacted 2/17/2026 10:43 PM	
Screen Name Redacted 2/18/2026 08:03 AM	Absolutely terrible, going from waling to the seugery to trying to get transport is a huge problem. KEEP THIS SURGERY OPEN FOR THE LOCAL RESIDENTS.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 11:21 AM	Added travel costs and inconvenience as I get older and no doubt that my body will start to fail with age and no guarantees I will be able to drive.
Screen Name Redacted 2/18/2026 11:29 AM	Positively. I'll eventually have a regular gp that I can stick with as these past 7 months have been an absolute nightmare with my medical conditions
Screen Name Redacted 2/18/2026 11:54 AM	It would negatively impact me on my health and wellbeing and the comments I raised above. To reduce the negative impact on me - the only suggestion i have is don't close the surgery.
Screen Name Redacted 2/18/2026 11:57 AM	It would affect my mental health because i dont like change and i panic if ive got to go somewhere that i dont know. As ive always been going to pontyates surgery its nice cause you know the staff and they are helpful and friendly and they get to know you as a patient.
Screen Name Redacted 2/18/2026 12:05 PM	Inconvenience of travelling to see the Dr.
Screen Name Redacted 2/18/2026 12:21 PM	
Screen Name Redacted 2/18/2026 12:38 PM	As stated above this wonderful surgery should be kept open at all costs to the benefit of all
Screen Name Redacted 2/18/2026 12:54 PM	Having a local GP surgery provides convenient, timely access to care, particularly for routine appointments, urgent same day concerns, vaccinations, blood tests and ongoing management of long term conditions. If services are moved further away, it would increase travel time and costs, make it harder to attend appointments during working hours, and potentially discourage people from seeking care promptly
Screen Name Redacted 2/18/2026 01:16 PM	I will be very nervous
Screen Name Redacted 2/18/2026 01:35 PM	I feel moving GP practice will put pressure on surrounding gp surgeries and will not be able to cope with appointment and seeing a gp will be very difficult
Screen Name Redacted 2/18/2026 01:40 PM	Will not be able to seek care when needed as gp in surrounding area will have to take on more patients. waiting to see a gp will be very time consuming and people might end up going to a ands e rather than wait which will impact the hospital and surrounding services. I have always seen a gp when i needed one and my children have had appointment quick and have received the right treatment
Screen Name Redacted 2/18/2026 01:55 PM	Id prefer to stay as I am to be honest
Screen Name Redacted 2/18/2026 02:29 PM	Investigate public transport links. There is no bus service between Pontyates and Kidwelly or Trimsaran and Kidwelly. This would necessitate patients without access to a car using expensive taxi services.
Screen Name Redacted 2/18/2026 02:43 PM	Cant go to the surgery
Screen Name Redacted 2/18/2026 02:57 PM	

Screen Name Redacted

2/18/2026 03:40 PM

The proposed change would affect me very negatively, primarily in terms of health risk, access, and continuity of care.

As a patient [REDACTED] I require reliable access to GP services for monitoring, prescription management, and urgent review when necessary. Reduced accessibility would increase the likelihood of delayed treatment, which for a condition such as mine can have serious consequences.

In practical terms, travel to alternative surgeries would be significantly more difficult. I do not have consistent access to a car, and reliance on public transport would make same day or urgent appointments unpredictable at the least, unmanagable and impossible at most. This introduces avoidable barriers to essential care.

There is also concern about capacity. Absorbing a large volume of new patients into neighboring practices risks worsening appointment availability for everyone. This could disproportionately affect patients with chronic conditions, the elderly, and those without reliable transport.

I would strongly urge exploration of alternative before proceeding with the closure.

My suggestion to reduce the negatives impacts this closure would surely cause, would be:

- Do not close the surgery
- Retain a reduced but operational service in Pontyates
- Ensuring priority access arrangements for patients with long-term conditions

The most effective way to prevent harm would be to maintain local provision of GP services in Pontyates.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 04:09 PM	<p>I fail to see how the closure of Meddygfa'r Sarn can, in any way, benefit the people on the practice list or benefit the people on the lists of the surgeries designated to take up the Meddygfa'r Sarn list? In all cases it can only decrease the level of primary care services being offered to our communities, services which are already barely adequate. Since the surgery has been run by Hywel Dda there has been no investment in improving the building and equipment to make it fit for the modern world, in essence it has been run down. Little wonder that there has been little interest from GPs, along with a lack of enthusiasm by the board to employ a GP.</p> <p>It is well documented that 2 of the designated surgeries can barely cope with their current lists – problems accessing GP's and other services, regular staffing issues, unable to run all services as required, problems getting though on the phone to name but a few.</p> <p>It is doubtful that the third surgery could cope with a list increase of 60%. These issues can only be compounded by an ever-growing population in the area. There is no future proofing for primary care services in this area</p> <p>Finally, access to the designated surgeries will be a massive problem for people who do not have access to a car, these are often people who are most vulnerable in our community and often need more face to face appointments. Public transport in the area is woefully inadequate with buses running just once every two hours to Coalbrook and Trimaran surgeries. Moreover, Trimaran is often unable to run services due to lack of staff. It takes a staggering amount of time - one hour thirty minutes - to get to Kidwelly surgery by bus.</p> <p>Your plan to close Meddygfa'r Sarn is ill conceived and is not in the best interest of the health of the community. You must consider alternatives.</p>
Screen Name Redacted 2/18/2026 04:11 PM	I'd be fine as long as I can drive, however there is very limited public transport here should that ever change
Screen Name Redacted 2/18/2026 05:07 PM	Would be difficult
Screen Name Redacted 2/18/2026 05:20 PM	
Screen Name Redacted 2/18/2026 06:18 PM	I have numerous health issues including anxiety, closing the surgery would only increase my stress. I cannot see any benefits to the patients by closing the surgery therefore there is only negativity, unless the health board can provide guarantees of transportation and availability of appointments
Screen Name Redacted 2/18/2026 06:57 PM	It would affect me very badly.
Screen Name Redacted 2/19/2026 09:30 AM	Pontyates surgery is excellent. They always respond on the same day of any request, the staff there are amazing. We have a small child and the health visitor team are amazing. All this would change with more patients being crammed into other surgery's. When we moved to the area we changed surgeries from a Llanelli based one which was impossible to get a doctors appointment even if you phoned at 8.30 the required time in the morning, you wouldn't get through till 9.30 as by then all the appointments would be taken and you have to try again the next day. This doesn't happen with pontyates
Screen Name Redacted 2/19/2026 09:58 AM	There is no way to mitigate the impact of closing the local survey. There is no way to close the surgery without putting people at significant risk.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/19/2026 10:59 AM	Staying open
Screen Name Redacted 2/19/2026 01:13 PM	This change would affect me because I would spend 3 hours travelling just for one appointment plus waiting around for bus and appointment times to coordinate.
Screen Name Redacted 2/19/2026 01:27 PM	This surgery has made a huge impact to most of its patients as it is run effectively and efficiently. Most of the patients are elderly or don't drive so they would be unable to access other practices.
Screen Name Redacted 2/19/2026 02:04 PM	See answer to question 7. Also I find stressful situations leave me short of breath. Travelling far from home is very stressful.
Screen Name Redacted 2/19/2026 04:27 PM	There is no way that Coalbrook Surgery has the capacity to deal with the additional workload and the premises is even smaller than Pontiets.
Screen Name Redacted 2/19/2026 06:55 PM	See above comment.
Screen Name Redacted 2/20/2026 08:20 AM	It would take additional time and more inconvenience to attend another surgery
Screen Name Redacted 2/20/2026 10:19 AM	Don't move
Screen Name Redacted 2/20/2026 10:46 AM	My only fear would be response times from the practice as so far I've had nothing but good support from Meddygfa'r Sarn and I've used it a lot in the past few months
Screen Name Redacted 2/20/2026 10:48 AM	Having changed to Sarn Surgery for a few years, I find that attending the surgery is much less stressful than Coalbrook.
Screen Name Redacted 2/20/2026 10:48 AM	Keep the surgery open, no need for travel
Screen Name Redacted 2/20/2026 10:49 AM	It would have a negative impact on my quality of life. The surgery is located in an ideal place as it is now serving a large community nearby. Stop the closure!!!
Screen Name Redacted 2/20/2026 02:20 PM	Much longer time to get an appointment and busier clinics due to the increased numbers of patients. This could be mitigated by either the provision of more GP's or longer, more flexible surgery hours.
Screen Name Redacted 2/20/2026 02:36 PM	It's already impossible to get an appointment due to the volume of people wanting one. The distribution of that database of people will be 'spread' over other surgeries with the undisputed effect of reducing availability in those surgeries by a factor of three. My suggestion would be to retain the surgery and invest but that will fall on deaf ears!
Screen Name Redacted 2/20/2026 04:53 PM	
Screen Name Redacted 2/20/2026 04:56 PM	There is a need to take a step back and engage the community directly to understand what provision it requires, this questionnaire does not address this question. Pontyates is a tight nit community that is both post-industrial and very rural. Though local councillors are very active, it remains a poorly serviced area by the local authority and is depressed in terms of unemployment and is an area with high instances of poor health.  I already have to travel quite some distance within the Health Board to attend medical appointments as specialist healthcare is spread across the area. Having to travel for my primary care will undoubtedly have a detrimental affect on my personal health.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/20/2026 06:36 PM	It would be detrimental to my health as I would be unable to visit the surgery as required.
Screen Name Redacted 2/20/2026 06:46 PM	Due to the travel time and the length spent out doors, I would simply not be able to travel to the Pontyberem Surgery during cold weather due to my health, and would also struggle the rest of the year. There needs to be the option of an accessible GP on the 197 bus route for people who don't live near the 195 route. As I understand I can not register with the GP in Llanelli for example because its catchment area only covers as far north as Four Roads. If you are not willing to keep the Pontyates surgery open you MUST expand the catchment areas of GPs in Carmarthen / Llanelli to cover people on the 197 route who can not travel to either Pontyberem or Kidwelly.
Screen Name Redacted 2/21/2026 06:01 PM	<p>This change would affect me significantly, both in practical day-to-day terms and in my confidence in the long-term security of local healthcare.</p> <p>The proposed transfer from Meddygfa'r Sarn to Coalbrook Surgery, Meddygfa Minafon or to a practice in Llanelli would make accessing care more difficult. With only one bus approximately every two hours to Pontyberem, and potentially a two-hour wait for the return journey, what should be a short GP appointment becomes a half-day commitment for anyone without a car. That is a real barrier to care, particularly for elderly patients, disabled residents, carers, and low-income households. Healthcare access should not depend on private transport.</p>
	<p>There are serious concerns about capacity at Coalbrook Surgery. It previously closed its patient list in 2017 and displayed a "No New Patients" notice due to concerns about increased demand. Current patients report that appointments are gone within minutes of the lines opening. Without substantial additional staffing and infrastructure, it is unrealistic to expect that practice to safely absorb a large influx of patients. This risks worsening access for everyone.</p>
	<p>I also feel strongly that this situation has not arisen because the building is inadequate. When GP partners previously ran the surgery, the premises were more than adequate to deliver services. The building functioned effectively under a partnership model. Since takeover, the Health Board model has introduced additional roles — including pharmacists and two physician associates who cannot prescribe — all of whom require consulting rooms. Running a surgery where two physician associates are waiting outside a consultation door for a locum GP to sign prescriptions does not represent efficiency. It uses space and staffing resources without addressing the core issue: the need for permanent prescribing GPs. The room capacity problem appears to stem from workforce configuration rather than building inadequacy, yet again orchestrated by the outgoing 'manager'.</p>
	<p>Flooding has also been referenced. While the road nearby has flooded, the surgery itself is built up from ground level and water has not entered the building. Any concerns about flood risk should be supported by clear evidence. Decisions should be based on factual building assessments, not perception.</p>
	<p>I am also concerned that no serious exploration of alternative premises appears to have taken place. Have options such as the redundant day centre across the road been examined? With Pontyates Primary School currently under consultation for closure by</p>

Carmarthenshire County Council, has future site availability been considered? What about Meinciau Hall or Ponthenri Community Hall? Has building a new surgery been explored as part of a long-term capital plan? I see no evidence that alternative accommodation options have been transparently evaluated.

The real reason behind this proposal appears to have been subtly introduced — the lease expires at the end of the year. That is a critical factor. If the lease is the driving issue, then patients deserve honesty. The former GP partners, who own the building and previously ran the surgery successfully, are understood to be supportive. There has been no clear public mention of lease negotiations or efforts to reach agreement. If no serious attempt has been made to renegotiate terms or explore purchase options, that raises serious questions. Closure because a lease expires without transparent negotiation does not represent unavoidable circumstances, but a failure of engagement.

There are also alternative organisational models that appear not to have been fully explored. Why has the surgery not been considered as a branch site of a larger partnership, such as AmmanTawe Partnership, Meddygfa Minafon, or Ashgrove Surgery? Branch surgery arrangements operate successfully elsewhere and allow smaller communities to retain local access while sharing workforce and governance structures such as that in Trimsaran. Given Coalbrook's existing capacity pressures, it would not be logical to suggest it as the host practice. However, other partnership structures could potentially support a branch model.

Historically, Hywel Dda University Health Board closed the surgery that operated from Ponthenri Hall. Now Pontyates faces a similar loss. There is a growing perception that rural and smaller community services are being steadily withdrawn without meaningful exploration of alternatives. This creates a sense of managed decline rather than strategic improvement.

The consultation itself does not feel unbiased. It appears framed around redistribution as the primary solution, rather than genuinely exploring how to preserve local provision. I feel that no option other than closure has been seriously examined. There has been insufficient transparency regarding recruitment efforts, lease negotiations, partnership discussions, capital options, or branch models. Without that information, patients like me cannot have confidence that this is truly the last resort.

In terms of how this affects me personally, it reduces accessibility, undermines continuity of care, and weakens trust in the stability of local services. It makes routine healthcare more time-consuming and less certain. It increases anxiety about future access, especially given the wider downgrading of services at Prince Philip Hospital and the loss of NHS dental provision locally.

To reduce negative impacts, I would suggest:

- \* Immediate and transparent engagement with any GPs interested in partnership takeover.
- \* Open negotiation with the building owners regarding lease renewal or purchase.
- \* Exploration of a branch surgery model under an established partnership.

- \* Publication of a full options appraisal including alternative sites.
- \* A clear workforce plan prioritising the recruitment of permanent prescribing GPs rather than short-term locum reliance. This time maybe actually advertise with evidence of HDUHB trying to recruit.
- \* A comprehensive rural transport and equality impact assessment.

Closure and redistribution should only occur if every viable option including actually advertising for GPs, partnership, branch model, lease negotiation, relocation, or rebuild have been demonstrably and transparently exhausted.

At present, it does not appear that any of this has happened.

Screen Name Redacted 2/22/2026 10:08 AM	NO ACCESS TO CARE HOW CAN YOU REDUCE SUCH NEGATIVE IMPACTS
Screen Name Redacted 2/22/2026 10:12 AM	You can't reduce it
Screen Name Redacted 2/22/2026 12:06 PM	Keep meddygfa sarn open would reduce negative impacts
Screen Name Redacted 2/22/2026 12:11 PM	Keeping the surgery in pontyates would reduce the negative impacts
Screen Name Redacted 2/22/2026 12:16 PM	Keeping the surgery that know about my problem would help me, I can't think of anything else
Screen Name Redacted 2/22/2026 01:06 PM	I think to reduce the negative impacts. I would keep the practice open. If we need a home visits, I don't think a Dr from Llanelli would want to leave the practice for a length of time to travel the extra miles. No thought has gone into patient welfare
Screen Name Redacted 2/22/2026 01:13 PM	Keeping the surgery open would be the best for our village.
Screen Name Redacted 2/22/2026 01:17 PM	
Screen Name Redacted 2/22/2026 01:18 PM	To reduce the negativity. You will need to keep the practice open. People have worked hard throughout their lives, paid taxes and national insurance only to be expected to travel further. This is not acceptable.
Screen Name Redacted 2/22/2026 01:25 PM	The change would affect me greatly as I has an accident a few years ago which resulted in a spinal cord injury. This has impacted my life greatly. I need to have the surgery close at hand for home visits etc. I don't think a Dr from a neighbouring practice have the time to leave their practice for a home visit
Screen Name Redacted 2/22/2026 01:54 PM	Get perm GPs. Moving the problem of so many people just makes the other surgeries a problem. Think it through. You can't just close it!
Screen Name Redacted 2/22/2026 04:00 PM	Keep the surgery open - it is a lifeline for the community

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/22/2026 05:23 PM	Again, transport could be an issue - I can't anticipate how my health is going to be in future years. Having been fortunate in not needing the services of the practice for over 12 months, its difficult for me to comment how the practice has been practiced over the time. The last time I did need the services of the medical personel, frankly, I was disappointed. I realise that the services is under extreme pressure, but I'm not one for needing the GP's attention every few weeks. When I did have an issue I felt that I had to 'badger' to get any attention/result. The final call from a locum GP, he told me 'you have had long enough to think about this issue, what do you expect me to do about it!! Not a response I was expecting from a GP!. I asked him to refer me to a specialist, which he did. How you reduce negative impact? Probably by keeping the surgery open. Those elderly, frail, vulnerable local patients need the service to hand.
Screen Name Redacted 2/22/2026 05:51 PM	Keep Meddygfa Sarn open
Screen Name Redacted 2/22/2026 05:56 PM	Would nit be able to travel to alternative surgery
Screen Name Redacted 2/22/2026 06:01 PM	
Screen Name Redacted 2/22/2026 06:16 PM	
Screen Name Redacted 2/23/2026 11:51 AM	Massively negative, Meddygfar Sarn is vitally important to us here in Pontyates. If this closure has to happen, the health board MUST broaden its list of alternatives.
Screen Name Redacted 2/23/2026 02:06 PM	It would not affect me too much
Screen Name Redacted 2/23/2026 04:07 PM	No affect
Screen Name Redacted 2/24/2026 12:40 AM	I will be isolated with no local GP. I can't use public transport due to my health conditions and I can't really on family and friends to take me to a GP further away. I will be isolated and stuck.
Screen Name Redacted 2/24/2026 05:28 AM	People having to use public transport for journeys to Kidwelly would, depending on time of appointment, have a journey between 30 minutes to 2 hours. For appointments in Trimsaran the journey would on average be 1 hour 30 minutes. Have efforts be made to tender the practice out.
Screen Name Redacted 2/24/2026 02:02 PM	Don't close the surgery
Screen Name Redacted 2/24/2026 02:06 PM	I am registered at Trimsaran. There is very little availability for face to face appointments, most are now dealt with by a phone call. We have no nurse and have to travel to Kidwelly for vaccinations and nurse appointments. Trimsaran surgery is unable to cope with the patients already on their books and many are diverted to the Kidwelly surgery. The impact of up to 4000 extra patients will, I feel, impact both Trimaran and Kidwelly surgeries to the point that there will be even fewer appointments, available to those living closest. The bus service is limited , therefore it will be extremely difficult for non drivers to visit the surgeries.
Screen Name Redacted 2/24/2026 03:12 PM	I would receive a poorer service have to travel a greater distance would have lack of appointments and services. To reduce the impact leave Pontyates open.
Screen Name Redacted 2/24/2026 03:12 PM	Again transport would be a big issue. Keep pontyates open so as no travelling would be involved.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/24/2026 03:18 PM	I would lose the convenience of being able to call in the surgery rather than telephone them
Screen Name Redacted 2/24/2026 03:33 PM	Have faith I'm staff would have to start relationship again No suggestions except keep the surgery open
Screen Name Redacted 2/24/2026 04:54 PM	My health would deteriorate and treatment would become delayed and less efficient. To be honest, the best way to reduce negative impacts would be to not close Sarn Surgery. People will turn to the health service less as the effort to get there increases.
Screen Name Redacted 2/24/2026 09:14 PM	Adding over a thousand patients to the Minafon list would be highly detrimental to the community in regards to access to the medical professionals.
Screen Name Redacted 2/25/2026 08:40 AM	You can reduce negative impacts by leaving Pontyates surgery open and employing GPs rather than locums
Screen Name Redacted 2/25/2026 01:55 PM	Provide transport to surgery, provide more GPs to cope with influx of more patients. Have nurse led surgery in Pontiets for servuces that don't require a GP.
Screen Name Redacted 2/25/2026 06:11 PM	Currently content with services provided in Pontyates. The closure of the surgery might also affect the current pharmacy Harlow and Knowles, who also provide a great service.
Screen Name Redacted 2/25/2026 10:17 PM	It would impact on the services of Voslbrook surgery
Screen Name Redacted 2/26/2026 12:09 PM	The decision to close the surgery will be made by the board based on its financial situation and not on the needs of the patients and the community. The community is in a deprived area and has an ageing population, transport is and will be an issue, looking at the long term plan, many patients who currently drive may not be able to continue to do so in the future.
Screen Name Redacted 2/26/2026 02:45 PM	To reduce negative impact keep meddygfa Sarn open to the thousands of patients who go there and also improve waiting times for appointments and also reduce telephone queues and make it easier to see the doctor in person instead of telephone calls all the time
Screen Name Redacted 2/26/2026 10:58 PM	Closing Meddygfa'r Sarn should only proceed if patients can be assured that the change will lead to stronger, more accessible primary care. The move will inevitably place additional pressure on Minafon and other surgeries, and with only one GP currently in post, it is reasonable to expect clarity on whether clinical staffing will increase in line with the larger patient list. People need confidence that appointments will be easier to secure, not harder, and that both routine and urgent access will improve rather than deteriorate.
	Patients also deserve facilities that are modern, comfortable, and able to cope with higher footfall. Any consolidation of services must come with investment in the building, equipment, and the overall patient experience. Parking is already limited, and without expanded provision the site will struggle to accommodate the increased number of visitors, particularly those with mobility needs or parents attending with young children.
	The closure of Meddygfa'r Sarn cannot simply be an administrative decision; it must result in tangible improvements to service quality, appointment availability, GP capacity, and the physical environment. Communities need reassurance that this change is being made to enhance care, not to reduce it

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/27/2026 09:36 AM	Im thinking this may produce Busier surgeries, harder to make an appointment or speak to a doctor.
Screen Name Redacted 2/27/2026 05:58 PM	The NHS itself is already on its knees giving this extra pressure to the surrounding surgeries is only going to make the situation worse for a lot of other people as a member of staff for Hywel Dda it's sad to see that this is even an option I have seen first hand how the pressures of the nhs can affect people's care and how the outcomes of the care would change if our services are being limited. It's about time that the government invests into our healthcare sectors and give more support to people in their local communities not take it away from them. I have seen how upset this suggestion has made the local communities please try an support us not make it worse
Screen Name Redacted 2/27/2026 09:02 PM	Ease of use would be affected Would also affect other patients in other surgeries who are already stretched finding appointments. Making the waiting lists worst not better as usual
Screen Name Redacted 2/28/2026 10:19 AM	As above
Screen Name Redacted 2/28/2026 03:44 PM	Yes I've had the best service in pontiets and I fear the level of care will decline if we are moved and also it will become too diluted. The ratio of GP to patient will mean we are forgotten or overlooked. Getting an appointment will be impossible
Screen Name Redacted 3/01/2026 08:45 AM	Better bus service
Screen Name Redacted 3/01/2026 09:01 AM	Any reduction in facilities will cause a negative impact on our vulnerable in the community taking away their access to local GP care - unless a guaranteed appointment and available transport to the decided practice is provided for them they will struggle !!!!! Also recruiting GP's in Meddygfa sarn could be an obvious option. The building and its facilities including the more than sufficient parking on site and across the road (far superior than Kidwelly/pontyberem) have never been a problem for us as an entire family of Sarn patients. For whatever reason the trust feels they need to remove this essential service from the community justified or not is another disappointment in the faith we put in our health service.
Screen Name Redacted 3/01/2026 04:30 PM	The volume of patients being transferred to other GP practices will also see us having the same difficulty trying to get an appointment with the GP in a timely manner. It is near impossible now.
Screen Name Redacted 3/01/2026 04:46 PM	See above, think of the eldely people long and hard and people without transport. Plesae stop ticking boxes!
Screen Name Redacted 3/01/2026 05:02 PM	BY NOT CLOSING IT JUST BECAUSE IT'S GOING TO COST LESS TO CLOSE IT DOESN'T MEAN IT'S THE RIGHT THING TO DO
Screen Name Redacted 3/02/2026 03:26 PM	Longer waiting times for appointments would be a very negative step. Keep the Pontyates surgery open and spend more on improving the site. I have heard the argument that GP's can't be recruited at Pontyates. If this is true, then how are extra GP's going to be recruited at Pontyberem? This argument makes no sense. What is the attraction of one over the other when they are only 3 miles apart? Is the lack of permanent GP's at Pontyates due to a lack of effort to recruit in a bid to run the service down? Is a worse service for patients the inevitable consequence of a money-saving exercise. Is patient welfare paramount here. It does not appear to be.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/02/2026 04:03 PM	It would be much harder for the GP to actually see the patients there already. Keep Meddygfa'r Sarn open and put some money into it to attract GP's
Screen Name Redacted 3/02/2026 09:07 PM	It would have a negative affect and cause additional anxiety and stress. To keep Meddygfar Sarn open would ease this and ensure the community has access to health care even though it's not the best at the moment
Screen Name Redacted 3/02/2026 09:44 PM	This change would have a significant negative impact on me and many local residents. Closing the local GP surgery would require people to travel further for routine appointments, which will be particularly difficult for elderly patients, those with mobility issues, carers, and people without access to private transport.  This is likely to increase missed appointments, place additional strain on neighbouring practices, and reduce access to timely care. To reduce these negative impacts, the health board should reconsider the closure, explore options to keep services available locally (even on a reduced or shared basis), and meaningfully consult with the community before proceeding.
Screen Name Redacted 3/03/2026 11:32 AM	Meddygfa'r Sarn is the hub of the local rural community, so it's not just a GP practice, it's a vital resource; the staff are always welcoming and friendly and I always meet people I know there, so I can have a chat while waiting to be seen. If you close this practice you're ripping out the heart of the community and without doubt, everyone who is a patient there will suffer, not just me.  At the meeting on 24/2/26 at Pontyates Welfare Hall I was told that the decision to close the practice was based on better potential outcomes for patients in 5-10 years time. In other words, worse for all of us in the short term. Many of us won't be around in 5-10 years. It seems there has been no consideration at all of the impact this will have on us patients, merely crude economics.  If you truly care for the welfare of over 3000 people who currently attend Meddygfa'r Sarn then rather than closing it, you will find the best way to attract GPs. This will benefit everyone in terms of short-term and long-term health outcomes. There is no way that closing Meddygfa'r Sarn can have anything other than a negative impact.
Screen Name Redacted 3/03/2026 02:19 PM	
Screen Name Redacted 3/03/2026 05:31 PM	There is already considerable demand for GP appointments at Coalbrook surgery, which has already accepted patients from Tumble surgery, when that closed. A further influx of new patients will place considerable strain on the already pressurized workload of Coalbrook Surgery, resulting in fewer or no appointments being available to existing patients.
Screen Name Redacted 3/04/2026 12:00 AM	This would affect me in a way that some won't understand, in the past when I needed to see a doctor in Meddygfa sarn I was running late with work and the doctor waited until I turned up. Would this be the same in another practice as they will have a load more patient on the books. It's an easy surgery to get too and there is plenty of rooms inside to have a few different things in there. Possibly get a dentist in one room and then Possibly a physio in another? I have been told that some private doctors want to take it over. Why not leave them to try it and see how it works.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/04/2026 02:28 PM	Leave the Doctor's alone. Money could be found for the upgrade if the health board were not so greedy and stop wasting money on mindless things, like putting themselves last instead of first each year. There are plenty of Doctors who would love to come to Wales, they should be encouraged to come and not put off by the greedy NHS
Screen Name Redacted 3/04/2026 07:54 PM	Keep Meddygfa sarn open. How do you expect elderly and frail patients from the pontyates area to get to Pontyberem/kidwelly. The bus service in the area isn't frequent or reliable enough.
Screen Name Redacted 3/04/2026 09:26 PM	How do you feel this change would affect you, and do you have any suggestions how we could reduce any negative impacts? Questionnaire on gp closure
	 If this is for a GP closure questionnaire, here's a clear and balanced way you could answer:
	 The closure of my GP practice would have a significant impact on me. It would disrupt my continuity of care, especially if I have ongoing or complex health needs. Having an established relationship with my GP means they understand my medical history, preferences, and any long-term conditions, which would be difficult to replicate quickly with a new practice.
	 It may also increase travel time and make accessing appointments more challenging, particularly if alternative practices are further away or already operating at capacity. This could lead to delays in receiving care and added stress.
	 To reduce the negative impacts, I would suggest:
	 Ensuring patients are automatically allocated to a nearby practice with capacity, rather than requiring us to find one ourselves.
	 Providing clear, early communication about timelines and next steps.
	 Guaranteeing that full medical records are transferred promptly and securely.
	 Offering additional appointment availability at receiving practices during the transition period.
	 Considering support for vulnerable patients, such as the elderly, those with disabilities, or people with long-term conditions.

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/05/2026 08:47 AM	Merging patients with other practices will only put extra pressure and strain on the remaining practices. I know this first hand as I work as a Receptionist for Meddygfa Penygroes & with the possible closure/merge of Tumble Surgery (now ATP), we had a HUGE influx of patients transferring surgeries even before a decision had been made. We were provided with no extra space to see these patients, no extra staff, no extra availability and our reputation is now in the mud as patients slate us because they can no longer get appointments. We were advising patients to stay put until a decision was made, but unfortunately they jump ship, as I can imagine is happening now also. Putting extra strain on practices without giving them the resources to help with the extra influx of thousands of patients is just plain wrong. We are already underfunded, and over capacity and spreading patients out between these practices will only make the impact to surgeries and patients worse. We are stretched already at the moment, we can't easily cope with the amount of patients we have. Closing a surgery will only make this 100 times worse. Patients have a right of access to healthcare, which they can currently not access due to the lack of facilities. people are being diagnosed with serious illnesses much later as they are unable to see a gp in the first place, and urgent enquiries are being missed as people either don't try, because they won't get an appointment by the time they get through, or routine issues end up getting booked as emergencies as the next routine appointment is up to 6 weeks away or further. you need to improve dental services, increase pharmacy availability and give funding to surgeries to be able to get the clinicians in to offer extra appointments. merging surgeries will only cause extra pressures on current practicies, and these too will fall on hard times and then cripple. Doing this will only end up leaving more people without detrimental care. please re-think your options and put more money into the surgeries to keep them afloat. Especially Meddygfa Sarn. My father in law cant drive, and busses don't tend to go to Pontyberem often during the day, he would be left unable to be seen if he was unwell, which he has been. We'd be lost without Meddygfa Sarn. Please learn your lesson from what you've done with Amman Tawe, Tumble & Penygroes. Patients aren't happy now and this will only get worse, and it's only the surgery they move to that will end up dealing with their negative behaviour and winging of no appointments. We deal with this enough with our current work load (even though we shouldn't have to!)
Screen Name Redacted 3/05/2026 09:50 AM	Previously left Kidwelly surgery as constantly had appointments cancelled due to no doctors and very difficult to access by phone to book an appointment or speak to a doctor.
Screen Name Redacted 3/05/2026 09:51 AM	I feel by transferring to another surgery I would be reluctant to attend for appointments if needed as I don't have much faith in other surgeries. All staff at Meddygfa'r Sarn have been helpful, consistent and approachable with all aspects of our family's health needs.
Screen Name Redacted 3/05/2026 11:14 AM	This would make appointments need a very difficult to attend. To reduce negative impact don't close the surgery and employ full time doctors not locums.
Screen Name Redacted 3/05/2026 02:30 PM	
Screen Name Redacted 3/06/2026 10:21 AM	It will affect me and my family in a very negative way. It was already difficult and feel like it's going to be worse. It is a very busy practice anyway. I can't even imagine how it can be better further away.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/06/2026 03:43 PM	Having to attend a medical appointment is always very stressful. Familiar circumstances and ease of parking etc make a huge difference. Longer travel distances is also a concern as a journey to either of the proposed surgeries would involve multiple bus rides if I was unable to drive as I currently do. My income is low and I would not be able to afford taxis. The possibility of not being able to have a same day consultation in the case of serious illness is a particular concern and is adversely affecting my mental health already. Last autumn when I had breathing issues as a result of flu and it was a great relief to be able to attend the surgery for a locum to listen to my chest on the same day that I rang. If that had not been possible I fear I might have had a panic attack. As the surgery is only a 5 minute drive I was able to ask a friend to drive me. That would not have been possible under the proposed scenario. Very concerning. I feel Meddygfa'r Sarn should remain open so that patients can have access to primary care within their community.
Screen Name Redacted 3/07/2026 06:59 PM	I feel it would be irresponsible to close the surgery, it's already difficult to get a GP consultation. Transferring patients to another surgery will only exacerbate the situation.
Screen Name Redacted 3/08/2026 05:13 PM	The distance to the new surgery makes it hard to get to without a car which neither of us have, and the buses are inadequate (at least 2 hours round trip). I have multiple serious conditions that often require doctors and it's worrying for the doctor to be further away and to have to get used to new doctors. I assume the chemist in Pontyates will struggle to survive if the surgery moves which is another source of worry.
Screen Name Redacted 3/09/2026 08:29 AM	Suggestions for how to reduce negative impacts would start and end with 'don't do it' - but I suspect this consultation doesn't come with a democratic say on the decision. Other suggestions: make better buses exist; free taxis; free car (with chauffeur). More patience's in another practice longer waiting times for an appointment.
Screen Name Redacted 3/09/2026 01:40 PM	Who is this senior officer who says health board policies deciding on closing the surgery does not require community involvement? to play with patients wellbeing without any consideration is underhanded, not open and above board and needs to be queried.
Screen Name Redacted 3/09/2026 02:02 PM	Minafon doesnt have a good reputation
Screen Name Redacted 3/09/2026 02:08 PM	
Screen Name Redacted 3/09/2026 02:29 PM	I will struggle to access care and the GP.
Screen Name Redacted 3/09/2026 02:34 PM	
Screen Name Redacted 3/09/2026 02:44 PM	Keep the surgery open. provide a service fit for purpose.
Screen Name Redacted 3/09/2026 02:59 PM	Worse care less chance of being seen worse health outcomes even more broken welsh NHS keep all surgeries open and improve services !!!
Screen Name Redacted 3/09/2026 03:05 PM	Keep surgery open

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted	
3/09/2026 03:24 PM	
Screen Name Redacted	Whatever we say now we all know that the pontyates surgery will close. it has already been decided.
3/09/2026 03:48 PM	
Screen Name Redacted	More home visits
3/10/2026 05:13 PM	
Screen Name Redacted	Being virtually housebound and suffering from anxiety, it would have a negative impact on me overall. The only way you are going to reduce negative impacts is to stop this stupid idea of closing down our wonderful surgery. I have been a patient of this surgery for over 40 years. Just employ 2 or 3 regular GPs who would get to know their patients as it used to be. Not rocket science.
3/11/2026 11:04 AM	
Screen Name Redacted	This would affect me and the whole population of the village. I have been a patient at Sarn for 40 years and have nothing but praise for the care and continual care I have received
3/11/2026 11:12 AM	
Screen Name Redacted	Closing this easy accessible surgery will cause a lot of stress and effects my mental health. At the age of 73, I have many health problems. For me to get to either stated surgery as pointed out in Q7 and I question the access for an appointment with 2000 plus patients added to another surgery
3/11/2026 11:21 AM	
Screen Name Redacted	It would impact the surrounding surgeries and make waiting times longer. It would have a very negative impact on patients
3/11/2026 11:27 AM	
Screen Name Redacted	
3/11/2026 11:37 AM	
Screen Name Redacted	Without a car I would not be able to travel to either Pontyberem or Kidwell as there are NO bus services. Therefore you would have to provide transport for non-drivers and the elderly
3/11/2026 11:41 AM	
Screen Name Redacted	Put on transport for people who have no way of getting there and are over 70
3/11/2026 11:50 AM	
Screen Name Redacted	
3/11/2026 11:55 AM	
Screen Name Redacted	If the other surgeries have to increase their patient lists, this would surely make more demands on them and limit appointment availability and even telephone access would become more difficult with the increased volume of people ringing in every morning, which is already a very frustrating process. Suggestion: More GPs would need to be available to accommodate the increase
3/11/2026 12:00 PM	
Screen Name Redacted	You could listen to the patients. The Sarn Surgery was much better before the Health Board took over. Let new doctors take over. The Health Board has not advertised recently for new doctors. Needs to be re-organised. Building could be used better
3/11/2026 12:05 PM	
Screen Name Redacted	More pressure on the surgery we are added to. Access to appointments more difficult. Keep Meddygfa'r Sarn open. Very happy there
3/11/2026 12:09 PM	
Screen Name Redacted	It would affect my mental health due to stress about travel and availability of appointments
3/11/2026 12:12 PM	
Screen Name Redacted	Joining another surgery, access to appointments will be difficult. I'm sure they are very busy. We need to keep our surgery open to maintain the excellent service we get now
3/11/2026 12:17 PM	
Screen Name Redacted	Very stressful as appointments will be busy and not available. Keep Meddygfa'r Sarn open
3/11/2026 12:27 PM	

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Screen Name Redacted 3/11/2026 01:03 PM	
Screen Name Redacted 3/11/2026 01:16 PM	Getting to the surgery for appointments. No public transport. Keeping the surgery open would negate any problems
Screen Name Redacted 3/11/2026 01:45 PM	See previous answer. I've been a patient at a Llanelli town surgery and don't want to ever go back! I'd spend more time waiting to get through over the phone; longer wait for appointments; longer time sitting in waiting rooms; trouble parking etc... But more importantly I would then suffer from being seen by overworked GPs so would not get the same quality of service
Screen Name Redacted 3/11/2026 01:49 PM	You mention the premises is small. It doesn't need to be any bigger. The building is good enough. If it needs to be bigger, extend it! Closure is not the answer. The other surgeries will be overrun. It will be a nightmare to be seen!
Screen Name Redacted 3/11/2026 02:03 PM	My main concern is being able to access care when needed. When most practices are already struggling to meet demand. Adding more patients to be dispersed practices will only make it more difficult to get care when we need it. Also, as a woman I would like the option of having a female GP available for certain concerns
Screen Name Redacted 3/11/2026 02:08 PM	Mynd yn hen ac yn y blynyddoedd nesaf dibynnu fwy ar feddygfa yn y pentre. Byw wrth fy hun a threio fod yn awnibynnol - fydd ddim yn rhyudd os ha fu feddygfa yn y pentre
Screen Name Redacted 3/11/2026 02:13 PM	This change will affect the whole community of Pontyates and the generations to come. I', becoming a pensioner in the coming year and with older age brings more health issues. Dispersing the population of Pontyates to other medical practices will put a huge burden on those other practices. The service provided will only decline
Screen Name Redacted 3/11/2026 02:19 PM	Actually getting to surgery on time for appointments without wasting a lot of time if using public transport. Taxis would be costly. Excess waiting time for GP appointments with increased patients. Keeping Sarn open would negate any problems
Screen Name Redacted 3/11/2026 02:23 PM	It would no longer be local or convenient. It should stay as it is
Screen Name Redacted 3/11/2026 02:27 PM	Try and keep the surgery open. Many people don't like changes like this, especially the elderly
Screen Name Redacted 3/11/2026 02:32 PM	Yes, keep Pontiets surgery open. The practice is not too small. It's a substantial building which at the moment provides an excellent service!
Screen Name Redacted 3/11/2026 02:39 PM	Removal of the surgery would inevitably mean the closure of our excellent pharmacy as well! Closure of these services will put the village of Pontiets into a position of danger and safety
Screen Name Redacted 3/11/2026 02:50 PM	This POSSIBLE change is already causing major distress here in Pontyates and with other proposed surgeries expected to take 1000s of extra patients, leaving staff there definitely overloaded. Therefore, the only way to reduce the negative impact is to not close Pontyates surgery
Screen Name Redacted 3/11/2026 02:53 PM	
Screen Name Redacted 3/11/2026 02:58 PM	Dw'in nyrs i Hywell Dda i fynydu apugntiadau di frys. Dw'in meddwl mae on y plant a iuenctid a hanoed sydd ac on glienia lir - dynnar sydd angen cysulltu yn rheotaid gyda wedigg
Screen Name Redacted 3/11/2026 03:00 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/11/2026 03:04 PM	Longer/weekend openings when we move
Screen Name Redacted 3/11/2026 03:07 PM	Keep communication
Screen Name Redacted 3/11/2026 03:09 PM	
Screen Name Redacted 3/11/2026 03:14 PM	Inequalities promoted by Health Board. Poorer services and access
Screen Name Redacted 3/11/2026 03:19 PM	Unable to see a doctor and would cause unneeded suffering when you are ill or injured
Screen Name Redacted 3/11/2026 03:22 PM	Wouldn't have access to local GP. Keep Pontiets surgery open
Screen Name Redacted 3/11/2026 03:26 PM	I have been visiting this surgery since 1976 and I would like to keep visiting my local surgery
Screen Name Redacted 3/11/2026 03:31 PM	I will worry that if one of us has to give up driving, I will find it hard to get to another doctors
Screen Name Redacted 3/11/2026 03:43 PM	Definitely time and travel to new surgeries. To improve and provide more resources to improve and consolidate existing facilities
Screen Name Redacted 3/11/2026 03:46 PM	Inconvenience of getting to know new staff. Very poor parking facilities @ Minafon, Kidwelly
Screen Name Redacted 3/11/2026 03:51 PM	Don't close the surgery. Keep it open
Screen Name Redacted 3/11/2026 08:02 PM	As I am a busy person and don't always have a vehicle available, driving to the next nearest practice from my home would be inconvenient.
Screen Name Redacted 3/12/2026 08:44 AM	Firstly i dont drive. i think if it closes that would be so disappointing so this would be a negative impact
Screen Name Redacted 3/12/2026 09:00 AM	
Screen Name Redacted 3/12/2026 09:07 AM	Do not close our surgery. there are options - use them
Screen Name Redacted 3/12/2026 11:15 AM	Dont close my local surgery - explore other options to keep open
Screen Name Redacted 3/12/2026 11:28 AM	
Screen Name Redacted 3/12/2026 12:17 PM	9 have multiple comorbidities and the continuity of care is a very important factor
Screen Name Redacted 3/12/2026 12:21 PM	Let the GPs who want a partnership take over
Screen Name Redacted 3/12/2026 12:23 PM	
Screen Name Redacted 3/12/2026 12:27 PM	It would affect me because im blind in one eye still awaiting to get stitches removed still got depression anxiety
Screen Name Redacted 3/12/2026 12:31 PM	Dont close our surgery

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/12/2026 12:36 PM	Using carway hall for doctors to visit carway population has grown in carway
Screen Name Redacted 3/12/2026 12:43 PM	The surgery is close to my house. the change will affect my travel time to the surgery
Screen Name Redacted 3/12/2026 01:27 PM	Make sure that patients are seen during the initial day , get proper Doctors bot personnel; who are money orientated in their position
Screen Name Redacted 3/12/2026 01:40 PM	Just keep Pontyates open
Screen Name Redacted 3/12/2026 01:54 PM	Hywel Dda Health Board are very poorly organised they have already closed are in Llanelli Hospital & MIT after 8pm. There 4300 people in Pontyates Surgery you want to disperse then to other practices. Does this mean they will employing more Doctors for these practices
Screen Name Redacted 3/12/2026 01:58 PM	Due to poor public transport links any other location would be difficult to attend
Screen Name Redacted 3/12/2026 02:08 PM	I feel there is no way to reduce negative impacts due to distance of travel and costs. Mayne a choice of surgery in Llanelli would help as could go to one with easy access. Could not phone for appointment as would not be able to get there and most places no longer offer appointments in advance
Screen Name Redacted 3/12/2026 02:17 PM	Absolutely disgusting, keep it open - why does it depend on locums. Probably because locums get paid more. No incentive to actually join the team in Sarn . The surgery was brilliant until the health board took over
Screen Name Redacted 3/12/2026 02:20 PM	
Screen Name Redacted 3/12/2026 02:23 PM	I would prefer the surgery to stay open
Screen Name Redacted 3/12/2026 02:30 PM	Obviously I would have to travel further and being in a wheelchair have to rely on someone else
Screen Name Redacted 3/12/2026 02:37 PM	It would mean that any appointment I need would need planning. Luckily at the moment I do not see the doctor very often but things can change so easily
Screen Name Redacted 3/12/2026 02:41 PM	It would affect me as it is close to were I live and so much easier for me to get there
Screen Name Redacted 3/12/2026 02:51 PM	I dont know if it is practical at all but maybe having a special small bus/ other transport service purely for taking people to another surgery a few miles away
Screen Name Redacted 3/12/2026 03:02 PM	I am down syndrome person got enough problems without certain people -want to be close to Sarn - you want to make everything difficult for people with day to day problems
Screen Name Redacted 3/12/2026 03:05 PM	Cant get to doctors surgery, we will have to go 3-6 miles to see a doctor and 2 buses to get there
Screen Name Redacted 3/12/2026 03:14 PM	We have the perfect practice in Pontyates. I would love to meet the person who made this decision. Pontyberem is not suitable for this amount of people
Screen Name Redacted 3/12/2026 03:39 PM	As per question 7
Screen Name Redacted 3/12/2026 03:43 PM	Very bad
Screen Name Redacted 3/12/2026 03:47 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/12/2026 03:53 PM	Ask if my parents want to move to a different surgery and keep Pontyates open
Screen Name Redacted 3/12/2026 03:56 PM	
Screen Name Redacted 3/13/2026 08:48 AM	
Screen Name Redacted 3/13/2026 08:53 AM	
Screen Name Redacted 3/13/2026 09:21 AM	People having access to their local practice is ESSENTIAL to ensure their health needs are met. Do not CLOSE
Screen Name Redacted 3/13/2026 09:25 AM	Being forced to another already overloaded practice would have a negative impact on myself - keep the surgery open
Screen Name Redacted 3/13/2026 09:27 AM	Don't close Meddygfa'r Sarn
Screen Name Redacted 3/13/2026 09:31 AM	Increased pressure on other practices Reduced patient satisfaction and access Overburdens emergency services Loss of proactive care DO NOT CLOSE THE DOCTORS
Screen Name Redacted 3/13/2026 09:35 AM	
Screen Name Redacted 3/13/2026 09:43 AM	
Screen Name Redacted 3/13/2026 09:46 AM	
Screen Name Redacted 3/13/2026 09:50 AM	See page 6
Screen Name Redacted 3/13/2026 09:54 AM	Transport to the alternative surgeries Taking longer to sort by problem out Being reliant on others while travelling
Screen Name Redacted 3/13/2026 09:57 AM	
Screen Name Redacted 3/13/2026 10:01 AM	The change would have a big impact as we know everyone there. To go to another surgery would also cause anxiety. No negatives as long as it kept open
Screen Name Redacted 3/13/2026 10:05 AM	
Screen Name Redacted 3/13/2026 10:45 AM	Don't close our surgery. Simple!
Screen Name Redacted 3/13/2026 10:45 AM	Don't close Pontyates surgery
Screen Name Redacted 3/13/2026 10:45 AM	The change would have a huge impact on getting to a surgery especially when feeling poorly, which is why I would be going to a surgery. Direct bus routes to Pontyberem and Kidwelly surgeries could reduce the negative impacts
Screen Name Redacted 3/13/2026 10:45 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 10:45 AM	At the age of [REDACTED] years old, it might be difficult to get to a new surgery if my husband does not drive in the future, it would cost us taxi fares. Does this surgery REALLY need to change. What sort of looking after at Pontyberem will be getting they will be overloaded with patients
Screen Name Redacted 3/13/2026 10:45 AM	Closing the doctors won't affect me personally but it would affect my elderly grandma. [REDACTED] and would find it hard to go anywhere else
Screen Name Redacted 3/13/2026 10:45 AM	Don't close Pontyates surgery
Screen Name Redacted 3/13/2026 01:45 PM	Reduction of negative impacts can easily be done by keeping Meddygfa'r Sarn open. I've enjoyed relatively good health so far but as one gets older, one is bound to need more attention and being independent I would like to continue to be able to walk to my surgery
Screen Name Redacted 3/13/2026 01:45 PM	I would have great difficulty attending appointments as no bus service. I suggest we leave services as they are other surgeries are full to capacity as it is thus having a detrimental affect on their services
Screen Name Redacted 3/13/2026 01:45 PM	Get doctor in for permanent
Screen Name Redacted 3/13/2026 01:45 PM	The service at our surgery is second to none. It's close, convenient and provides and excellent service, very friendly. Local pharmacy also provides an excellent, friendly/efficient service. The staff to both are very professional and provide an excellent friendly personal service
Screen Name Redacted 3/13/2026 11:12 AM	
Screen Name Redacted 3/13/2026 11:17 AM	
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 11:20 AM	Don't close, we need doctors in pontyates
Screen Name Redacted 3/13/2026 01:45 PM	It would make it very difficult to get my husband to the doctors... Don't close the surgery
Screen Name Redacted 3/13/2026 11:23 AM	Keep the surgery open. passing patients ontp other already overloaded practices will effect everybody concerned
Screen Name Redacted 3/13/2026 01:45 PM	I have to rely on my wife to take me to all appointments. My mobility is not the best. I find very hard to walk very far
Screen Name Redacted 3/13/2026 01:45 PM	As life threatening medications are needed monthly it has become a serious situation affecting my mental health. Please keep the surgery in Pontyates open. Thank you
Screen Name Redacted 3/13/2026 01:45 PM	Big PROBLEMS for whole family
Screen Name Redacted 3/13/2026 01:45 PM	No doctors appointments

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 11:46 AM	I am unable to think of any positive effects of transferring to surgeries. Negative effects: 1. transferring to surgeries who already have a patient base and how would they cope. 2. would they be able to or want to deliver care to patients further afield. 3. travel to and from suggested surgeries would not be possible with public transport. 4. the building of the new housing estate at golwg gwendraeth. the closure of this surgery seems at odds with eachother. suggestion: invest in the community practice instead of closure.
Screen Name Redacted 3/13/2026 01:45 PM	Problem my condition will get worse as appointments/service will be of a low standard, we have friends/family already in Pontyberem and they don't get appointments etc
Screen Name Redacted 3/13/2026 01:45 PM	More stress and worry. I have possible ADHD and waiting for it to be confirmed
Screen Name Redacted 3/13/2026 01:45 PM	Our surgery is perfect and travelling further to a doctors that's already overloaded is going to be a disaster
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	Keep open
Screen Name Redacted 3/13/2026 12:09 PM	How would the other surgeries cope with a lot more patients, travelling would be an issue as none of the surgeries are on a bus route. new housing estate- more people. how is this going to help. surely we need this surgery to stay open. more waiting times at other surgeries which is bad enough
Screen Name Redacted 3/13/2026 12:12 PM	Reduce negative impact by keep the surgery open. I rely on it not only for a doctor but nurses appointments and physio appointments
Screen Name Redacted 3/13/2026 01:45 PM	Keep surgery open
Screen Name Redacted 3/13/2026 01:45 PM	I am worried about transport issues. I use public transport to get to my appointments. It would be useful if a weekly surgery could be in Ponthenri
Screen Name Redacted 3/13/2026 01:45 PM	Would affect me badly as mobility problems
Screen Name Redacted 3/13/2026 01:45 PM	Not very good for transport. There would be a lot of changes to see a different doctor
Screen Name Redacted 3/13/2026 01:45 PM	There are no positive impacts only NEGATIVE. You could reduce this by not closing Pontyates surgery. This could affect my access to healthcare and my safety. Will you guarantee my healthcare will no be affected?
Screen Name Redacted 3/13/2026 01:45 PM	Meddygfa'r Sarn is a manageable 20 minute walk, whereas Coalbrook will be around an hour by foot. Please keep our local Pontiets Meddygfa'r Sarn surgery open
Screen Name Redacted 3/13/2026 01:58 PM	Greatly as at the moment the surgery is close to my village
Screen Name Redacted 3/13/2026 02:00 PM	Change of staff?
Screen Name Redacted 3/13/2026 02:04 PM	My mental health isn't good since losing my mum. I have very high anxiety meeting new people and I suffer from angina, it certainly affects my daily living. This surgery is my lifeline as I already knew them before and they know me

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 02:14 PM	It would affect me considerably. As a disabled person that needs help to get around, I am not well enough to go to the lengths detailed in the overleaf
Screen Name Redacted 3/13/2026 02:38 PM	Keep Pontiets surgery OPEN
Screen Name Redacted 3/13/2026 02:41 PM	Speaking to people already at Pontyberem, they have difficulty in getting appointments. How can they take an additional 4 thousand plus patients?
Screen Name Redacted 3/13/2026 02:43 PM	Do not close. Mental health patients will be affected
Screen Name Redacted 3/13/2026 02:54 PM	Do not close the surgery
Screen Name Redacted 3/13/2026 02:58 PM	This would affect me a lot. We have difficulty getting appointments now, closing will cause many people to suffer
Screen Name Redacted 3/13/2026 03:04 PM	I have anxiety and only see Dr Thomas in Pontyates. You need to keep it open. Maybe ask any patients if they want to move to a different surgery and let them move. But don't close Pontyates surgery
Screen Name Redacted 3/13/2026 03:08 PM	I have anxiety and this would make it worse, why not ask any patients if they want to move to a different surgery? Then any that want to move can
Screen Name Redacted 3/13/2026 03:12 PM	As a disabled person with a leg injury, buses will be difficult to travel on as I don't own a car and rely on others for transport. Patients have easy access to parking and no ramps to surgery as Pontyates does
Screen Name Redacted 3/13/2026 03:15 PM	Keep local surgery open
Screen Name Redacted 3/13/2026 03:20 PM	The change will affect me in transport. To reduce negative impact, keep Pontiets surgery open
Screen Name Redacted 3/13/2026 03:23 PM	Keep the surgery open, the village needs it
Screen Name Redacted 3/13/2026 03:27 PM	It would affect us very much the care we receive from Meddygfa Sarn is second to none, and please keep it open
Screen Name Redacted 3/13/2026 03:32 PM	Keep our surgery open. Simple
Screen Name Redacted 3/13/2026 03:35 PM	[REDACTED]
Screen Name Redacted 3/13/2026 03:42 PM	As the bus service from Carway is every two hours and connecting buses are hit and miss it will be a nightmare if I am unable to drive
Screen Name Redacted 3/13/2026 03:43 PM	Do not close the surgery
Screen Name Redacted 3/13/2026 03:46 PM	Dealing with the same team is easier for everyone
Screen Name Redacted 3/13/2026 03:53 PM	The only thing I can suggest is keep the surgery in Pontyates open as my usual GP is really good at what she does and understands me, as explained overleaf
Screen Name Redacted 3/13/2026 04:01 PM	
Screen Name Redacted 3/13/2026 04:02 PM	This would make life very hard for me as I have said overleaf. Plus my husband and myself have built up a rapport with one of the GPs in Pontyates surgery

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 04:06 PM	Not just me, there's older patients than me, please keep it open for all our sake
Screen Name Redacted 3/13/2026 04:10 PM	Would greatly effect as would have to travel out of village to access dr surgery also to appointment for diabetic nurse review and blood tests as transport to pontyberem would be greatly affected as there is currently no bus route to it. I see no reason to close Sarn as it has serviced the community for many years
Screen Name Redacted 3/13/2026 04:11 PM	
Screen Name Redacted 3/13/2026 04:14 PM	Further workload on other practices would reduce the professionalism. All surgeries are stretched and waiting ties and availability will worsen if patients are moved to other already busy surgeries
Screen Name Redacted 3/13/2026 04:16 PM	I do not wish to transfer surgeries
Screen Name Redacted 3/13/2026 04:17 PM	
Screen Name Redacted 3/13/2026 04:19 PM	Very hard
Screen Name Redacted 3/13/2026 04:26 PM	Taking away a surgery from anywhere in Carmarthenshire will simply add to the burden of the open surgeries and make things difficult for everyone. Leave well enough alone
Screen Name Redacted 3/13/2026 04:28 PM	The sense of rejection to me and my wife felt by this change from a well worked system that we have enjoyed most of our lives feels like abandonment. get back to the old system, employ GPs who are happy to settle in this area if necessary entice them with benefits/housing.. spoil them!
Screen Name Redacted 3/13/2026 04:34 PM	Get GPs no locums and get a system that lets patients actually feel that they are being listened to rather than just a number
Screen Name Redacted 3/13/2026 04:39 PM	I am totally against this change
Screen Name Redacted 3/13/2026 04:46 PM	The public transport available is not very frequent, so a community transport link would be beneficial. the route is not convenient for any of the proposed alternative surgeries
Screen Name Redacted 3/13/2026 04:58 PM	Much more frequent transport so I am not wating such a long time between buses if I am having an anxiety attack
Screen Name Redacted 3/13/2026 05:03 PM	The change would be inconvenient, increasing my stress and anxiety levels
Screen Name Redacted 3/13/2026 05:04 PM	
Screen Name Redacted 3/13/2026 05:09 PM	This change will have no positives for me or my husband, it will make being unwell or seeing a GP very stressful. dumping more patients on to an already busy GP practice will make it harder to get to see a GP. The services provided in Pontiets is very good
Screen Name Redacted 3/13/2026 05:22 PM	We chose pontyates surgery because of its convenience anywhere else would be a backward step. having lived in Llanelli, the surgery there does not fill me with confidence and kidwelly is difficult to get to when not using a car. better public transport needed if you're going to make changes
Screen Name Redacted 3/13/2026 05:25 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 05:28 PM	I would prefer if the surgery remains open. I prefer to see Dr Thomas as I have seen her in the last 4 years as she knows my history of my health and not having to explain to another Dr
Screen Name Redacted 3/13/2026 05:33 PM	Ideally for the practice to remain open. would be disappointed if we lost access to Dr Thomas
Screen Name Redacted 3/13/2026 05:35 PM	It would make accessing healthcare less convenient and more stressful. to reduce the negative impact, I would suggest allowing patients the option to remain with their current practice, especially those with ongoing medical needs
Screen Name Redacted 3/13/2026 05:40 PM	Any negative impacts such as having to travel further afield, accessing an already stretched out service could be reduced by keeping the surgery open. I care for someone who at times is unable to drive, this will impact my employment as I will need to take time off to get them to a surgery. The bus service to these surgeries are either non-existent or extremely poor
Screen Name Redacted 3/13/2026 05:42 PM	
Screen Name Redacted 3/13/2026 05:46 PM	Who is this senior officer. this will be a big change for me, I don't like change.
Screen Name Redacted 3/13/2026 05:47 PM	
Screen Name Redacted 3/14/2026 05:00 PM	Even after a consultation in Pontyberem, there is nowhere to shelter comfortably whilst waiting possibly two hours for the bus back to Pontyates!
Screen Name Redacted 3/14/2026 07:30 PM	As above. It will be far more difficult for those who don't drive though. How about keeping the Pontyates surgery open, but only allow those who really need it to be registered there, e.g. who don't drive, so can't easily get to the other surgeries? It then won't matter that it's small, and will take some of inevitable pressure off the other surgeries when the rest of us are transferred.
Screen Name Redacted 3/16/2026 08:43 AM	
Screen Name Redacted 3/16/2026 08:49 AM	Keep the surgery open
Screen Name Redacted 3/16/2026 08:55 AM	
Screen Name Redacted 3/16/2026 08:58 AM	Don't close our surgery
Screen Name Redacted 3/16/2026 09:15 AM	
Screen Name Redacted 3/16/2026 09:22 AM	
Screen Name Redacted 3/16/2026 09:25 AM	
Screen Name Redacted 3/16/2026 09:34 AM	It would make travel a lot more annoying to travel to

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 09:37 AM	I would have to depend on the bus service to get to appointments
Screen Name Redacted 3/16/2026 09:41 AM	If I can be transferred to Pontyberem Surgery this would be closer
Screen Name Redacted 3/16/2026 09:43 AM	
Screen Name Redacted 3/16/2026 09:49 AM	We need to keep our surgery open and available to residents of our village. the impact of those who are getting older and less mobile will be intense
Screen Name Redacted 3/16/2026 09:51 AM	Please could someone phone me to workout the best for me. I use Morfa Lane clinic but was told because I stay in Ponthenri, I should find a doctor closer to home but a bus ride to Carmarthen is quick
Screen Name Redacted 3/16/2026 09:52 AM	Don't close our surgery. Simple!!
Screen Name Redacted 3/16/2026 09:53 AM	
Screen Name Redacted 3/16/2026 09:54 AM	
Screen Name Redacted 3/16/2026 09:56 AM	
Screen Name Redacted 3/16/2026 10:01 AM	It is so difficult to get to the doctor's appointments in most practices. When discussing with family members in other practices. You will put more pressure on other practices. We need investment in Meddygfa Sarn to keep our practice
Screen Name Redacted 3/16/2026 10:10 AM	I would find it rather difficult to have to visit a surgery a lot further away especially considering my current health problems
Screen Name Redacted 3/16/2026 10:14 AM	Keep the surgery open
Screen Name Redacted 3/16/2026 10:17 AM	It would have a negative impact on my health because I am nit able to get to another surgery. It would also be difficult getting telephone consultations as surgeries in Kidwelly and Pontyberem are already at maximum capacity
Screen Name Redacted 3/16/2026 10:17 AM	Keep the surgery open
Screen Name Redacted 3/16/2026 10:19 AM	
Screen Name Redacted 3/16/2026 10:22 AM	No local doctors available to talk too
Screen Name Redacted 3/16/2026 10:25 AM	
Screen Name Redacted 3/16/2026 10:29 AM	With Sarn being so well used and integral part of the local area and an important part of people lives. I feel that keeping it open would be the best way to reduce any negative impacts
Screen Name Redacted 3/16/2026 10:34 AM	With sarn being well used and important part of the area it is integral to people's lives I feel keeping the surgery open would be the best way to reduce negative impacts
Screen Name Redacted 3/16/2026 10:38 AM	I feel that Sarn is well used and important part of the local area and is integral to the local population and keeping it open is the best way to reduce these negative impacts

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted	
3/16/2026 10:39 AM	
Screen Name Redacted	Sarn would be best for reasons of continuity
3/16/2026 10:42 AM	
Screen Name Redacted	Im concerned that the influx of new patients would affect availability of gp appointments
3/16/2026 10:43 AM	
Screen Name Redacted	Keep the surgery open
3/16/2026 10:45 AM	
Screen Name Redacted	It is difficult to get a doctors appointment anywhere. This change will certainly make it harder, putting more of a demand on already stretched practices. Meddygfa Sarn needs to remain and be invested in
3/16/2026 10:48 AM	
Screen Name Redacted	Don't close surgery
3/16/2026 10:51 AM	
Screen Name Redacted	House call by doctor
3/16/2026 10:51 AM	
Screen Name Redacted	Closing the surgery which is accessible for me causes a lot of stress and is effecting my mental health. At the age of 76 years old, I have health problems that come with getting old and as said in question 7, it is a big problem for me to get to either surgery stated. I also question the access of appointments with two thousand plus to each of the two surgeries
3/16/2026 10:57 AM	
Screen Name Redacted	Yr unig ffordd i eihau'r effaith hyn yw i peidio a cau'r meddygfa - bydd hwn yn trychines enfawr ar yr ardal
3/16/2026 11:01 AM	
Screen Name Redacted	Being overcrowded and over subscribed unable to cope
3/16/2026 11:05 AM	
Screen Name Redacted	Dim ond un awgrymiad sydd gyda fi ac hwn yw i BEIDIO A CAU'R MEDDYGFA, bydd hwn yn trychines i pobl Pontyates
3/16/2026 11:05 AM	
Screen Name Redacted	Bydd y newid yn trychines mawr i ardal Pontyates. Er mwy eihau'r effeithiau pedio o caer meddygfa ydir ates
3/16/2026 11:10 AM	
Screen Name Redacted	Will not affect me too much as long as i am able to see a doctor when i need to and not have to wait
3/16/2026 11:12 AM	
Screen Name Redacted	
3/16/2026 11:12 AM	
Screen Name Redacted	
3/16/2026 11:15 AM	
Screen Name Redacted	It would totally affect me because of travel issues. Unacceptable and difficult to get to any of the other surgeries. Probably would no be able to attend at all due to health issues
3/16/2026 11:17 AM	
Screen Name Redacted	Keep the surgery in pontiets open. try to find permanent doctors which would be more cost effective than locums and provide continuing care for patients rather than seeing different doctors who arent aware of their history and a 10 minute consultation are not given enough time to read up on every case.
3/16/2026 11:18 AM	
Screen Name Redacted	No effect
3/16/2026 11:19 AM	
Screen Name Redacted	
3/16/2026 11:23 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 11:29 AM	Was changing area anyway
Screen Name Redacted 3/16/2026 11:34 AM	It is ridiculous that closure of this surgery is ever being considered
Screen Name Redacted 3/16/2026 11:37 AM	Its an appalling idea but clearly you have already made your minds up. being able to register in carmarthen is the only acceptable alternating to pontyates
Screen Name Redacted 3/16/2026 11:37 AM	Same as question 7 lift bus or taxi
Screen Name Redacted 3/16/2026 11:42 AM	Please see answer to question 7
Screen Name Redacted 3/16/2026 11:44 AM	
Screen Name Redacted 3/16/2026 11:47 AM	I currently have to drive to Pontyates so I would be in the same position
Screen Name Redacted 3/16/2026 11:55 AM	As i live alone it is important for me to get medical advice, im now approaching my [REDACTED] h year, in [REDACTED] so i owe all my life to the local gps and also my mother [REDACTED] i looked after her for 10 years and the service we had from meddygfa'r sarn was outstanding, to lose this would be terrible
Screen Name Redacted 3/16/2026 11:58 AM	
Screen Name Redacted 3/16/2026 12:00 PM	The change won't affect me a great deal now. However, getting to a surgery where I Have to travel several miles, may be a problem in the not so distant future Suggestion: Keep Pontiets Surgery open
Screen Name Redacted 3/16/2026 12:01 PM	Yes, keep surgery open
Screen Name Redacted 3/16/2026 12:11 PM	This is terrible news, considering I have been with the surgery over 55 years years
Screen Name Redacted 3/16/2026 12:13 PM	Don't close it!
Screen Name Redacted 3/16/2026 12:16 PM	Its closure will have a significant impact on me. I am angry and annoyed about this. I drive - how long for who knows. I have been a patient for 74 years moving to other surgeries s the fear of being unable to call because of transport or cant get an appointment because overstretched practices - Attract GP
Screen Name Redacted 3/16/2026 12:19 PM	As we are getting older, the possibility of having to stop driving and having to rely on public transport to going to impact our ability to get to the surgery and see a GP
Screen Name Redacted 3/16/2026 12:24 PM	Will greatly impact on my enablement to travel further to see GP why cant existing GP conduct surgeries in Saen
Screen Name Redacted 3/16/2026 12:24 PM	Please do not close our surgery. It is needed for the community
Screen Name Redacted 3/16/2026 12:54 PM	It would be more difficult. I can walk to the surgery at the moment. Services would be further away and I would have to drive.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 01:02 PM	A closure would mean too many patients in one practice and would take longer to be seen
Screen Name Redacted 3/16/2026 01:04 PM	It would not only affect me but also a lot of other patients. Especially if they have difficulty travelling
Screen Name Redacted 3/16/2026 01:08 PM	Think about what you are proposing before recommending closure. You look money-grabbing, non-caring, not patient focussed at all
Screen Name Redacted 3/16/2026 01:14 PM	The only suggestion I have on how we could reduce any negative impacts is to KEEP THE SURGERY OPEN
Screen Name Redacted 3/16/2026 01:18 PM	This change will affect me because I work long hours and it would be difficult to get to any other surgery to and from work
Screen Name Redacted 3/16/2026 01:22 PM	This would affect me very much as i wouldnt be able to get to the other surgeries
Screen Name Redacted 3/16/2026 01:27 PM	This change would affect me greatly as I now take tablets for my nerves and stress. So having to go elsewhere would only add to my worries etc
Screen Name Redacted 3/16/2026 01:30 PM	I would like to visit a local GP, as I have done since 2011
Screen Name Redacted 3/16/2026 01:30 PM	How it will effect me is a two bus journey and it would be difficult to plan appointments plus the other surgeries will be overpopulated there would be less appointments available
Screen Name Redacted 3/16/2026 01:33 PM	My suggestion would be to keep what we have at the moment. There are no positives that the negative for anyone who cant get to their GP Practice
Screen Name Redacted 3/16/2026 01:40 PM	If I have to visit another surgery, I would have to explain about my condition, which can be difficult and frustrating to me
Screen Name Redacted 3/16/2026 01:41 PM	Living alone, being a pensioner. If I lose my driving ability and since there is no bus service to proposed alternative surgeries there is no other fact that a negative impact is there
Screen Name Redacted 3/16/2026 01:42 PM	They stopped me driving
Screen Name Redacted 3/16/2026 01:43 PM	
Screen Name Redacted 3/16/2026 01:47 PM	I am 66 years old, a care worker. [REDACTED] and I am extremely concerned/ I have also got high blood pressure and with this going on, it's sky high
Screen Name Redacted 3/16/2026 01:49 PM	You wont reduce negative impacts unless you keep the surgery as is or move it or buy it and expand. there is a council building app unused and e perfect. this would be devastating to the elderly, people who dont drive and children. IT HAS TO BE KEPT PLEASE
Screen Name Redacted 3/16/2026 01:49 PM	
Screen Name Redacted 3/16/2026 01:50 PM	As registered diabetic visit the surgery on a regular basis for monitoring - difficult to get appointments at Sarn on occasions would be more difficult to get suitable appointments in bigger practice

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 02:00 PM	This would affect me with extra cost, time wasted waiting for transport as the bus service in this community is poor. This could be reduced by keeping the service in the village close to the patients needs. Patients would feel more relaxed when seeing a familiar face
Screen Name Redacted 3/16/2026 02:00 PM	Longer travel time
Screen Name Redacted 3/16/2026 02:01 PM	It's difficult enough to get a doctor's appointment now. Increasing patient numbers at another practice would make this worse as there is no scope to increase doctors at Meddygfa Minafon. This is purely a cost cutting exercise with no consultation for Meddygfa Sarn's patients. All impacts are negative!
Screen Name Redacted 3/16/2026 02:03 PM	Keep the surgery
Screen Name Redacted 3/16/2026 02:04 PM	There will be a greater financial burden to get a new Surgery. Health Board say Saen Surgery not fit for purpose the school on Heol Llanelli is expected to close so why not refurb the rooms and entrance will be able to provide more services and larger consultation tooms for both GP & patients and kitchen / canteen facilities for staff and larger parking facilities if the play ground which is tarmacked already
Screen Name Redacted 3/16/2026 02:04 PM	
Screen Name Redacted 3/16/2026 02:09 PM	
Screen Name Redacted 3/16/2026 02:12 PM	
Screen Name Redacted 3/16/2026 02:14 PM	I feel it is a shameful dereliction of care to the local community
Screen Name Redacted 3/16/2026 02:16 PM	The change would inevitability impact my well being and mental health as the imposed change would cast doubt and insecurity in my ability to access acre it is was needed in the future. This could be completely removed by retaining and improving the existing facility at Sarn- which was plenty of space
Screen Name Redacted 3/16/2026 02:17 PM	Keep the surgery open and provide a safe, appropriate service for all with HDDUHB
Screen Name Redacted 3/16/2026 02:20 PM	Constant change is not always progress. Ask patients if they would prefer x practice
Screen Name Redacted 3/16/2026 02:21 PM	Please read Q7 for how this change would affect me. Keeping pontyates surgery would obviously remove such negative impacts! If we were to loose pontyates surgery as it now stands, then i would suggest that daily appointment provision to see a GP or Practice nurse be made by pontyberem/llanelli/kidwelly surgeries.
Screen Name Redacted 3/16/2026 02:22 PM	
Screen Name Redacted 3/16/2026 02:26 PM	It would be terrible if you closed the surgery. There just isn't the public transport in place to allow patients that can't drive to get to another surgery. The population of Pontyates is growing and you are closing a much needed service
Screen Name Redacted 3/16/2026 02:27 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 02:32 PM	The only thing I can suggest don't close the surgery
Screen Name Redacted 3/16/2026 02:35 PM	Without my daughter taking me i would not be able to access a surgery several miles away. I would ideally suggest pontyates surgery remains open. If not open full time at least their GP and Practice Nurse appointments be provided in pontyates by surrounding surgeries
Screen Name Redacted 3/16/2026 02:38 PM	You could reduce negative impacts by keeping the surgery open. It's a most important service for the village and sending us to other surgeries which are already at capacity isn't going to help the situation. It's only going to make it more difficult to get an appointment face to face and not on the phone
Screen Name Redacted 3/16/2026 02:41 PM	Increased stress and anxiety Increased travel costs Keep Pontyates Surgery open!!
Screen Name Redacted 3/16/2026 02:41 PM	Don't close the surgery, the impact this will have on the community will be awful especially with an aging population
Screen Name Redacted 3/16/2026 02:44 PM	Id rather not change GP
Screen Name Redacted 3/16/2026 02:44 PM	Financial burden due to increased travel expense Increased mental stress and anxiety You could reduce negative impacts by keeping the surgery open
Screen Name Redacted 3/16/2026 02:47 PM	I am 72 years old and have been with Pontyates surgery since I was 15 years old this will be a big change for me having to work out what buses to catch
Screen Name Redacted 3/16/2026 02:49 PM	As Meddygfa'r Sarn has no permanent doctors, it may be better to get to know a doctor for my healthcare. But how difficult it will be to get appointments with an already busy surgery bothers me
Screen Name Redacted 3/16/2026 02:51 PM	None
Screen Name Redacted 3/16/2026 02:53 PM	
Screen Name Redacted 3/16/2026 02:56 PM	We would need to go by car to another surgery. [REDACTED] so needs a car to go to the surgery
Screen Name Redacted 3/16/2026 02:56 PM	No change
Screen Name Redacted 3/16/2026 03:05 PM	The proposed change would be a huge problem for no drivers and older people . Even those with cars making this journey are likely to be bit with proposed parking charges to be introduces in Kidwelly. Lets hope somebody in your organisation has sense.
Screen Name Redacted 3/16/2026 03:06 PM	I am afraid that the negative impacts of any change would, in my opinion, prove very difficult ,if not impossible, to reduce. Hence the importance of non-closure.
Screen Name Redacted 3/16/2026 03:10 PM	Please keep Sarn open with a bout this is the friendliest doctors I have been to
Screen Name Redacted 3/16/2026 03:11 PM	When the government decides i am unable to drive i have no alternative way of accessing the surgery, no public transport (joke). crippling tax fares and no family support
Screen Name Redacted 3/16/2026 03:23 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 03:28 PM	I have never known a more responsive surgery, helpful, prompt & caring - both as a patient and NHS worker having to call the surgery for patients. It would be detrimental to so many to see it closed
Screen Name Redacted 3/16/2026 03:30 PM	Disaster
Screen Name Redacted 3/16/2026 03:34 PM	Timely appointments are usually a must have. I have concerns regarding availability of appointments, the knock on impact on A&E as people will head there. The only way to reduce negative impact is to keep Pontyats surgery open
Screen Name Redacted 3/16/2026 03:36 PM	
Screen Name Redacted 3/16/2026 03:36 PM	It would affect is in time and distance. Ffos las is rapidly growing community who needs primary care at its footsteps
Screen Name Redacted 3/16/2026 03:40 PM	Moving surgery is bound to cause stress and I have difficulty travelling as my mobility is not good if I had to to change it would have to be Coalbrook surgery
Screen Name Redacted 3/16/2026 03:43 PM	
Screen Name Redacted 3/16/2026 03:43 PM	
Screen Name Redacted 3/16/2026 03:46 PM	Leave it as it is
Screen Name Redacted 3/16/2026 03:47 PM	Keep Sarn surgery. No transport. Labour Westminster government telling Labour Senedd Cymru to reduce public services once again. Hywel Dda Health Board members should be ashamed
Screen Name Redacted 3/16/2026 03:52 PM	Having just moved to the area, I chose Sarn surgery for the convenience. I am very disappointed with the Health Board... as I have worked in the NHS I know how Hywel Dda have paid agency rate for nurses/doctors for longer than other areas, so why change now?
Screen Name Redacted 3/16/2026 03:55 PM	I have suffered with anxiety for many years but when I heard the news that the surgery may close, my anxiety has gone through the roof. If I wasn't able to talk to the drs or nurses as soon as I can usually the same day. U dread to think what I'm going to do
Screen Name Redacted 3/16/2026 04:01 PM	Leave the practice open, closure will not work. all others overused now without extra patients
Screen Name Redacted 3/16/2026 04:02 PM	Don't close a nice, local GP practice with excellent staff and efficient service. If it's not broke don't fix it! I recently joined the practice after moving to the area. If I'd known that closure was planned, I'd have chosen a practice further away
Screen Name Redacted 3/16/2026 04:07 PM	Don't close Sarn provide every 30 mins bus to other surgeries There isnt public transport
Screen Name Redacted 3/16/2026 04:12 PM	Could you not consider utilising other empty and unused premises e.g. council buildings with 2 storeys next to rugby club or sports buildings at the meinciau with a lovely car park
Screen Name Redacted 3/16/2026 08:42 PM	As said in previous question getting older no good on internet easy access for inspections yearly MOT blood tests etc. Repeat prescriptions all so easy at my age at pontyats surgery
Screen Name Redacted 3/16/2026 08:48 PM	This change will disrupt continuity of care and cause uncertainty.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 08:35 AM	Knowing friends in the village who only rely on buses will find this a big problem. Myself would welcome any little impact to at least keep the familiar faces perhaps using any unused buildings within the village
Screen Name Redacted 3/17/2026 08:40 AM	As previously mentioned my concerns but instead of moving is it not possible to utilise the council building opposite or the sports hall at the top of the meinciau, even if they only cater for certain clinics
Screen Name Redacted 3/17/2026 08:52 AM	Moving surgery would be inconvenient. I have only just moved to this one and i am having to repeat tests done at my previous one. i assume as a result i would have to repeat all the tests again if i relocated to another surgery
Screen Name Redacted 3/17/2026 09:03 AM	
Screen Name Redacted 3/17/2026 09:09 AM	
Screen Name Redacted 3/17/2026 09:16 AM	
Screen Name Redacted 3/17/2026 09:17 AM	Keep the surgery open
Screen Name Redacted 3/17/2026 09:18 AM	
Screen Name Redacted 3/17/2026 09:19 AM	The closure would hugely affect me. Continuity of care is a major worry! Reducing the negative impact would be to pay a fair salary to GPs to retain staff! The Health Board have had ten years to rectify and nothing's been done!
Screen Name Redacted 3/17/2026 09:22 AM	Would be best to keep open
Screen Name Redacted 3/17/2026 09:24 AM	Making me more worried about getting to a surgery appointment fitting it al in with my busy life, [REDACTED] No car and [REDACTED] [REDACTED]
Screen Name Redacted 3/17/2026 09:26 AM	Would be best to keep it open
Screen Name Redacted 3/17/2026 09:27 AM	Would be very stressful. Keep practice open
Screen Name Redacted 3/17/2026 09:46 AM	Do not cope with my form of change
Screen Name Redacted 3/17/2026 10:35 AM	Would be an uncomformable and unwelcome Recommend that Pontyates surgery not close, with a community growing in size each year, it is preposterous that out village should effectively be split in 3
Screen Name Redacted 3/17/2026 10:36 AM	Keep it open
Screen Name Redacted 3/17/2026 10:41 AM	To reduce any negative impact, employ permanent doctors or a decent contract
Screen Name Redacted 3/17/2026 10:41 AM	I know how the system works in Pontyates staff are friendly, I get appointments when required. I don't mind travelling to Pontyates as it is a good surgery, it should not be closed. It needs investments & support when people complain now they cant get an appointment so I will be worse off

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 10:42 AM	The surgery will not to be as accessible and will cost me more to access also without the surgery i believe the pharmacy will soon close adding to the communities loss and loss of facilities
Screen Name Redacted 3/17/2026 10:43 AM	I have been with Meddygfa'r Sarn for over 35 years. Myself and my family have always received an excellent service from the GPs and staff. The closure of the surgery in Pontyates is going to impact the local community, especially the elderly
Screen Name Redacted 3/17/2026 10:43 AM	I know how the system works in Pontyates staff are friendly, I get appointments when required. I don't mind travelling to Pontyates as it is a good surgery, it should not be closed. It needs investments & support when people complain now they cant get an appointment so I will be worse off
Screen Name Redacted 3/17/2026 10:45 AM	I drive to the surgery so it doesn't make a difference but anxious as I would have to get used to new doctors again
Screen Name Redacted 3/17/2026 10:50 AM	It would mean travelling even further to access help from healthcare professionals and could also affect access to pharmacy related services if the surgery closes
Screen Name Redacted 3/17/2026 10:55 AM	Provide bus service to the other surgeries make Coalbrook provide money car parking spaces. Be truth about why you and closing . The thinking about us first
Screen Name Redacted 3/17/2026 10:56 AM	Do not close Meddygfa Sarn
Screen Name Redacted 3/17/2026 10:57 AM	I avoid contacting GPs as it is. I only contact them if its absolutely essential to reduce negative impact, invest in essential local surgery within pontyates and stop making excuses to why this surgery has to close.
Screen Name Redacted 3/17/2026 10:59 AM	It's a great worry after being looked after so well for 60 years. It'll impact greatly all my trust and anxiety. they've supported myself through cancer treatment. The only negative for meddygfa sarn is they should have more phone lines so calls in the morning could be answered quickly
Screen Name Redacted 3/17/2026 11:01 AM	To keep the surgery open
Screen Name Redacted 3/17/2026 11:02 AM	Would be very inconvenient to allocate to somewhere else ive always gone to pontyberem i think it would be affect a lot of people.
Screen Name Redacted 3/17/2026 11:03 AM	If surgery& closes it wouldn't help my anxiety levels . And by keeping the surgery open
Screen Name Redacted 3/17/2026 11:03 AM	I have ADHD and change for myself is not good
Screen Name Redacted 3/17/2026 11:05 AM	
Screen Name Redacted 3/17/2026 11:05 AM	By being a better health board and listening to people. rural facilities are essential to all. As a health authority board, you are causing stress and anxiety to the majority inc PPH!!
Screen Name Redacted 3/17/2026 11:14 AM	It will affect me very much [REDACTED] and having an surgery in my own village that can be accessed easily is a must. To close this thriving surgery would be absolutely awful for the people of this community. It will severely impact peoples lives and put them in danger
Screen Name Redacted 3/17/2026 11:15 AM	By being a better health board and listening to people. Rural facilities are essential and this health board is currently not seeing the stress and anxiety it is causing throughout the area including PPH!



## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted	
3/17/2026 12:28 PM	
Screen Name Redacted	
3/17/2026 12:28 PM	
Screen Name Redacted	How do you think a small gp practice will be able to absorb in the region of 2,000 patients
3/17/2026 12:32 PM	
Screen Name Redacted	Do not close Meddygfa'r Sarn. There are doctors interested and have contacted the health board. Employ them and help them become partners to run the practice for the benefit of the patients
3/17/2026 12:33 PM	
Screen Name Redacted	
3/17/2026 12:37 PM	
Screen Name Redacted	Very difficult to get to another surgery
3/17/2026 12:41 PM	
Screen Name Redacted	Increased difficulty in getting to another surgery
3/17/2026 12:45 PM	
Screen Name Redacted	Reducing negative impacts would be keeping meddygfar sarn open
3/17/2026 12:49 PM	
Screen Name Redacted	I struggle meeting new people and having to explain my symptoms. All staff at the surgery have been very warm and welcoming. You could improve negative impacts by staying open
3/17/2026 12:52 PM	
Screen Name Redacted	Difficulty getting appointments due to the increase in patients
3/17/2026 12:53 PM	
Screen Name Redacted	
3/17/2026 12:59 PM	
Screen Name Redacted	Don't close it there's a demand for it
3/17/2026 01:01 PM	
Screen Name Redacted	I would be transferred to another surgery a larger distance from my home. not always able to drive and to get a bus, every 2 hours not practical. kidwelly surgery, 1 bus to carmarthen then another back to kidwelly
3/17/2026 01:01 PM	
Screen Name Redacted	The only way to reduce the negative impact is to keep the surgery and employ a permanent DR at far less cost
3/17/2026 01:05 PM	
Screen Name Redacted	Access to meddygfar sarn is excellent. as far as pontyberem is concerned you would need to flatten out the ramp and in cydweli you would possibly have to purchase more parking space
3/17/2026 01:08 PM	
Screen Name Redacted	You could reduce any negative impact by keeping the surgery open. I am fortunate that I am healthy at the moment but fear as I am getting older that care will not be available
3/17/2026 01:11 PM	
Screen Name Redacted	The changes would affect not only me but my family, we all live in the village brought up and bred. my mothers house bound, so i need to attend the surgery. for money reasons, what needs to happen you need to stop taking on new comers to the village and look after long term residents.
3/17/2026 01:18 PM	
Screen Name Redacted	Yes, do not close the surgery. Moving over 4000 patients will increase pressure on services, reduce continuity and care and negatively impact myself and other patients, not only Pontyates, but the other surgeries too
3/17/2026 01:21 PM	
Screen Name Redacted	
3/17/2026 01:21 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 01:30 PM	Keep Sarn surgery open if possible
Screen Name Redacted 3/17/2026 01:44 PM	It would cause me unnecessary worry and stress changing surgeries having been at Pontyates surgery since childhood. By closing Pontyates the other surgeries will have more patients therefore longer waits for appointments, longer waits for telephone consultations and results.
Screen Name Redacted 3/17/2026 01:46 PM	It would be totally negative, more time, more cost, loss of independence. No guarantee that actual service will improve for people without transport or with low income, it will be devastating. Reduce negative impacts- free transport to surgeries, reduce extra costs
Screen Name Redacted 3/17/2026 01:51 PM	The change will lead to poorer treatment. increase staffing levels
Screen Name Redacted 3/17/2026 01:56 PM	Why can't you take on the empty building across the road from the surgery if more space is needed (next to the car park)? We need our surgery to stay in Pontyates to serve the community of Pontyates.
Screen Name Redacted 3/17/2026 02:03 PM	Pontyates is closer to carway
Screen Name Redacted 3/17/2026 02:04 PM	Huge negative impact on the community. Suggestions, keep it open.
Screen Name Redacted 3/17/2026 02:04 PM	
Screen Name Redacted 3/17/2026 02:07 PM	Don't close the surgery, huge impact on the community
Screen Name Redacted 3/17/2026 02:15 PM	The distance i would have to travel is far greater. i wouldnt be able to quickly visit the surgery as my wife would have to be cared for
Screen Name Redacted 3/17/2026 02:19 PM	With inconvenience and anxiety
Screen Name Redacted 3/17/2026 02:20 PM	
Screen Name Redacted 3/17/2026 02:22 PM	
Screen Name Redacted 3/17/2026 02:28 PM	Dont close the surgery it is essential to the local community
Screen Name Redacted 3/17/2026 02:32 PM	It is not credible in the NHS to think that in its existing state you can just add on 3,100 to the existing patient lists when they lack capacity for appointments now
Screen Name Redacted 3/17/2026 02:33 PM	A community mini-bus would help, but with 4000 people using it, it would be hard
Screen Name Redacted 3/17/2026 02:37 PM	
Screen Name Redacted 3/17/2026 02:44 PM	As i am now elderly, the need to have access readily to my surgery is becoming more important in the last week i have had two face to face appointments with a GP, one with the physiotherapist at the surgery, one telephone consultation with a GP and one in the surgery nurse. All have been very helpful and reassuring, the surgery is meeting my needs so please do not close it.
Screen Name Redacted 3/17/2026 02:54 PM	It depends where I would be sent to/ If Pontyberem not much but anywhere else would have a great impact. Reduce negative impacts by keeping the surgery open

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 03:09 PM	It would have a large impact
Screen Name Redacted 3/17/2026 03:17 PM	
Screen Name Redacted 3/17/2026 04:45 PM	Close the council down before reducing local services. This is the health service for the people
Screen Name Redacted 3/17/2026 03:26 PM	Employing on site GPs, keeping the surgery at the heart of Pontyates. It brings communities together
Screen Name Redacted 3/17/2026 03:32 PM	Getting a doctors appointment when needed. Employing GPs on site. Keeping surgery open to keep communities together
Screen Name Redacted 3/17/2026 03:36 PM	The worry of available appointments at other surgeries, contacting them and actually getting to the, so much better to maintain Sarn, the staff there are friendly and do their best to help. Saen is excellent
Screen Name Redacted 3/17/2026 03:39 PM	
Screen Name Redacted 3/17/2026 03:44 PM	Transport as bus service is very poor cost of the extra traveling to the new surgery, taking my independence away as if bus times do not correspond with the appointment it would mean getting a taxi or depending on other people and time at my age is essential
Screen Name Redacted 3/17/2026 03:47 PM	Transportation would be a negative factor
Screen Name Redacted 3/17/2026 03:51 PM	
Screen Name Redacted 3/17/2026 03:58 PM	Dont close the surgery!!! just make it work put all your efforts into keeping it open
Screen Name Redacted 3/17/2026 03:59 PM	Kidwelly surgery is more difficult curculios route than Pontyates. Pontyates is easy to park, closer to pharmacy. I regularly drive my disabled husband, disabled neighbour and my 2 young children to the surgery
Screen Name Redacted 3/17/2026 04:04 PM	No public transport to Pontyberem Kidwelly or Llanelli
Screen Name Redacted 3/17/2026 04:07 PM	Pontyberem is further away and is a smaller surgery. Access to the doctors surgery in Pontiets is much easier and because of more patients from this surgery attending another surgery would make longer waiting lists and less availability to see doctors which would impact on my health
Screen Name Redacted 3/17/2026 04:10 PM	Please leave the surgery alone - we need it
Screen Name Redacted 3/17/2026 04:14 PM	It would have a large impact
Screen Name Redacted 3/17/2026 04:27 PM	See Q7. Please produce age profile. Many elderly people already isolated - would struggle to get treatment. Closure of surgery "low hanging fruit" - ridiculous concerns re flooding (locals have to live in environment). Condition of building - excuse (suggest independent survey). Evidence efforts to recruit (offer recruitment package) - free building to non NHS practice owners
Screen Name Redacted 3/17/2026 04:32 PM	Need to keep the one there or get new doctors to Pontyates

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 04:35 PM	It would affect me a great deal
Screen Name Redacted 3/17/2026 04:40 PM	No
Screen Name Redacted 3/17/2026 04:47 PM	My mental and physical health will decline further. Get permanent doctors at Pontyates no more locums. Expand car park and building (there is plenty of space behind). Appointments made longer to receive better care
Screen Name Redacted 3/17/2026 04:58 PM	Keep surgery open money saving can be made by employing more doctors instead of managers and politicians
Screen Name Redacted 3/17/2026 05:05 PM	Friends say it is very difficult to get an appointment with Coalbrook as it is. -Reduced access - Coalbrook already struggling with demand -Unrealistic travel requirements - Poor bus links, some would have to catch two or three buses -Impact on the elderly and disabled - Those without private transport -Increase in health inequalities - Greater barriers for lower income patients to access a GP -Actively seek another practice to take over surgery - Look at Meddygfa Tymbl -Explore alternative premises - Carmarthenshire County Council are proposing to close Pontyates school -Commission an independent flood risk assessment - The building itself is built up from ground level! -Engage meaningfully with alternative options to closure genuinely explored!
Screen Name Redacted 3/17/2026 09:17 PM	Not being able to get an appointment. Employ more doctors but if that is the case they could be located in Pontyates.
Screen Name Redacted 3/18/2026 10:45 AM	Dont close the surgery and there would not be a negative impact
Screen Name Redacted 3/18/2026 10:45 AM	Getting to another surgery without transport would be an issue the bus service is not great and do not close the surgery would reduce any or all the negative impact
Screen Name Redacted 3/18/2026 10:45 AM	You cant remove a surgery and add housing population will only be a negative, progressively getting worse
Screen Name Redacted 3/18/2026 10:45 AM	A lot we need the surgery keep our surgery open
Screen Name Redacted 3/18/2026 10:45 AM	Big time as per answer to Q7
Screen Name Redacted 3/18/2026 10:45 AM	It is a stressful having to go to another surgery and having to see other doctors in Pontyates. It is east to visit a surgey6 closer to home and I have no problem with the doctors here, I refer to keep the surgery open rather than having to travel
Screen Name Redacted 3/18/2026 10:09 AM	I would affect me very much as I would have to travel further, seeing as I have mobility issue
Screen Name Redacted 3/18/2026 10:20 AM	The practice is close to where I live and I have got most care here as compared to other places I have lived. Maybe if you could switch shifts for Drs and medical team and rota staff accordingly, maybe hire more but definitely do not want GP closing
Screen Name Redacted 3/18/2026 10:34 AM	It would make visiting a GP very difficult. House calls are non existent

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted

3/18/2026 10:37 AM

Screen Name Redacted

Transport id not regular enough to travel to Pontyberem

3/18/2026 10:43 AM

Screen Name Redacted

3/18/2026 11:01 AM

Screen Name Redacted

3/18/2026 11:03 AM

Screen Name Redacted

3/18/2026 11:04 AM

Screen Name Redacted

This can be devastating for such a small area. The Health board are putting lives at Risk, especially the vulnerable & elderly

3/18/2026 11:16 AM

Screen Name Redacted

I am [REDACTED] old - I drive small distances mainly the village. I cannot rely on my grandmother to take me to the gP all the time. I will not be able to travel further

3/18/2026 11:21 AM

Screen Name Redacted

Do not close our surgery

3/18/2026 11:25 AM

Screen Name Redacted

3/18/2026 11:26 AM

Screen Name Redacted

3/18/2026 11:28 AM

Screen Name Redacted

Keeping Sarn open is the best option

3/18/2026 11:31 AM

Screen Name Redacted

Currently because i drive not greatly, however as I am now [REDACTED] if I have to stop driving it will affect me significantly because I would have to use public services to go to the doctors where as now, it relatively short journey if i went by bus

3/18/2026 11:37 AM

Screen Name Redacted

3/18/2026 11:48 AM

Screen Name Redacted

Do not go through with proposed closure

3/18/2026 11:54 AM

Screen Name Redacted

3/18/2026 11:56 AM

Screen Name Redacted

3/18/2026 11:57 AM

Screen Name Redacted

I'M [REDACTED] AS TIME PROGRESSES I WILL HAVE FURTHER ISSUES WITH WALKING AND PERHAPS DRIVING A CAR WHICH CURRENTLY IS ESSENTIAL FOR ME AS I LIVE ALONE! HAS ANY CONSIDERATION BEEN GIVEN TO BUYING AND CONVERTING A PROPERTY TO BE COME A SURGERY IN PONTYATES OR IS THE CRUX OF THE MATTER STAFFING LEVELS?

3/18/2026 12:38 PM

Screen Name Redacted

3/18/2026 12:49 PM

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/18/2026 01:07 PM	If the surgery is to small couldn't it be extended to make it bigger. Also there the carpark next to the Asda petrol station where a lot of patients park, also most patients use the surgery car park- could it be extended a made bigger because there is land next door to surgery
Screen Name Redacted 3/18/2026 01:14 PM	Knowing the doctors Great staff always helpful in Pontyates. Please take Pontyates admin staff to Kidwelly to how them how to deal with patients / skills
Screen Name Redacted 3/18/2026 01:19 PM	
Screen Name Redacted 3/18/2026 01:26 PM	Very inconvenient for myself. I would have to phone for a doctor to care as I am not mobile
Screen Name Redacted 3/18/2026 01:33 PM	This is going to be a massive change for me, as I am 89 years old and have been registered with DR Edmunds, then his son DR Kerry Edmunds. Remember my age I am not looking forward to the change and I am anxious about it and the effect it might have on my own health
Screen Name Redacted 3/18/2026 02:06 PM	Getting to the surgery if is moved would be difficult. I also help take elderly family members there as it is the closest practice to them. The best wat to reduce negative impact would be not to close it
Screen Name Redacted 3/18/2026 02:16 PM	Pontyberem Surgery would be overwhelmed and it would be more difficult to get an appointment with the Doctors similarly the local chemist would be affected
Screen Name Redacted 3/18/2026 02:24 PM	Because I have suffered with anxiety for years this would affect me very much, because I would have to get used to another surgery , new place, new staff and this would make me extremely anxious and uptight. I have been a patient in Pontyates for iver 50 years and I have got used to going there. Dr Rachel and all the staff are so kind and helpful
Screen Name Redacted 3/18/2026 02:33 PM	It will affect me , as it is difficult already to try an make an appointment for the dame day, so if you close the surgety it is going to be even more difficult , appointments will be longer ahead and more difficult to get to if you rely on public transport
Screen Name Redacted 3/18/2026 02:45 PM	This closing of the Pontyates practice will make far more difficult for myself to attend a practice further away
Screen Name Redacted 3/18/2026 03:23 PM	
Screen Name Redacted 3/18/2026 03:28 PM	It would have a very negative impact , it is a struggle to get an appointment now let alone if transferred to a different GP. Suggestions open new GP to reduce waiting time s
Screen Name Redacted 3/18/2026 03:33 PM	Longer waiting periods more difficult to even make an appointment more difficult to access other locations
Screen Name Redacted 3/18/2026 03:54 PM	Would cause a lot of anxiety and as a result increase my blood pressure
Screen Name Redacted 3/18/2026 03:58 PM	Make it more difficult to attend surgery & collection of prescriptions . Keep Surgery open
Screen Name Redacted 3/18/2026 04:02 PM	Not too close the Pontyates Surgery as it is the best by far in the area

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/19/2026 10:45 AM	I have been told practices suggested are full and no room for extra patients. So how would I be able to access appointments, also been told that Pontyberem very small, even smaller than Pontyates, so my suggestion is to keep Pontyates open
Screen Name Redacted 3/19/2026 10:45 AM	It would obviously not be as convenient to access another surgery because it is so much further. Avoiding a bus service would be very helpful
Screen Name Redacted 3/19/2026 09:16 AM	We have always relied on the doctors surgery and Pharmacy in Pontyates. It has always been 1st class surgery with the doctors and nurses, so would like it to continue
Screen Name Redacted 3/19/2026 09:22 AM	Keeping Sarn open is vital for the community. Moving to other surgeries would be more difficult to access Doctor appointments
Screen Name Redacted 3/19/2026 09:31 AM	
Screen Name Redacted 3/19/2026 09:35 AM	This means me having to somewhere I wouldn't be comfortable
Screen Name Redacted 3/19/2026 09:41 AM	Don't close our surgery
Screen Name Redacted 3/19/2026 09:45 AM	
Screen Name Redacted 3/19/2026 09:51 AM	
Screen Name Redacted 3/19/2026 10:05 AM	Longer journey time to travel to a surgery further away
Screen Name Redacted 3/19/2026 10:21 AM	Don't close ot- simple. Move surgery to an unused hall across the road if you need bigger premises - simple. Employ resident medical staff not locums. Listen to you patients wants and needs. Closing it would deeply impact on the health and wellbeing of 1000 of patients
Screen Name Redacted 3/19/2026 10:27 AM	We have always relied on the doctors surgery & pharmacy in Pontyates. It has always been a good surgery, so would it to continue
Screen Name Redacted 3/19/2026 10:37 AM	Massively - keep the surgery open
Screen Name Redacted 3/19/2026 10:43 AM	
Screen Name Redacted 3/19/2026 10:49 AM	I drive or my husband will drive me if unwell but we are [REDACTED] & [REDACTED] years, if we could not drive we could get a bus down from [REDACTED]
Screen Name Redacted 3/19/2026 10:55 AM	
Screen Name Redacted 3/20/2026 08:35 AM	I have had 26 years of excellent care from pontiets surgery so am unhappy with the whole idea of being moved to another surgery which will be even more under pressure from all those extra patients
Screen Name Redacted 3/20/2026 09:42 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 09:48 AM	Concerned about getting timely access to GPs and other services. Coalbrook surgery has limited capacity, GPs and space. Does the Health Board intend to increase capacity at this surgery? Is it possible to book appointments online? Could opening hours be extended? Ensure telephone consultation (or online) are available and patients have consistency in who they see
Screen Name Redacted 3/20/2026 09:55 AM	Refer to previous comments. you should not be considering closing the surgery because its difficult to find doctors, you should focus on the root cause and place doctors in pontyates.
Screen Name Redacted 3/20/2026 09:58 AM	I will be very upset if our surgery closes. Think about all of the elderly people in the area who do not drive and who are not able to travel to different surgeries in their area. Please do not close the surgery
Screen Name Redacted 3/20/2026 10:07 AM	Not being able to call in the surgery to ask questions if need be. As sometimes phoning is too long winded
Screen Name Redacted 3/20/2026 10:20 AM	Leave the surgery open
Screen Name Redacted 3/20/2026 10:20 AM	I require a walking aid rollator to get around, therefore i need to be able to access the GP surgery from a carpark directly around the front door. I am reliant on family members for transportations as my mobility is deeply affected
Screen Name Redacted 3/20/2026 10:23 AM	Continuity of service when you are older is necessary. So the lease has expired but what is the real reason for closing the surgery?
Screen Name Redacted 3/20/2026 10:26 AM	
Screen Name Redacted 3/20/2026 10:28 AM	Keep our surgery open
Screen Name Redacted 3/20/2026 10:30 AM	
Screen Name Redacted 3/20/2026 10:30 AM	If we are transferred to another surgery will they have increased facilities to cope?
Screen Name Redacted 3/20/2026 10:34 AM	Please keep the surgery open - 4,300 patients need you!
Screen Name Redacted 3/20/2026 10:38 AM	Effect trust built up over time with Sarn due to learning disability
Screen Name Redacted 3/20/2026 10:41 AM	Because i used this local surgery quite a lot it will affect me. keep this surgery going for me and the local community
Screen Name Redacted 3/20/2026 10:44 AM	
Screen Name Redacted 3/20/2026 10:46 AM	
Screen Name Redacted 3/20/2026 10:49 AM	Please keep the surgery open - 4,300 patients need you
Screen Name Redacted 3/20/2026 10:51 AM	It would affect me not being able to drive at the moment, i have to rely on my husband who has heart problems, and we are both advanced in years.  by not closing our surgery.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 10:52 AM	Please keep the surgery open - 4,300 patients need you!
Screen Name Redacted 3/20/2026 10:56 AM	It would negatively impact my ability to get an appointment. how to reduce negative impacts? invest in meddygfar sarn by increasing the size of the building and recruit/invest in GPs. dont close meddygfar sarn.
Screen Name Redacted 3/20/2026 11:01 AM	A negative impact that it would be near impossible to book an appointment. keep meddygfar sarn open extend it and increase the number of GPs
Screen Name Redacted 3/20/2026 11:07 AM	This change would cause a massively detrimental effect on my health and wellbeing. reduce negative impacts by leaving meddygfar sarn open
Screen Name Redacted 3/20/2026 11:12 AM	Pontyates is closer to carway
Screen Name Redacted 3/20/2026 11:14 AM	
Screen Name Redacted 3/20/2026 11:17 AM	More clarity about where other clinics will go i attend asthma clinics, where would it go?
Screen Name Redacted 3/20/2026 11:24 AM	I am POA for my mothers health and wellbeing - she would be confused with the changes due [REDACTED] - she would be more anxious going somewhere new, as she likes the same routine. - she would be disorientated and muddled.
Screen Name Redacted 3/20/2026 11:36 AM	The travelling
Screen Name Redacted 3/20/2026 11:38 AM	
Screen Name Redacted 3/20/2026 11:40 AM	It will affect a lot of people including me as i am not a frequent visitor to the surgery but when i need a doctor i know that its not far away
Screen Name Redacted 3/20/2026 11:44 AM	No affect
Screen Name Redacted 3/20/2026 11:48 AM	Due to transport difficulties in reaching Pontyberem, access to the surgery will be a big problem to attend an appointment. I am a carer to an older person which would mean leaving him on his own for a longer period for me to go to a surgery
Screen Name Redacted 3/20/2026 11:54 AM	Pontyberem would have to accept 2,000 plus patients. They have, at the moment, had to accept patients from the closed Tumble surgery, so the service they could offer will be very limited. Their surgery is not big either. What happens is I order my prescription at the chemist and then collect it a few days later
Screen Name Redacted 3/20/2026 11:59 AM	As it's (the surgery) in my village, I only have to walk to it at the moment. Having to drive will take me longer to get to a new surgery. And as I said over on Q7, I get seen in a relatively short time with appointments easy to make at the surgery I am in. I fear that if I have to go to another surgery, it will not be as good or friendly as the one I am in now
Screen Name Redacted 3/20/2026 12:01 PM	Transport implications pontyberem surgery could be overtraded so that all aspects become more difficult
Screen Name Redacted 3/20/2026 12:09 PM	- No continuity of care -Due to excess workloads on surgeries, will I be seen face to face due to the complexity of my illness? - Increase in work pressure - mistakes - clinical negligence

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/20/2026 12:38 PM	My family and I would struggle to get local care that we need. health would be greatly affected.
Screen Name Redacted 3/20/2026 12:51 PM	- more communication - how are children going going to be affected - are there going to be more GPs in pontyberem, i know one of them is retiring in the next two years, what will happen then?
Screen Name Redacted 3/20/2026 01:02 PM	The proposed change will affect me in a very bad way due to my mobility problems. Your report states that there are 8 buses daily to Pontyberem but only 5 of these are within surgery hours. Even if I could catch a bus, how can I catch one to coincide with an appointment time? Where would I wait to catch the one back home? To remove these difficulties, the surgery at Pontyberem would need to arrange appointment times to coincide with the bus times from Pontyates. This would be an administrative nightmare!!
Screen Name Redacted 3/20/2026 01:14 PM	As this is the first time you have seen fit to consult patients, when the plan is ready to implement. i would suggest that in future you remember that you are the NATIONAL HEALTH SERVICE
Screen Name Redacted 3/20/2026 01:22 PM	Increased travel costs, different service from a team who dont know who we are
Screen Name Redacted 3/20/2026 01:46 PM	Another example of how the vulnerable and elderly being put at risk by a bureaucracy, top heavy management and light on front line staff. More pressure on already cracking A&E departments (assisted dying by stealth)? I would be interested to know the results of the number of excess deaths caused by these measures. Something I am sure you have factored into your findings
Screen Name Redacted 3/20/2026 01:50 PM	I become very anxious if I am unwell and the possibility of me not being able to be seen by a doctor who I am familiar with would make any condition worse. You could reduce this by keeping our surgery open so that we can maintain the positive relationships we have with staff and prevent further upset
Screen Name Redacted 3/20/2026 01:56 PM	I feel extremely angry at the suggested closure. I have moved to Pontyates specially because all amenities are in the village. Will you compensate us all for the reduction in house values? We could afford taxis then!!! Do the right thing, improve the surgery. Don't close it
Screen Name Redacted 3/20/2026 02:01 PM	Please don't close my surgery! Not seeing a regular doctor has already affected my health badly. I think removing the locums and having 5/6 permanent doctors at Meddygfa'r Sarn would help the community. There is plenty of space there to make the practice bigger
Screen Name Redacted 3/20/2026 02:06 PM	Hoping that at the worst Pontyates can be kept open even if it is for some days
Screen Name Redacted 3/20/2026 02:41 PM	It would change the amount of time i would need to take away from my working hours with the travel. I also have family who work in gp's and chemists and am aware of the impact it has on both staff and patients when members are higher in practices. this is a concern regarding appointments
Screen Name Redacted 3/20/2026 02:42 PM	I can't see how negative impacts would be reduced. There are no positives in closing Meddygfa'r Sarn as far as I can see
Screen Name Redacted 3/20/2026 02:44 PM	At the moment i am suffering with grade 5 prostate cancer, having to have blood tests every 2 weeks, having to go to another practice out of my area would be stressful
Screen Name Redacted 3/20/2026 02:47 PM	Keep meddygfar sarn open

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 02:48 PM	Without additional capacity and staffing to alleviate GP surgeries it is difficult to see how negative impacts on access to appointments could be avoided. But assurance that alternative GP surgeries has ADEQUATE capacity needs to be explored
Screen Name Redacted 3/20/2026 02:50 PM	At the moment we can drive but what will happen when i lose my licensed? i am over 81 now and i would not be able to pay for a taxi
Screen Name Redacted 3/20/2026 02:53 PM	Extend the existing surgery. there is plenty of land to enable this to be done
Screen Name Redacted 3/20/2026 02:55 PM	
Screen Name Redacted 3/20/2026 02:59 PM	Impact on rural/elderly - Long, inconvenient trip to the GP Closure of other emergency departments - More vulnerable Needing to travel further Financial burden Parking/accessible issues
Screen Name Redacted 3/20/2026 03:01 PM	The only negative impact for me would be transportation, but also getting rid of the surgery further erodes the community with local amenities
Screen Name Redacted 3/20/2026 03:06 PM	
Screen Name Redacted 3/20/2026 03:07 PM	-Time out of work - Appointments need to run to time or have enough staff to cover demand -Accessing premises - Parking is difficult at all sites - if we can't park, does this count as "did not attend"? What's the cost of missed appointments? Solution - Make the current provisions more efficient and local to the community
Screen Name Redacted 3/20/2026 03:13 PM	It would affect me immensely as I live on my own and consistently have issues to have help and support to get to the surgery. If the surgery was taken out of the village it would make things a lot harder. I can just manage to get to the surgery as it is not too far for me. To keep the surgery in the village would make it easier
Screen Name Redacted 3/20/2026 03:15 PM	
Screen Name Redacted 3/20/2026 03:20 PM	Medical issues should be dealt with locally. My current practice is very good and central to this community. It should remain so
Screen Name Redacted 3/20/2026 03:36 PM	As previously stated, ease of access to the doctors and services is crucial. We have had no issues with Meddygfa'r Sarn. I have been there since childhood. I cannot envisage this continuing if forced to go with another surgery where there are already high numbers of patients
Screen Name Redacted 3/20/2026 03:45 PM	Devastated if the surgery closes. Would have to travel by bus to Pontyberem Coalbrook surgery. But two buses per hour to Llanelli - first choice. Anxious, nervous, exhaustion. Keep it open and do not herd all of its patients to other surgeries
Screen Name Redacted 3/20/2026 03:52 PM	Employ more British doctors. Put funding into hiring, not locums or trying to get waiting lists down by giving large contracts to private companies. Use local students for routine appointments. Better long term financial management, not short term funding and meeting targets!!
Screen Name Redacted 3/20/2026 03:55 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 03:57 PM	Keep it as it is
Screen Name Redacted 3/20/2026 04:00 PM	I am elderly and with my condition would hope for more help from the NHS not less as time goes on. i know that i am not alone in feeling that all medical services are getting far more difficult to access and am sad for that as a cost cutting exercise
Screen Name Redacted 3/20/2026 04:00 PM	
Screen Name Redacted 3/20/2026 04:07 PM	
Screen Name Redacted 3/20/2026 04:10 PM	As long as the Surgery I was transferred to had the space and resources to deal with the influx of new patients, which I assume would number a couple of thousand, it wouldn't be a major problem. I'm also happy with telephone consultations where appropriate
Screen Name Redacted 3/20/2026 04:12 PM	Limited appointment availability due to capacity concerns. Minafon is currently undersized and an increased patient list would worsen an already overstretched service. Development of a larger surgery with increased GP numbers would address this issue
Screen Name Redacted 3/20/2026 04:16 PM	Because there would be more people using the surgery in Kidwelly, telephone waiting times would be increased and appointments very difficult to make. A bigger surgery offering more services would be needed in Kidwelly with more doctors available to deal with the increased numbers needing to use Meddygfa'r Minafon
Screen Name Redacted 3/20/2026 04:21 PM	
Screen Name Redacted 3/20/2026 04:25 PM	It would be inconvenient. Don't close the practice? Parking is going to be difficult, depending on the alternative
Screen Name Redacted 3/20/2026 04:28 PM	Because of my condition, I am bed bound most of the time, so travelling to Meddygfa'r Sarn can be an effort - having to travel even further is going to be more of a struggle
Screen Name Redacted 3/25/2026 08:59 AM	It would be difficult to get to and has there already a vast amount of patients with kidwelly and pontyberem it would affect me getting an appointment
Screen Name Redacted 3/25/2026 09:03 AM	Most of my life i have been able to access pontyates surgery
Screen Name Redacted 3/25/2026 09:09 AM	Pontyberem is even smaller, getting an appointment/help would become very difficult
Screen Name Redacted 3/25/2026 09:11 AM	
Screen Name Redacted 3/25/2026 09:21 AM	It would affect me profoundly i am 86yrs old im a full time carer to my son ralph, i work in potnyates ive got to arrange transfer to get to the surgery regularly as my [REDACTED] [REDACTED] [REDACTED]
Screen Name Redacted 3/25/2026 09:26 AM	This change would affect both my husband and myself as we are both in our eighties and have some health problems. with no car and have to rely on buses. if this changes we would have to get two buses to get to any surgery and the connections are not reliable as we only have buses every 2 hours from where we live.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/25/2026 09:31 AM	This change would affect both my wife and myself as we are both in our eighties and have some health problems. with no car and have to rely on buses. if this changes we would have to get two buses to get to any surgery and the connections are not reliable as we only have buses every two hours from where we live.
Screen Name Redacted 3/25/2026 09:34 AM	Feel very disappointed that the surgery is closing. This will make a huge impact on the village.
Screen Name Redacted 3/25/2026 09:38 AM	
Screen Name Redacted 3/25/2026 09:45 AM	Leave the surgery as it is
Screen Name Redacted 3/25/2026 09:50 AM	Be honest with people and not underhand them as you are doing now. this is not doing peoples mental health any good, just adding to their problems, you are supposed to be helping not causing problems
Screen Name Redacted 3/25/2026 10:04 AM	Living one mill uphill from the surgery and with leg problems means dependence on being able to drive, but as age advances driving may cease to be an option. no bus services exists to suit us
Screen Name Redacted 3/25/2026 10:10 AM	It would be even harder to get an appointment and doctors would be overwhelmed
Screen Name Redacted 3/25/2026 10:12 AM	
Screen Name Redacted 3/25/2026 10:15 AM	
Screen Name Redacted 3/25/2026 10:21 AM	Keep meddygfa'r sarn. as your proposals are unworkable for the wellbeing of patients
Screen Name Redacted 3/25/2026 10:24 AM	I have been registered at this practice for nearly 5 years and not seen the same doctor twice, no build of confidence in your treatment
Screen Name Redacted 3/25/2026 10:51 AM	
Screen Name Redacted 3/25/2026 10:55 AM	
Screen Name Redacted 3/25/2026 11:08 AM	
Screen Name Redacted 3/25/2026 11:11 AM	
Screen Name Redacted 3/25/2026 11:15 AM	
Screen Name Redacted 3/25/2026 11:20 AM	Employ a permanent doctor in the surgery to keep it open in our area
Screen Name Redacted 3/25/2026 11:26 AM	It would make access to another surgery very difficult
Screen Name Redacted 3/25/2026 11:28 AM	
Screen Name Redacted 3/25/2026 11:31 AM	The affect of losing our surgery would be catastrophic . surgery in Trimsaran would be more acceptable as its only 1 mile away

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/25/2026 11:34 AM	
Screen Name Redacted 3/25/2026 11:38 AM	Theres nothing wrong with the surgery we already have, it services all our needs any services already no need to go for a move when we have all we need already
Screen Name Redacted 3/25/2026 11:44 AM	Because of my daughters mental health we need to have practice on hand, why change a service thats needed
Screen Name Redacted 3/25/2026 12:00 PM	Where you save on rent/mortgage/overheads - i would expect this cost saving measure is then pumped back into resources and additional staffing to support the other four proposed surgeries. if this sufficient amount of extra resources is not added so you just pocket the saving, its pointless. whereas more staff means phones will actually be answered.
Screen Name Redacted 3/25/2026 12:07 PM	Dont close the surgery
Screen Name Redacted 3/25/2026 12:17 PM	Transport is the most negative issue. people with a physical impairment or mobility issues will be most affected
Screen Name Redacted 3/26/2026 12:22 PM	The best way to reduce any negative impact is not to close the surgery. The key issue is that we all want good medical care as local to our homes as we can. Whilst i am driving the impact would be quite low, as long as the care in the transferred surgery is as good as it is in Meddygfa'r Saran. When i stop driving in the years to come then it will affect me significantly.
Screen Name Redacted 3/26/2026 04:09 PM	Worsening health. More empowerment to the local pharmacy maybe.
Screen Name Redacted 3/27/2026 10:14 AM	Personally not much, however, for patients living in Pontyates it is unacceptable
Screen Name Redacted 3/27/2026 10:21 AM	
Screen Name Redacted 3/27/2026 10:22 AM	
Screen Name Redacted 3/27/2026 10:48 AM	I would less likely use the Drs . I work from home and it would impact my work going further. It would be harder to maintain the excellent care I already have for my chronic illness. You could reduce the impact by not closing the surgery.
Screen Name Redacted 3/27/2026 01:56 PM	The change would cause me great stress and anxiety which would not be helpful with me having [REDACTED]
Screen Name Redacted 3/27/2026 02:08 PM	My husband has [REDACTED] and this would totally stress him out as I have to take him with me for my appointment which in turn causes me anxiety
Screen Name Redacted 3/28/2026 07:47 AM	Travel implications. Parking with parking charges. Financial issues. Due to high volume of patients in the surgery it will be difficult to have a face to face appointment with Doctor or anyone in surgery.
Screen Name Redacted 3/28/2026 08:00 AM	Invest in Meddygfa'r Sarn so this whole process would not be necessary and would not negatively impact so many lives

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/30/2026 10:23 AM	I much prefer the village practise in Sarn, you dont feel like a number. I worry about going back to a llanelli practise that is already so busy that we won't be able to get appointments or talk about more than one issue in an appointment. Supporting local amenities is how you can reduce negative impacts.
Screen Name Redacted 3/30/2026 11:19 AM	Clear, informative plan on how the surgeries are going to manage with the influx of patients. How will they be able to provide Meddygfa'r Sarn patients the same quality of care and access to services, when patients who already are registered with Kidwelly say it is impossible to be seen easily.
Screen Name Redacted 3/30/2026 12:25 PM	Travel time increased
Screen Name Redacted 3/30/2026 01:18 PM	I assume that waiting time for appointment will be longer. Not sure if the same practitioners will be working there.
Screen Name Redacted 3/30/2026 08:09 PM	I feel that it is already difficult for their existing patients to get appointments so how would they cope with extra patients?
Screen Name Redacted 3/30/2026 09:30 PM	Negatively - no space and poor care at Kidwelly and Trimsaran. No parking or appointments
Screen Name Redacted 3/31/2026 06:46 AM	This change would be an inconvenience as currently Pontyates surgery is on my way to and from work so appointments work well - the other surgery's are all in the opposite direction.
Screen Name Redacted 3/31/2026 08:23 AM	
Screen Name Redacted 3/31/2026 11:43 AM	Always received an excellent service at Sarn.
Screen Name Redacted 3/31/2026 11:48 AM	Get better facilities at Sarn or move to 'Day Centre'
Screen Name Redacted 3/31/2026 11:52 AM	I'll be sure to die before I see a doctor
Screen Name Redacted 3/31/2026 11:57 AM	Don't close important facilities for us as a community
Screen Name Redacted 3/31/2026 12:04 PM	I will suffer. Many more deaths as patient are unable to get an appointment
Screen Name Redacted 3/31/2026 01:52 PM	Get some doctors to be there all the time
Screen Name Redacted 3/31/2026 03:05 PM	
Screen Name Redacted 3/31/2026 03:09 PM	
Screen Name Redacted 4/01/2026 09:47 AM	
Screen Name Redacted 4/01/2026 09:48 AM	
Screen Name Redacted 4/01/2026 09:51 AM	
Screen Name Redacted 4/01/2026 09:55 AM	Travelling further. Larger surgeries - less availability

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/01/2026 09:58 AM	Travelling further Larger practices - less appointments available, longer on phone trying to get through to surgery Meddygfa'r Sarn is available for blood tests, vaccinations, physio
Screen Name Redacted 4/01/2026 10:09 AM	The Health Board could work with Carmarthenshire Council to improve transport links for elderly/disabled people and for those who cannot drive
Screen Name Redacted 4/01/2026 10:19 AM	Extra travel cost in the current climate of the cost of fuel. The impact on my employer to release me for more time to travel to another location. Keep the current surgery. I would also suggest looking and working with Carmarthenshire County Council and local developers that under the 106 section agreement and part of planning are to mitigate the impact of the development on the local communities and infrastructure. So you have people moving to the area and increasing population but decreasing infrastructure such as the surgery. Also why do you not apply for section 106 funds from Carmarthenshire County Council?
Screen Name Redacted 4/01/2026 10:27 AM	It would impact me negatively. Bus times are inconvenient as only once every two hours. Waiting for the bus in bad weather, cold and wet. Bus may not be reliable. May be difficult to co-ordinate appointments with bus times. Increased stress due to all the above. It would take up my limited energy and exacerbate my health condition. Would also affect health as it would take up a great deal of time. Solution - Keep the surgery open. Expand services into the day centre by the village carpark
Screen Name Redacted 4/01/2026 10:30 AM	
Screen Name Redacted 4/01/2026 10:33 AM	
Screen Name Redacted 4/01/2026 10:43 AM	This change would affect me immeasurably due to my disabilities and physical movement limitations (as I am in my 60s). You could reduce these negative impacts and mental stress caused by them by leaving the surgery in Pontiets as it is now
Screen Name Redacted 4/01/2026 10:52 AM	Worse service, mor travel inconvenience. Do not close Meddygfa Sarn
Screen Name Redacted 4/01/2026 10:58 AM	
Screen Name Redacted 4/01/2026 11:03 AM	This would affect me quite a lot due to stress and my medical conditions. This surgery knows my history and always support where they can
Screen Name Redacted 4/01/2026 11:05 AM	This would affect me a lot
Screen Name Redacted 4/01/2026 11:08 AM	This would affect me quite a lot due to stress and this surgery knows me quite well and always supports
Screen Name Redacted 4/01/2026 11:09 AM	
Screen Name Redacted 4/01/2026 11:11 AM	
Screen Name Redacted 4/01/2026 11:13 AM	
Screen Name Redacted 4/01/2026 11:30 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/01/2026 11:38 AM	I have had very positive experiences at Sarn. I find it convenient and friendly. It's not too difficult to get an appointment. Kidwelly surgery has a poor reputation and would be more difficult to get to and park
Screen Name Redacted 4/01/2026 11:40 AM	
Screen Name Redacted 4/01/2026 11:43 AM	Do not close it, but invest in the surgery that's already there. Improve the existing building
Screen Name Redacted 4/01/2026 11:45 AM	Don't close the surgery! My medication is often changed at University Hospital Wales, and it's easy to pop in & update/discuss these changes with staff. I can easily go for blood pressure checks, vaccinations etc. Having to go further afield is just added pressure for me, and I'm lucky that I have flexibility and most of the time a car.  We're really lucky having this surgery, and whilst it may not be perfect perhaps the Health Board could try and run it effectively- rather than just seeing it as an albatross. I feel that putting one job advert for a GP in 18 months (if that's true) is tokenism at best, and shows a complete lack of concern for the community at worst.  Please, rethink this decision.
Screen Name Redacted 4/01/2026 12:30 PM	Badly. To reduce negative impacts, retain Meddygfa'r Sarn or operate it as a satellite to Pontyberem in the same way as Trimsaran operates as a satellite to Kidwelly
Screen Name Redacted 4/01/2026 12:34 PM	This change will disrupt continuity of care and cause uncertainty
Screen Name Redacted 4/01/2026 12:38 PM	Why would anyone want to close a local practice? The closer the better in my opinion and should improve. Been there for years
Screen Name Redacted 4/01/2026 05:49 PM	It is currently difficult enough to obtain an appointment so how by moving patients to other surgeries are things going to improve, they are more than likely at full capacity, will they be taking on more doctors, nurses to cover the additional patients? What will happen to the facilities in Pontyates will they still be able to hold blood pressure checks, take blood, administer antibiotics, be used as a health hub?
Screen Name Redacted 4/01/2026 07:52 PM	The proposed closure is awful and doesn't seem to take into account how difficult it is for elderly disabled and sick people to make journeys. the further the distance and the more difficult the journey, the more people simply will not be able to access care and this will cost lives.  The recent COVID inquiry had found just how hugely detrimental it is to outcomes when people have obstacles to care put in place. closing pontyates surgery will be a nightmare for many, and for some will cost their health and more. A shocking idea and I very much hope one that's not taken. We need pontyates surgery in this area, it's of huge importance.  please please understand how bad this will be for so many, best regards, 
Screen Name Redacted 4/02/2026 10:27 AM	Worried about the additional number of patients, it will make it harder to see the doctor when required

Screen Name Redacted

4/03/2026 11:44 AM

USE EITHER PONTYATES OR CARWAY PRIMARY SCHOOL AS CLOSING DOWN. LOTS OF PARKING ONLY NEED INTERNAL REFURB THIS HAS BEEN NOT PLANNED THOUGHT THROUGH NO PROACTIVE PLANS JUST REACTIVE.

Screen Name Redacted

4/04/2026 06:55 PM

This change would have a negative impact on me and I am very concerned about the reasons behind the proposed closure.

If I am transferred to another practice further away, it will make attending appointments more difficult due to increased travel time, transport arrangements, and additional costs. This may make it harder to attend routine appointments or seek help early, which could negatively affect health and wellbeing. There are also concerns about continuity of care, as moving to a new practice means losing the relationship and familiarity with the current GP surgery and staff. There are many regular GPs including Dr Thomas who is fantastic.

I am also very concerned that this situation appears to have developed due to a lack of effort to recruit GPs over the past two years. I understand that GP posts have not been advertised for a significant period of time, and when they were advertised, they were for salaried or sessional GP roles rather than a GP partnership, which may be less attractive and does not support the long-term future of the practice. This raises the question of why more effort was not made to recruit or secure the future of the practice earlier.

In addition, the practice manager left in December and has not been replaced permanently. Practice management includes responsibility for administration, staffing, and recruitment, so it is unclear why recruitment and planning for the future of the practice was not prioritised before reaching the point of closure. I suggest that their managers should look at the performance management or possibly capability procedure for this individual as they clearly have failed in their role and neglected the practice.

I have also been told that the current interim manager is leaving a number of days where only one GP has been booked in, meaning the surgery is only dealing with emergencies and patients are being turned away. This creates frustration for patients and reduces confidence in the practice. It is very concerning that reduced services may now be used as evidence that the practice is not viable, when in reality this situation may have been avoidable with proper staffing, recruitment, and management earlier. Physicians associates are not GPs. They do not replace GPs.

It therefore feels as though this may be a managed closure rather than a closure that was unavoidable. I believe more should have been done over the past two years to recruit GPs, maintain services, and protect the future of the practice before proposing closure.

Overall, I am very concerned about the impact this closure will have on patients and I believe more should have been done to prevent reaching this situation

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 4/06/2026 05:59 PM	This surgery is in a great location, chemist very near by which helps with repeat prescriptions. Facilities are great, just need more staff and regular doctors in order to keep consistent with patients.
Screen Name Redacted 4/06/2026 07:35 PM	Firstly why are none of the patients not being transferred to Trimsaran surgery. If the surgery must close the why not satalite surgery's at the local village halls once or twice a week
Screen Name Redacted 4/06/2026 07:42 PM	Further away making travel harder as i am 81 years old .
Screen Name Redacted 4/07/2026 08:36 AM	Very negative. Don't close our local surgery, I am very worried. More people will go to A&E .
Screen Name Redacted 4/07/2026 08:52 AM	Very important to have a local GP surgery
Screen Name Redacted 4/07/2026 09:06 AM	Keep the surgery open - extend and recruit more doctors
Screen Name Redacted 4/07/2026 09:18 AM	Not enough staff to answer the phones - especially elderly patients as they are under pressure at the moment
Screen Name Redacted 4/07/2026 09:26 AM	Difficult for me to reach Pontyberem.
Screen Name Redacted 4/07/2026 09:31 AM	Pontyberem is very busy now how will it manage with an extra 4,000 patients
Screen Name Redacted 4/07/2026 09:39 AM	Don't close the surgery. Buses are difficult where I live.
Screen Name Redacted 4/07/2026 09:45 AM	Closing the surgery will be a disappointment - I have been going to the surgery since childhood
Screen Name Redacted 4/07/2026 09:47 AM	This change would affect me if I dont have a car to get to the surgery. Keep the surgery in pontyates, but more doctors are definitely needed.
Screen Name Redacted 4/07/2026 09:54 AM	By keeping meddygfar sarn open
Screen Name Redacted 4/07/2026 09:58 AM	It would be more difficult to access the required services. this would cause distress to myself and family. the only way to reduce any impact is by keeping our surgery open.
Screen Name Redacted 4/07/2026 10:02 AM	
Screen Name Redacted 4/07/2026 10:12 AM	
Screen Name Redacted 4/07/2026 10:21 AM	I feel any change will negatively impact all patients both are meddygfar sarn and the other surgeries which patients will be transferred to. i have already heard that it is difficult to get appointments at the proposed surgery and this would get worse for anybody registered there if the proposal goes ahead.
Screen Name Redacted 4/07/2026 10:59 AM	
Screen Name Redacted 4/07/2026 11:01 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/07/2026 11:03 AM	Yes keep this current beautiful practice open
Screen Name Redacted 4/07/2026 11:06 AM	Just moved into area.
Screen Name Redacted 4/07/2026 11:10 AM	This would serious affect my family and myself. [REDACTED] [REDACTED] in and seeing the same doctors that understand her is very important. she also suffers from [REDACTED] and changes to his day and also familiarity is essential
Screen Name Redacted 4/07/2026 11:15 AM	Keeping the surgery open in my opinion is the best opinion for the people of pontyates and the local community. for my family and myself familiarity and consistency is key and moving surgeries would be a massive challenge and heartbreaking one at that
Screen Name Redacted 4/07/2026 11:27 AM	The premises at coalbrook are even smaller than those at pontyates sarn. your reasons for closing sarn make little sense.
Screen Name Redacted 4/07/2026 11:33 AM	It would affect my mental health and wellbeing masively. elderly relatives rely on this surgery so closing it would be devastating for my family
Screen Name Redacted 4/07/2026 11:42 AM	Yes keep the surgery in pontyates village
Screen Name Redacted 4/07/2026 11:53 AM	I am sure that appointment availability would be very limited with so many more patients under one surgery
Screen Name Redacted 4/07/2026 11:55 AM	Cost of travel, very poor public transport.
Screen Name Redacted 4/07/2026 11:58 AM	A local surgery
Screen Name Redacted 4/07/2026 12:01 PM	It will make me feel more anxious and insecure going to a different building and having to deal with a different doctor. I should like to be reassured that i would be able to see a female doctor if i wanted to.
Screen Name Redacted 4/07/2026 01:24 PM	The best way to reduce negative impacts would use tax payers money to improve our surgery not close it. Hire permanent staff as I know no proper attempts have been made
Screen Name Redacted 4/07/2026 01:31 PM	
Screen Name Redacted 4/07/2026 01:37 PM	I have kidney issues therefore I am in contact with my surgery in Pontyates twice a month... blood tests, papers
Screen Name Redacted 4/07/2026 01:42 PM	It is causing me to worry about answering accessing services in my later years
Screen Name Redacted 4/07/2026 01:45 PM	Meddygfar sarn is convenient, when ill you do not want to travel far to be seen
Screen Name Redacted 4/07/2026 01:46 PM	I'd have further to travel as I get older now I'm widowed it would be more difficult
Screen Name Redacted 4/07/2026 01:48 PM	Have to drive to the new location - petrol - time - bad for environment - no direct bus service and the service is poor. keep meddygfar sarn!
Screen Name Redacted 4/07/2026 02:04 PM	Why change things when Pontyates surgery is excellent. Hardly any bus service, difficulty for elderly people with health issues and I am 77 years old. Closing the surgery will cause stress and other health issues
Screen Name Redacted 4/07/2026 02:14 PM	The change is not viable, I live remotely anyway with buses every 2 hours, there is no safe walking access to any of the practices

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

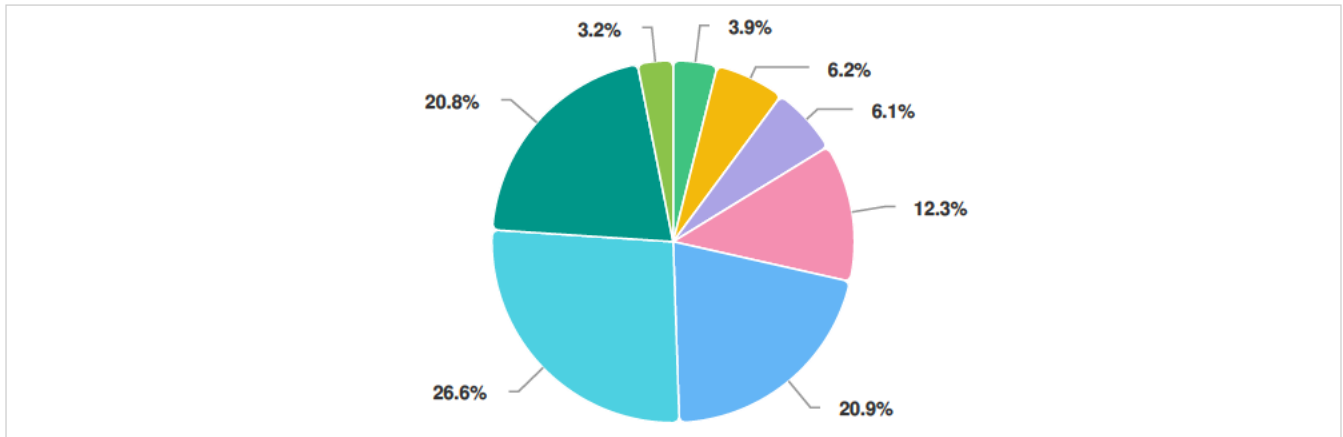
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Screen Name Redacted 4/07/2026 02:50 PM	
Screen Name Redacted 4/07/2026 02:56 PM	Don't close the surgery
Screen Name Redacted 4/07/2026 03:02 PM	The village needs a Dr surgery. It worried and causes high anxiety to move at this age. I've only known this surgery.
Screen Name Redacted 4/07/2026 03:09 PM	Ensure that whatever you are registered with has access to full medical records as I moved 2 years ago and the surgery still does not have my notes. Update IT so test results medical history is available in site. Not using ad hoc doctors who do not have access to prior history. Making seeing a doctor easier, having to wait over 3 weeks for a face to face appt is not acceptable
Screen Name Redacted 4/07/2026 03:15 PM	There will be many fewer appointments available. When a childs health is a concern, this is a big issue and many parents may be forced to go to a&e instead, to allay any worry.
Screen Name Redacted 4/07/2026 03:20 PM	See q7
Screen Name Redacted 4/07/2026 03:35 PM	I am praying the surgery will stay open. i think every village should have a doctor or nurse on hand for emergency care
Screen Name Redacted 4/07/2026 03:37 PM	
Screen Name Redacted 4/07/2026 03:56 PM	It would affect me because it would take much more time to get to another surgery and more time to wait for a bus which would be frustrating if I wanted urgent attention. my suggestion would be for the surgery to provide travel.
Screen Name Redacted 4/07/2026 04:09 PM	Transport is a key issue as the alternative surgeries do not allow the ease of public transport use. The need for an appointment is fast and efficient at meddygfa'r sarn but will this be the same at another surgery? Many of the staff live in the community so are known and approachable. The chemist is within easy walking distance from the surgery, not the case in suggested alternatives.
Screen Name Redacted 4/07/2026 04:28 PM	As stated in previous question, getting older, no good on Internet, easy access for injections, yearly MOT blood test, etc. Repeat prescriptions, all easy at my age at pontyates surgery.
Screen Name Redacted 4/07/2026 04:44 PM	I would have to rely on friends for transport - they are all elderly after an appointment they would have to wait to take me to the surgery - this is a big ask - to reduce the impact there must be medical care offered locally where there is ease of transportation
Screen Name Redacted 4/07/2026 04:53 PM	Stress and anxiety is high, have a number of medical issues to deal with and changing surgeries would add to my worries.
Screen Name Redacted 4/08/2026 07:21 AM	The change is likely to have a significant social impact on local people and it will defiantly lead to a negative social impact on those who are most dependant on their existing service
Screen Name Redacted 4/08/2026 07:27 AM	No legal grounds for closing the surgery. Have other options been explored? bigger premises?

**Optional question** · 793 responses · 164 skipped

**Question type** : Essay Question

## Q9. How old are you?

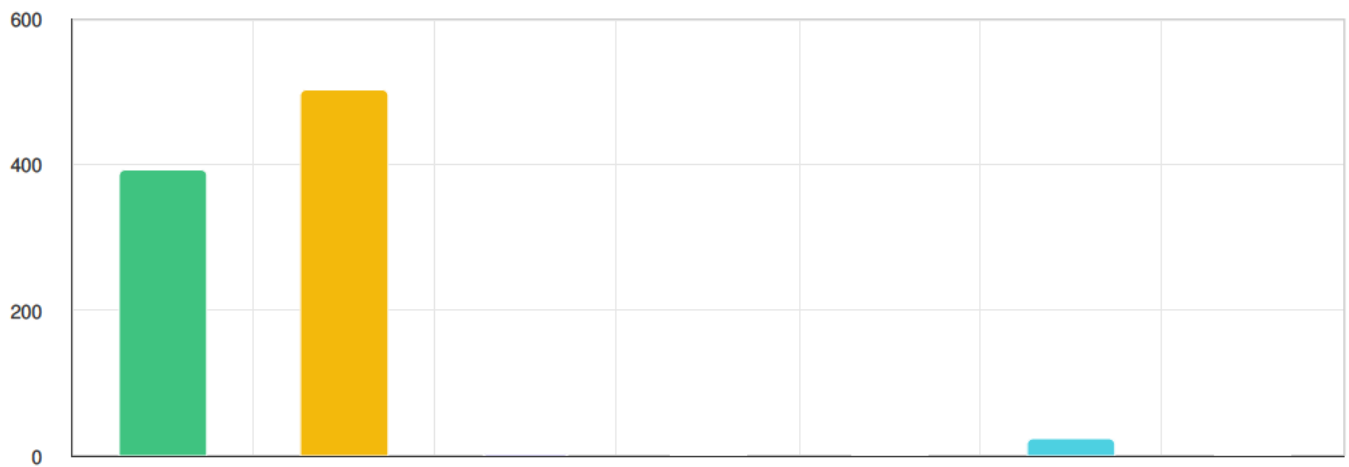


Question options	responses	%
● 18-24	36	3.9
● 25-34	57	6.2
● 35-44	56	6.1
● 45-54	113	12.3
● 55-64	192	20.9
● 65-74	244	26.6
● 75 and above	191	20.8
● Prefer not to say	29	3.2

Optional question · 918 responses · 39 skipped

Question type : Dropdown Question

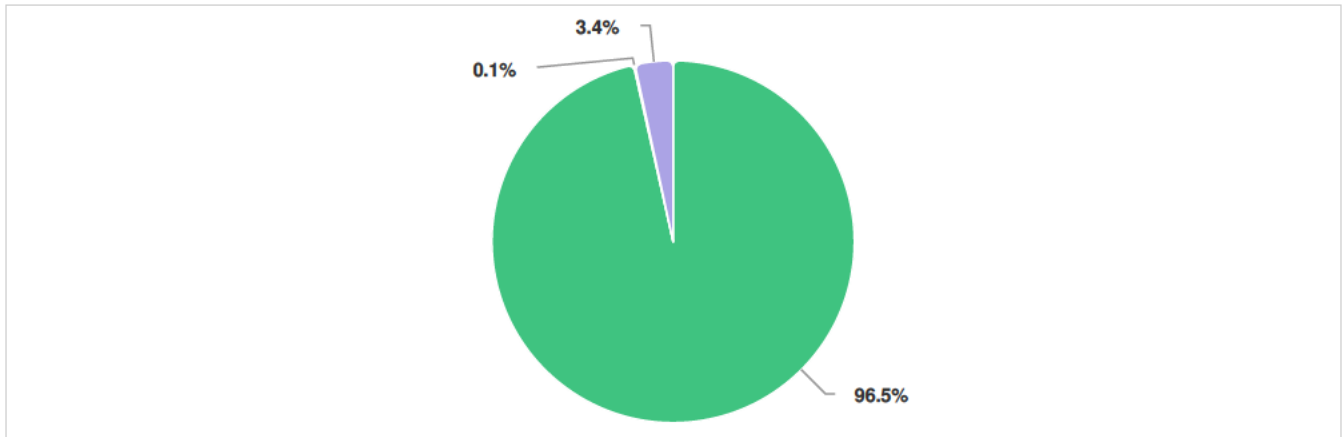
### Q10. What best describes your gender? (Tick all that apply)



Question options	responses	%
● Man	393	42.9
● Woman	503	54.9
● Trans Male / Trans Man	2	0.2
● Non-binary	1	0.1
● I use another term	1	0.1
● Prefer not to say	23	2.5
● Trans Female / Trans Woman	0	0.0

Optional question · 916 responses · 41 skipped

Question type : Checkbox Question

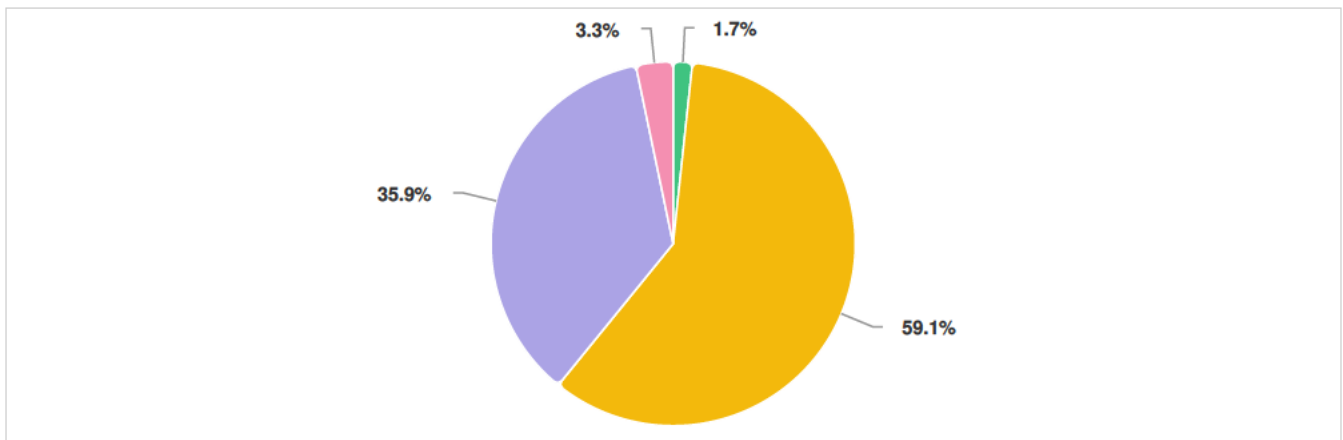
**Q11. Is this the same as the sex you were assigned at birth?**

Question options	responses	%
● Yes	826	96.5
● No	1	0.1
● Prefer not to say	29	3.4

Optional question · 856 responses · 101 skipped

Question type : Radio Button Question

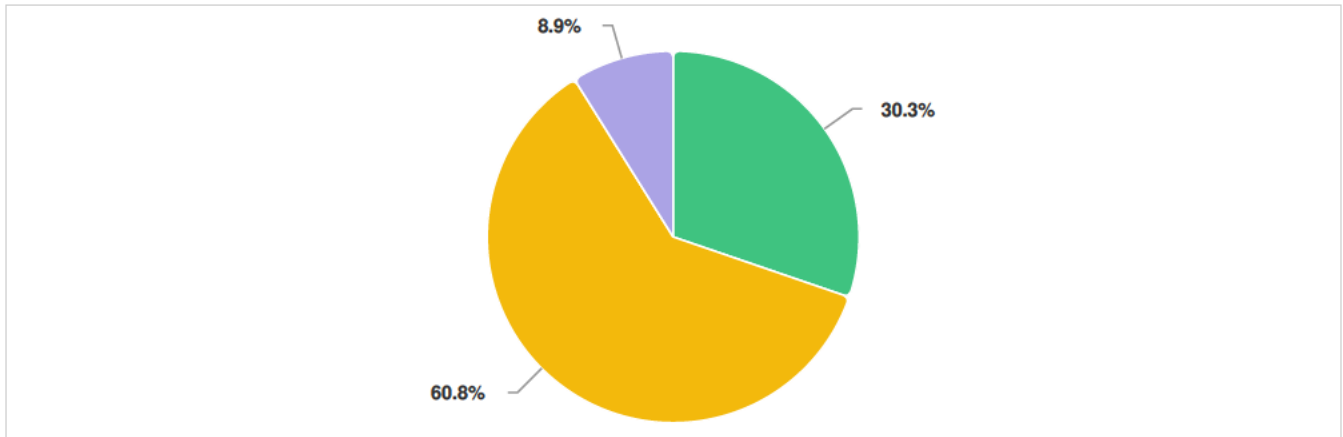
### Q12. Are you currently pregnant or have given birth within the last year?



Question options	responses	%
● Yes	14	1.7
● No	485	59.1
● Not applicable	294	35.9
● Prefer not to say	27	3.3

Optional question · 820 responses · 137 skipped

Question type : Radio Button Question

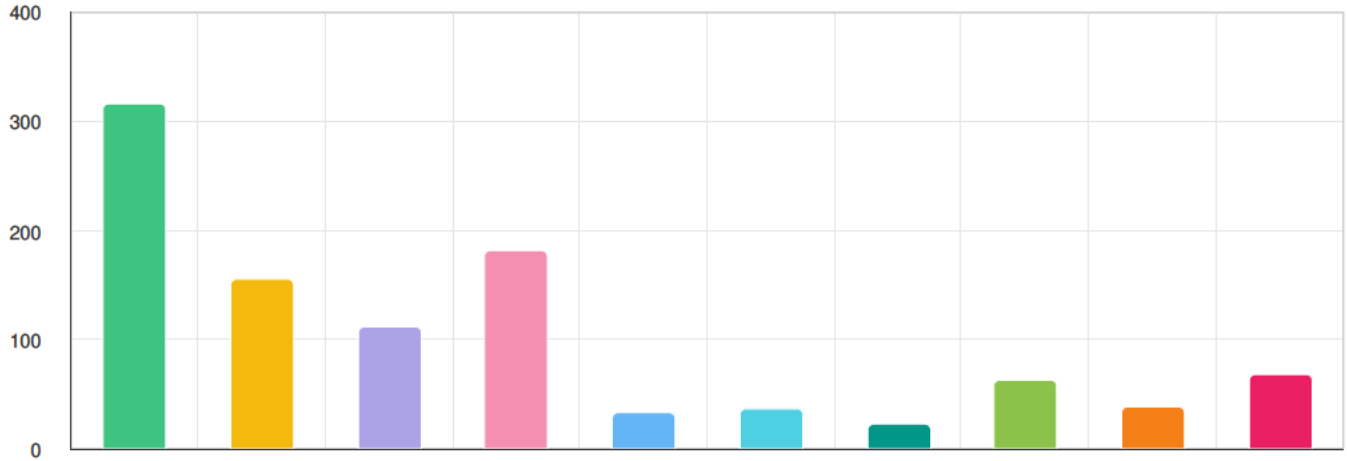
**Q13. Using this definition, do you consider yourself to be disabled?**

Question options	responses	%
● Yes	265	30.3
● No	533	60.8
● Prefer not to say	78	8.9

Optional question · 876 responses · 81 skipped

Question type : Radio Button Question

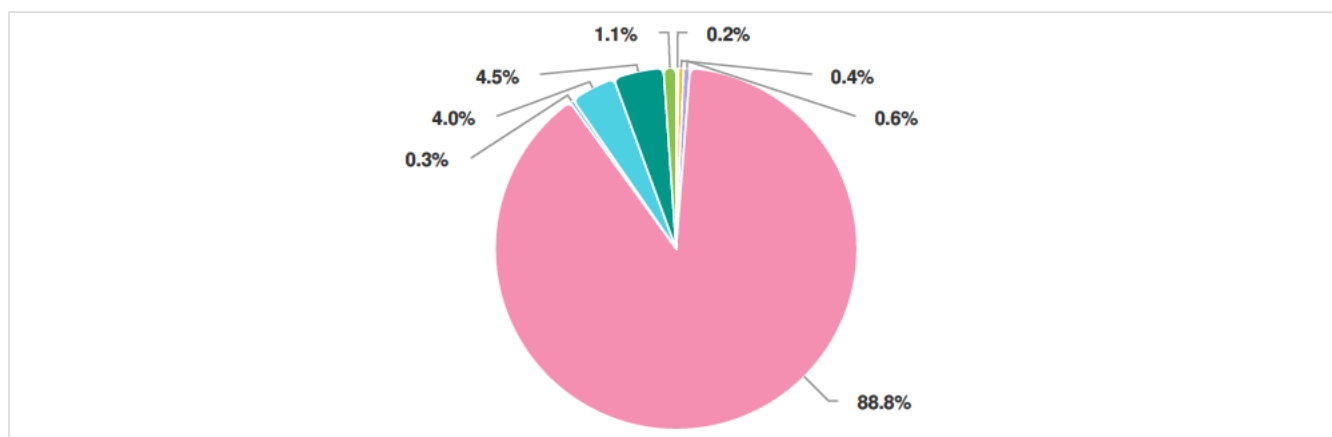
**Q14. Please can you tell us what your disability, long-term illness or health condition relates to? (Tick all that apply)**



Question options	responses	%
● Not applicable	317	42.2
● A long standing illness or health condition (e.g. cancer, HIV, diabetes, epilepsy)	155	20.6
● A mental health difficulty (e.g. depression, schizophrenia, or anxiety disorder)	111	14.8
● A physical Impairment or mobility issues	182	24.2
● A social/communication impairment	33	4.4
● A specific learning difficulty (e.g. dyslexia, dyspraxia or AD(H)D)	37	4.9
● Blind or have a visual impairment uncorrected by glasses	22	2.9
● D/deaf or have a hearing impairment	63	8.4
● An impairment, health condition or learning difference that is not listed above	38	5.1
● Prefer not to say	68	9.0

Optional question · 752 responses · 205 skipped  
 Question type : Checkbox Question

### Q15. Which race or ethnicity best describes you?



Question options	responses	%
● Asian/British Asian: Chinese	2	0.2
● Asian/British Asian: Indian	4	0.4
● Asian/British Asian: Other	5	0.6
● White: British (British/English/Northern Irish/Scottish/Welsh)	793	88.8
● White: Irish	3	0.3
● White: European	36	4.0
● Prefer not to say	40	4.5
● Another race or ethnicity – please identify	10	1.1
● Arabic	0	0.0
● Asian/British Asian: Bangladeshi	0	0.0
● Asian/British Asian: Pakistani	0	0.0
● Black/British Black: African	0	0.0
● Black/British Black: Caribbean	0	0.0
● Black/British Black: Other	0	0.0
● Mixed Race: Black & White	0	0.0
● Mixed Race : Asian & White	0	0.0
● Mixed Race : Black & Asian	0	0.0
● Mixed Race : Other	0	0.0
● Traveller: Gypsy or Roma	0	0.0

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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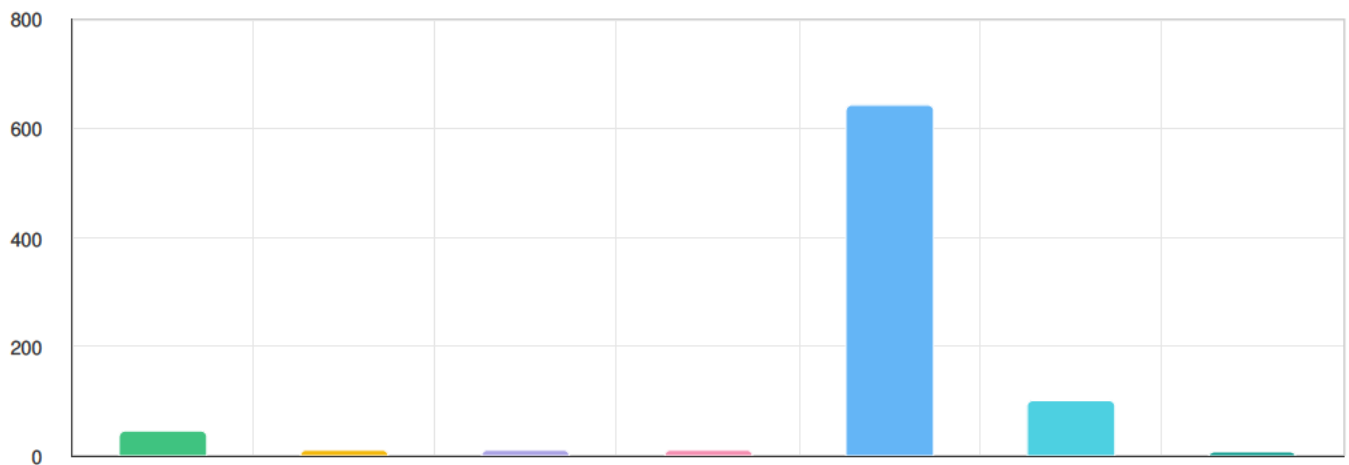
Question options	responses	%
● Traveller: Irish	0	0.0

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Optional question · 893 responses · 64 skipped

Question type : Dropdown Question

### Q16. Which of the following terms best describes your sexual orientation?

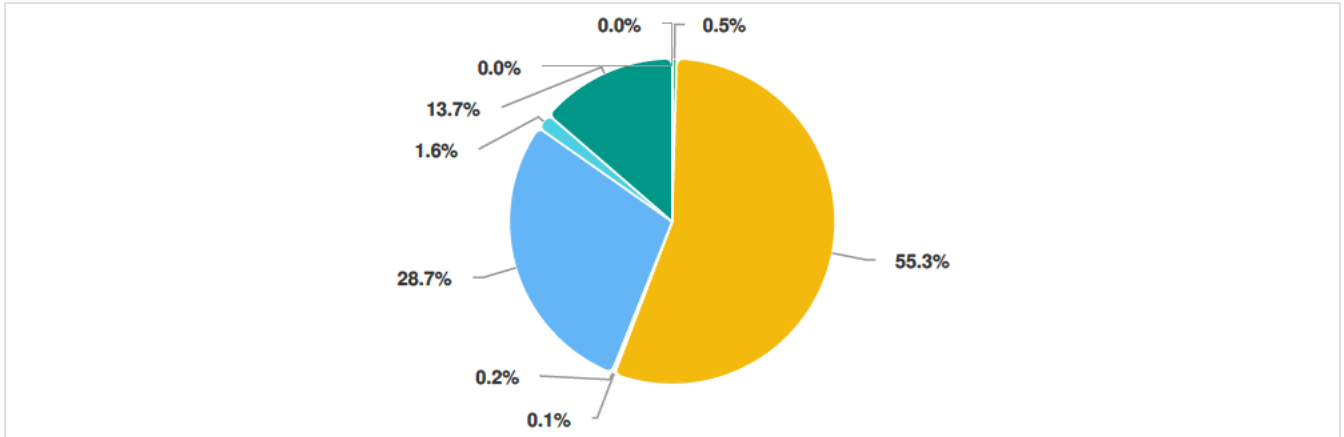


Question options	responses	%
● Asexual	45	5.5
● Bisexual	11	1.3
● Gay man	9	1.1
● Gay woman or lesbian	9	1.1
● Heterosexual or Straight	643	78.1
● Prefer not to say	101	12.3
● Other	6	0.7

Optional question · 823 responses · 134 skipped

Question type : Checkbox Question

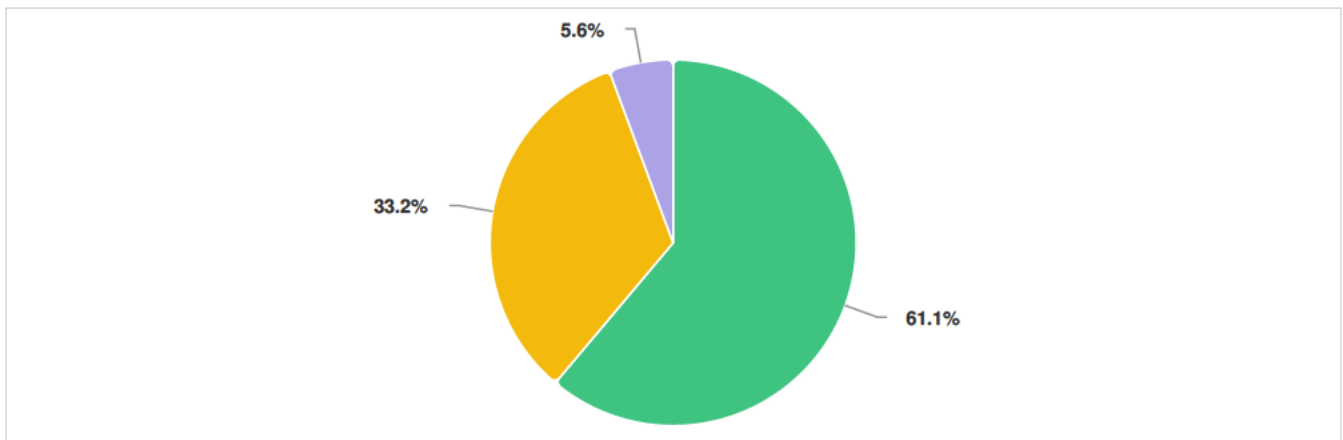
**Q17. What do you consider your religion to be?**



Question options	responses	%
● Buddhist	4	0.5
● Christian	486	55.3
● Hindu	1	0.1
● Jewish	2	0.2
● No religion	252	28.7
● Other religion	14	1.6
● Prefer not to say	120	13.7
● Muslim	0	0.0
● Sikh	0	0.0

Optional question · 879 responses · 78 skipped

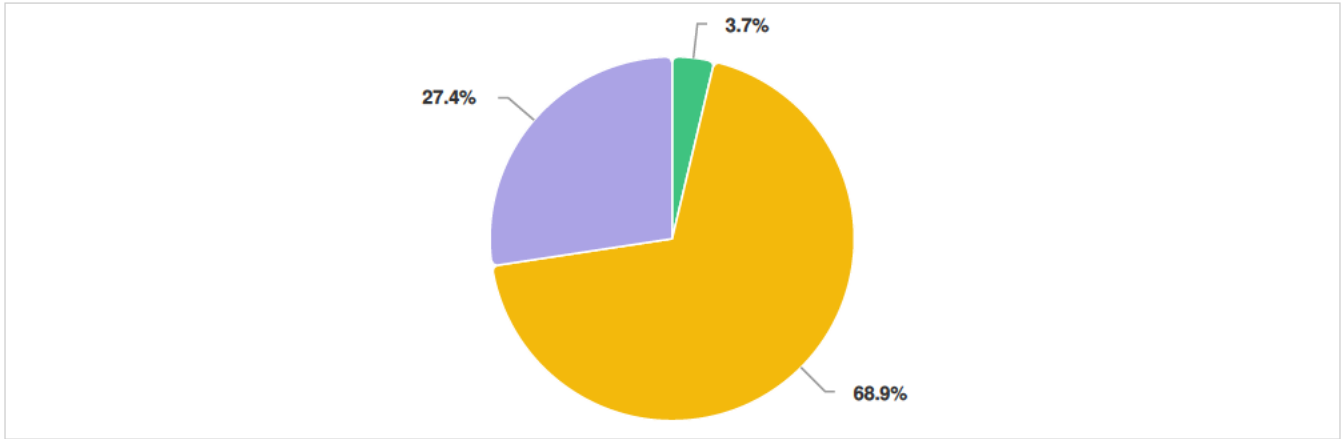
Question type : Radio Button Question

**Q18. Are you married or in a civil partnership?**

Question options	responses	%
● Yes	541	61.1
● No	294	33.2
● Prefer not to say	50	5.6

**Optional question** · 885 responses · 72 skipped  
**Question type** : Radio Button Question

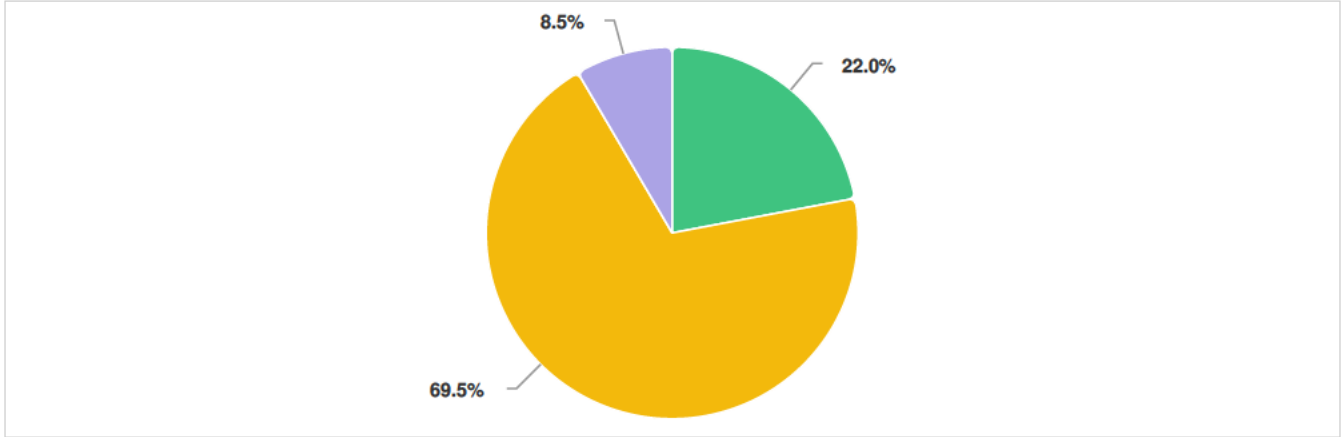
**Q19. Are you a member of the Armed Forces Community? (Veteran, Reservist, Cadet Force Adult Volunteer (CAV) or a family member of someone in the Armed Forces)**



Question options	responses	%
● Yes	14	3.7
● No	259	68.9
● Prefer not to say	103	27.4

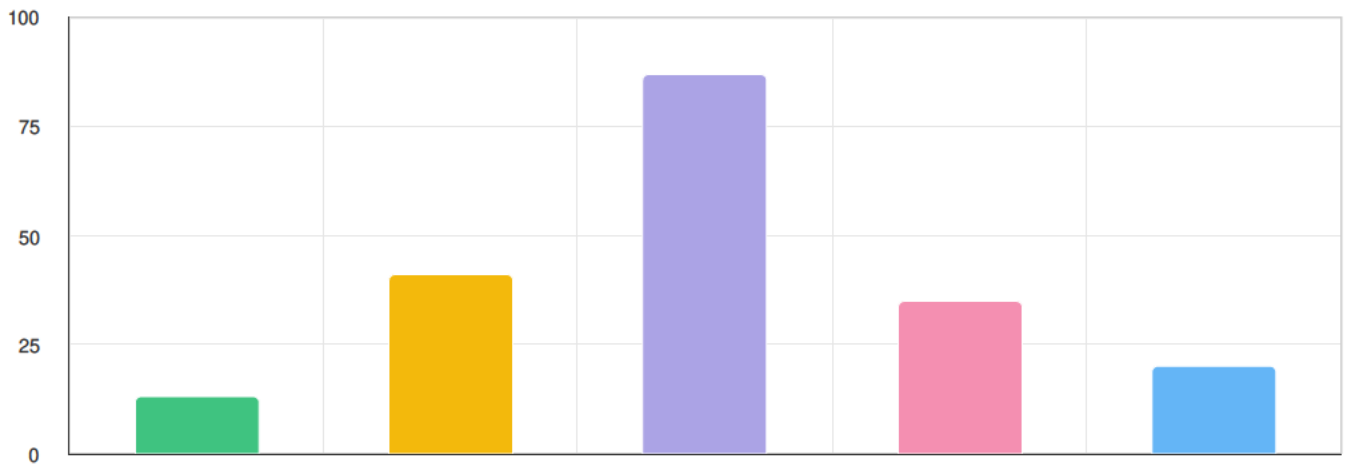
**Optional question** · 376 responses · 581 skipped  
**Question type** : Radio Button Question

**Q20. Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?**



Question options	responses	%
● Yes	190	22.0
● No	600	69.5
● Prefer not to say	73	8.5

Optional question · 863 responses · 94 skipped  
 Question type : Radio Button Question

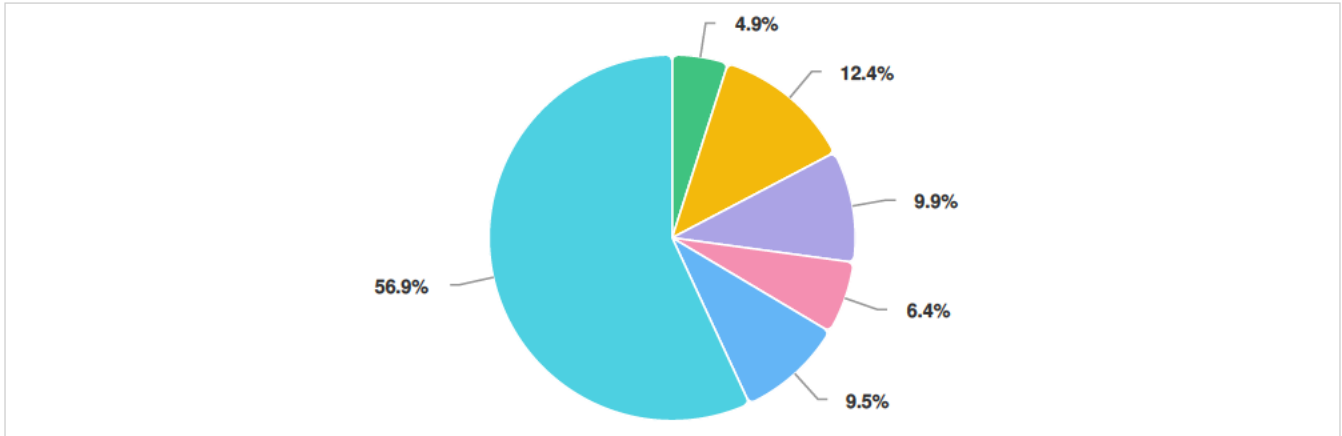
**Q21. If Yes, please tick any/all that apply****Question options****responses****%**

● Primary Carer of a disabled child or children	13	7.3
● Primary Carer or assistant for a disabled adult or adults (aged 18+)	41	22.9
● Primary Carer or assistant for an older person/people (aged 65+)	87	48.6
● Secondary Carer (another person carries out main caring role)	35	19.6
● Prefer not to say	20	11.2

Optional question · 179 responses · 778 skipped

Question type : Checkbox Question

**Q22. Please tell us the total annual income of your household (before tax and deductions, but including any benefits and allowances). Tick 1 box only.**

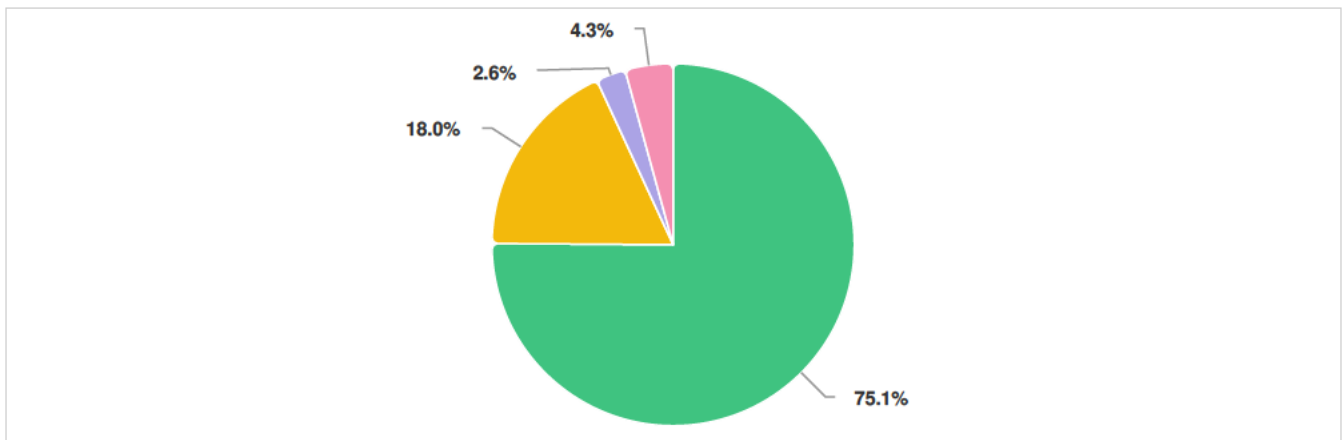


Question options	responses	%
● Below £10,000	43	4.9
● £10,001 – £20,000	108	12.4
● £20,001 – £30,000	86	9.9
● £30,001 - £40,000	56	6.4
● Over £40,001	83	9.5
● Prefer not to say	497	56.9

Optional question · 873 responses · 84 skipped

Question type : Radio Button Question

### Q23. What is your main language spoken/used at home?

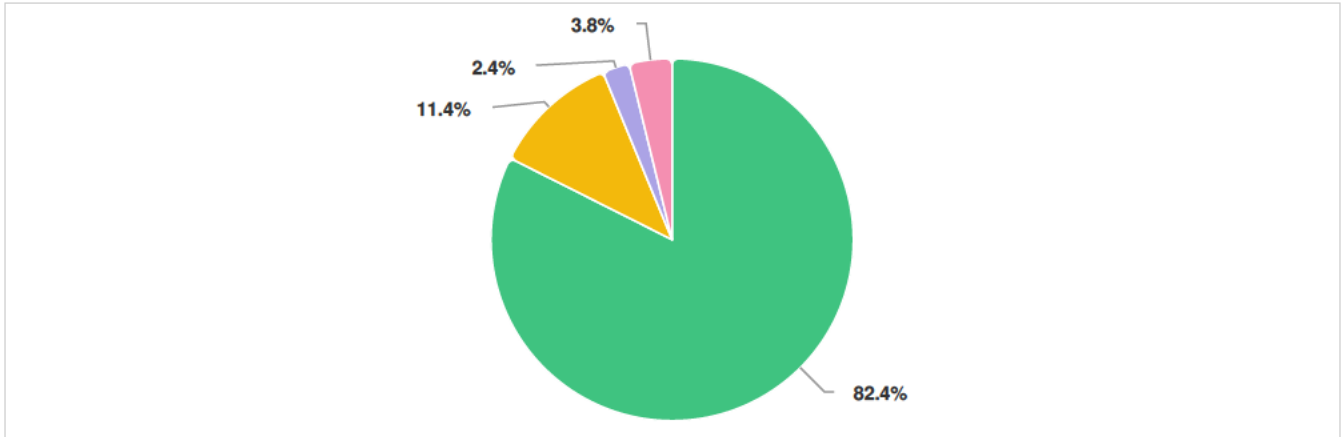


Question options	responses	%
● English	685	75.1
● Welsh	164	18.0
● Prefer not to say	24	2.6
● Other (Please state - including British Sign Language)	39	4.3

Optional question · 912 responses · 45 skipped

Question type : Radio Button Question

**Q24. What is your preferred correspondence language?**



Question options	responses	%
● English	755	82.4
● Welsh	104	11.4
● Prefer not to say	22	2.4
● Other (Please state - including British Sign Language)	35	3.8

Optional question · 916 responses · 41 skipped

Question type : Radio Button Question

**Q25. Is there anything about what is being discussed or proposed that you feel could either positively or negatively affect you or particular people in society more than others? If yes, please explain.**

Screen Name Redacted

2/09/2026 01:18 PM

Screen Name Redacted

2/09/2026 02:04 PM

Screen Name Redacted

2/09/2026 02:10 PM

The elderly

People who don't drive will not be able to access health care due to there being no buses to the proposed GP

Screen Name Redacted

2/09/2026 02:13 PM

This is destroying our local community by segregating our care without a real choice. As it will be postcode operated

Screen Name Redacted

2/09/2026 02:31 PM

For some people the proximity of the surgery is very important due to limited/scarce public transport. I would find it difficult to get to surgery if moved, if I had no car.

Screen Name Redacted

2/09/2026 02:36 PM

This was progressed in a very covert way and is open to legal challenge

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/09/2026 02:42 PM	<p>Yes. The proposed closure would disproportionately and negatively affect older residents, people with disabilities or long-term health conditions, those on low incomes, and individuals without access to reliable transport. Patients would face longer travel distances which are more costly, reduced continuity of care, and increased difficulty accessing timely appointments, particularly as neighbouring surgeries are already operating at capacity.</p> <p>Working families and carers may struggle to attend appointments due to increased time and travel demands, while patients with mental health needs could be adversely affected by the loss of established relationships with trusted clinicians.</p> <p>There is also concern that the additional pressure placed on surrounding GP practices could lead to a decline in service quality for all patients and increase reliance on urgent care and emergency services.</p> <p>Primary care is already an issue and the plan to remove care in a much needed area is failure and neglectful. I can't fault Meddygfa'r Sarn for the care they have provided me over the last 2 years. From initial symptoms, to prompt referral, excellent communication and bedside manner, provision of pain management whilst waiting to be seen by a specialist (wait time was quite frankly neglectful and risked permanent deformity and disability) and now they have taken care back over through a shared care protocol. I am now regularly in contact with the GP and the thought of needing to travel further afield when in chronic pain terrifies me, am I even likely to get an appointment or will I end up in A &amp; E, which is also not working well with poorly patience sitting in chairs for hours/days on end (situations I've witnessed with my very own eyes). I never wish to be admitted into hospital, hence the need for good quality primary care services in local areas that are accessible for patients with disabled and chronic illnesses / elderly / mental health / low income families. Meddygfa'r Sarn team of staff and clinicians are excellent, and the community will be at a great disadvantage without them.</p>
Screen Name Redacted 2/09/2026 02:58 PM	<p>██ I may not be able to drive soon. I am actually scared that I won't be able to get myself or my daughter to an appointment is the other surgeries. Has anyone considered how many more road journeys this will cause. This proposed closure is causing great anxiety.</p>
Screen Name Redacted 2/09/2026 03:22 PM	<p>Negative impact on those who access GP services regularly, those who are old and no family close by who can transport them, those with disabilities, low income and young people with babies/young children who don't have transport. Buses to Llanelli and Carmarthen run pretty regularly but those to Trimsaran/Pontyberem are irregular</p>
Screen Name Redacted 2/09/2026 03:32 PM	
Screen Name Redacted 2/09/2026 04:02 PM	<p>See answers to questions 7 and 8.</p>
Screen Name Redacted 2/09/2026 04:39 PM	
Screen Name Redacted 2/09/2026 04:58 PM	<p>Anyone who has long term care needs, like my partner, who has to visit the surgery often. This will also impact the elderly, like my parents who are in their mid-seventies who need regular access to a surgery.</p>

**Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026**

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Screen Name Redacted

2/09/2026 05:52 PM

I think the manner in which this has been handled is frankly appalling, every single patient should have received a letter or an email about this last year when it was first proposed, the building maintenance issues should have been raised with the landlords and fixed. People's lives are literally in the balance here, the ability to access primary care is a human right protected by the ECHR and this is being threatened.

Screen Name Redacted

2/09/2026 06:33 PM

Screen Name Redacted

2/09/2026 07:16 PM

The closing of the surgery will effect everyone especially older people it's beginning to feel like older people are of no importance it's wrong to take away this facility from the village making it more difficult to get appointments and difficult to get to these appointments

Screen Name Redacted

2/09/2026 07:39 PM

This proposal is ludicrous. To think that you can make a decision about taking the surgery away without proper engagement from the public is disgraceful. The people of the village rely on the surgery and feel comfortable knowing that they are there if needed. A lot of elderly people cannot drive and need a lot of care from the surgery. People with ongoing issues need regular appointments will suffer as the other surgeries will be over run with patients and there won't be enough GPs to cater for everyone!

Screen Name Redacted

2/09/2026 07:46 PM

Concerned that we will not be able to have appointments at the new surgery that will be proposed to us

Screen Name Redacted

2/09/2026 08:38 PM

I've already answered those questions. No one, absolutely no one benefits from this except the health authority. I'm guessing you won't be providing transport to those who are not able to physically attend the surgery. To allow the situation get to this point is shameful.

Screen Name Redacted

2/09/2026 08:43 PM

Screen Name Redacted

2/09/2026 08:47 PM

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/09/2026 08:50 PM	<p>Closing Sarn Surgery will mean my elderly parents and I would be unable to visit a doctor's surgery at all and would be discriminated against due to no access to transport! My parents and I have paid NI contributions all our working lives and I ask myself for what when we will be left with no access to a surgery. This is discrimination of people who cannot afford their own vehicles and private transport! This is not what Aneurin Bevan set up the National Health for! Our surgery at Pontyates ensures inclusivity for all locals!! No one is discriminated against! The staff are excellent and despite seeing different doctors the care is constant! A credit to them all!</p> <p>Hywel Dda now need to invest in Sarn surgery as the lease is available and as there are less patients queuing due to appointed slots to see the nurse or doctor there is plenty of space available in the waiting room to make an additional room!</p> <p>Also as there is a village car park plenty of room to place a cabin in the surgery car park for more space, just allowing parking for the disabled badge holders! (Cabin such as the Breast Awareness cabin!)</p> <p>There are solutions to all problems mentioned as reasons to close the surgery! I was appalled to hear that the closure was slipped in through the back door, so to speak, and that this was not dealt with openly and honestly! Then when caught out, a meeting arranged in Aberaeron! Residents of Pontyates cannot access buses to Pontyberem or Kidwelly let alone Aberaeron! Of course residents could join on line despite BT carrying out work in the area to put up fibre optic and half the village without internet access!! Very timely!</p> <p>As a huge percentage of residents are elderly many cannot travel let alone use the internet!!! Ageism discrimination I could say??</p> <p>From the National Health and Hywel Dda who should know better!!!</p> <p>Foreshame on you!!!</p> <p>So use your resources to keep a local surgery open, to give the best health care possible to residents who would be without any health care if the surgery closes!</p>
Screen Name Redacted 2/09/2026 08:59 PM	<p>Of course this is going to affect everyone involved. There are so many vulnerable people in our community and sadly I now put myself in that category too. If you close this surgery you might as well put a death sentence on a large number of people. We cannot just conform to fit your box. This surgery is here for the community, we love our surgery. Please don't close it, we won't cope without it.</p>
Screen Name Redacted 2/09/2026 09:57 PM	
Screen Name Redacted 2/09/2026 10:01 PM	
Screen Name Redacted 2/09/2026 10:11 PM	<p>At present I can access the surgery on foot, [REDACTED] I have no personal transport, no family to take me. Pontyates is poorly served by public transport. Those living on the Carmarthen side of the village would find it hard to reach Pontyberem by bus as it would require two separate services which are not coordinated. This is still a rural area and easy access to a local GP practice is essential, especially to those who are elderly and disabled. Local taxis are expensive. I use a four-wheeled mobility aid which would be hard to fit in a taxi.</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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<p>Screen Name Redacted 2/10/2026 12:30 AM</p>	<p>The proposal to close Meddygfa Sarn will have a totally negative impact on the village. To disperse 4000 patients to the 3 surgeries suggested will have a massive negative impact, increasing their case loads significantly and thus affecting an already dwindling service.</p> <p>Pontyates residents who don't drive will be unable to access these surgeries due to the lack of direct public transport.</p> <p>Patients may feel reluctant to contact a surgery who cannot deal with their illness due to lack of availability. As a result go directly to A&amp;E wasting the hospital resources or at worst suffer in silence and possibly die, due to a lack of resources, empathy etc from the surgery team.</p>
<p>Screen Name Redacted 2/10/2026 06:30 AM</p>	<p>I have anxiety, this surgery is the only surgery I have ever felt comfortable in. Changing to here was the best thing I have ever done in regards to my health, and it would be a huge blow to lose it.</p>
<p>Screen Name Redacted 2/10/2026 07:40 AM</p>	<p>Yes as stated already if the surgery closes and we're put into other practices how would people get there if they don't own a car ? Buses are not reliable and taxis if you can find one cost the earth in an already very deprived area where people are living pay check to pay check .</p>
<p>Screen Name Redacted 2/10/2026 09:02 AM</p>	
<p>Screen Name Redacted 2/10/2026 09:53 AM</p>	
<p>Screen Name Redacted 2/10/2026 09:56 AM</p>	
<p>Screen Name Redacted 2/10/2026 11:11 AM</p>	<p>Let surgery open, It's a disgrace the state of the NHS.</p>
<p>Screen Name Redacted 2/10/2026 11:46 AM</p>	
<p>Screen Name Redacted 2/10/2026 12:20 PM</p>	<p>Yet again a classic example of Welsh Labour/Senedd doing a crap job of running the NHS in Wales</p>
<p>Screen Name Redacted 2/10/2026 12:43 PM</p>	<p>As stated above..</p>
<p>Screen Name Redacted 2/10/2026 01:13 PM</p>	
<p>Screen Name Redacted 2/10/2026 01:34 PM</p>	<p>I think it'll be a massive mistake to close the surgery. It'll put a lot of undue pressure on the other surgeries</p>
<p>Screen Name Redacted 2/10/2026 03:25 PM</p>	
<p>Screen Name Redacted 2/10/2026 03:39 PM</p>	<p>Removing the surgery removes the duty of care of public to access a doctor in their moments of needs. This is shameful and a total lack of respect for the local community. I am disgusted this is even being considered</p>
<p>Screen Name Redacted 2/10/2026 04:15 PM</p>	
<p>Screen Name Redacted 2/10/2026 07:07 PM</p>	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/10/2026 08:52 PM	A doctors surgery sits at the heart of a community and i believe every possible option should be apraised before ever considering closure. Additionally i believe that there is a potential for animosity towards any patients transfered into other doctors, as a sudden influx of approximately 1500 patients, would naturally exacerbate the ability to get an appointment.
Screen Name Redacted 2/11/2026 10:47 AM	
Screen Name Redacted 2/11/2026 11:11 AM	Those that do not drive will need more support to obtain face to face appointments elsewhere. Thus the impact on society is huge. Friends / relatives having to take increased time to provide support. People without much support will increasingly feel they are a burden and may be reluctant to seek GP support as often. There are no public transport routes from the village to the surgeries in Kidwelly & Pontyberem.
Screen Name Redacted 2/11/2026 02:57 PM	Bad for all!
Screen Name Redacted 2/11/2026 05:19 PM	My opinion is that it will affect everyone negatively as this is such a good practice
Screen Name Redacted 2/11/2026 06:09 PM	Most people in my age group tend to worry about how much longer we're going to stay fit and healthy and able to look after ourselves so any change in healthcare will affect us. The main worry is the thought of the extra pressure being put on the surgeries being forced to accept so many new patients and how that will affect the service provided.
Screen Name Redacted 2/12/2026 09:22 AM	Yes as explained earlier easy access will be removed for those especially if they live alone with mobility issues as all services get reduced deaths will increase
Screen Name Redacted 2/12/2026 10:08 AM	Older people will certainly be the victim of this proposal and will have much more restricted access to the care they need. No doubt the NHS might think it saves money but will end up wasting it on transporting patients or having to deal with more serious illnesses as a result
Screen Name Redacted 2/12/2026 11:34 AM	
Screen Name Redacted 2/12/2026 12:19 PM	Closing Sarn surgery will seriously disadvantage many people and put their welfare at risk. Disabled and older people will have severe difficulty in accessing healthcare as it will be moved too far away from their homes. We live in a rural area with unsuitable, unreliable, or no public transport routes in the areas in question. The surgeries proposed to take the additional patients are already overloaded. Over 4000 use Sarn surgery and it should remain open
Screen Name Redacted 2/12/2026 05:46 PM	
Screen Name Redacted 2/12/2026 07:16 PM	
Screen Name Redacted 2/12/2026 07:59 PM	I feel very aggrieved and let down by the decision to close our surgery of which i have been a patient at for 40 yrs, and feel now that i will be left without health care, priority will be given to existing patients at the other surgeries that are over stretched as it is, how are these 3 surgeries going to manage with over 4500 extra patients, the likes of me will be relying on Dr Google and chgpt as our drs !This is an unwise and dangerous decision by Hywel Dda , to many managers , they havent got a clue

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/13/2026 04:42 PM	Carers are already isolated. Your are making the job harder. I will probably have to take half days off work (NHS Work) to get any of my children to the surgery or support my husband to use technology if he couldn't get to a local surgery.
Screen Name Redacted 2/14/2026 10:36 AM	The decision with massively impact, local people across all walks of life, however those with long term health issues, mobility issues and mental health needs will suffer and there is currently nothing to show that neighbouring practices have the ability to absorb large patient numbers. The proposal is I'll thought out and totally ignores the patients
Screen Name Redacted 2/14/2026 10:58 AM	Becoming less mobile
Screen Name Redacted 2/14/2026 12:54 PM	
Screen Name Redacted 2/14/2026 01:41 PM	
Screen Name Redacted 2/14/2026 01:58 PM	
Screen Name Redacted 2/14/2026 02:58 PM	
Screen Name Redacted 2/14/2026 03:53 PM	
Screen Name Redacted 2/14/2026 04:09 PM	I believe this consultation to be of very little value and any results unrepresentative. The very first sentence (If not registered with Meddygfar Sarn, return to sender) emphasises this point. If this consultation does not include patients of neighbouring practices, already struggling with patient appointments, the results and decisions taken could directly affect current patients of those practices and whose views may not have been taken into consideration. When we have a service unable to provide online records access enjoyed by those over the border, it seems ridiculous to contemplate adding further difficulties to those in rural communities.
Screen Name Redacted 2/15/2026 08:19 AM	The surgery is essential to the locality and so is the chemist it provides continuity and first class health care for all residents. What happens if the health authority decide next year to close Kidwelly or Pontyberem for similar reasons. The staff are caring and their links to the community pharmacy are well established. The distance from our house is also important and I have previously found Kidwelly surgery to be disorganised and their building is not fit for purpose.
Screen Name Redacted 2/15/2026 10:04 AM	You need to be opening more doctor surgeries and definitely not closing any that are already open. This doesn't make any sense. More houses are being built in the area and not one new surgery has been built. What is our tax money being spent on?
Screen Name Redacted 2/15/2026 11:15 AM	
Screen Name Redacted 2/15/2026 11:18 AM	No idea how I'll manage appointments. At the moment in able to drive but at [REDACTED] I don't know for how much longer. [REDACTED]
Screen Name Redacted 2/15/2026 12:53 PM	
Screen Name Redacted 2/15/2026 01:01 PM	No.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/15/2026 05:52 PM	<p>I have several neighbours who do not drive and I feel that closing the surgery would massively impact them due to irregular bus services in this area.</p> <p>Why can't the surgery be improved?</p> <p>This change will impact 4000-5000 people and nobody is for this change.</p> <p>I personally have nothing but good things to say about it and it's staff.</p> <p><b>DO NOT CLOSE SARN SURGERY!!</b></p>
Screen Name Redacted 2/15/2026 08:56 PM	<p>The closer will effect the entire community. Pontyates is not a rich community and hence asking patients to travel up the valley for check ups, appointments and much needed healthcare is only going to create greater anxiety and problems for the whole community.</p> <p>Those making the decision, or even those exploring the possibility of a closer, clear do not have the understanding that relocating essential support away from a small community will have.</p>
Screen Name Redacted 2/15/2026 09:55 PM	<p>Counter Proposal: A 24 Month Stabilisation Plan for Meddygfa'r Sarn</p> <p>Purpose</p> <p>To provide a safe, cost effective, and evidence based alternative to the proposed dispersal of Meddygfa'r Sarn by stabilising the practice over a 24 month period while a long term solution is developed.</p> <p>This plan protects patient access, reduces risk, and gives the Health Board time to make a fully informed decision based on complete data rather than assumptions.</p> <p>1. Strategic Rationale</p> <p>The Health Board's proposal is based on three core issues:</p> <ul style="list-style-type: none"> <li>• Premises concerns</li> <li>• Workforce instability</li> <li>• High locum costs</li> </ul> <p>However, the Board paper does not demonstrate that dispersal is the only viable option. A structured stabilisation plan can address these issues at lower cost and with significantly less disruption to patients.</p> <p>This counter proposal offers a measured, time limited, risk managed alternative that keeps care local while the Board gathers the evidence it currently lacks.</p> <p>2. Overview of the Stabilisation Plan (24 Months)</p> <p>The plan has four pillars:</p> <ol style="list-style-type: none"> <li>1. Premises Safety &amp; Minimal Viability Works</li> <li>2. Workforce Redesign &amp; Recruitment Strategy</li> <li>3. Operational Integration with Neighbouring Practices</li> <li>4. Transparent Monitoring &amp; Decision Review Point</li> </ol> <p>Each pillar is designed to reduce risk, improve sustainability, and create a realistic pathway to either long term viability or an evidence based future decision.</p> <p>3. Pillar 1 — Premises Safety &amp; Minimal Viability Works</p> <p>Objective:</p> <p>Ensure the building is safe, compliant, and functional for 24 months at minimal cost.</p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Commission a rapid estates assessment with risk ratings and costed options.</li> <li>• Prioritise essential safety works only, such as: <ul style="list-style-type: none"> <li>o Fire door compliance</li> <li>o Electrical safety</li> <li>o Flood mitigation for car park</li> <li>o Security and access improvements</li> </ul> </li> </ul>

- Defer non essential aesthetic upgrades.

Benefits:

- Keeps the site operational safely.
- Avoids premature closure based on incomplete estates information.
- Costs significantly less than dispersal and reconfiguration across multiple practices.

#### 4. Pillar 2 — Workforce Redesign & Recruitment Strategy

Objective:

Reduce locum dependence and create a stable, modern MDT based workforce.

Actions:

##### A. Introduce a hybrid staffing model

- 2–3 salaried locum hybrid posts (0.4–0.6 WTE each).
- Remote GP sessions for triage and LTC reviews.
- Shared GP sessions with Minafon or Coalbrook.

##### B. Expand MDT roles

- ANP/ACP for urgent care.
- Pharmacist for LTC management and medicines optimisation.
- Paramedic for home visits.
- Physiotherapist for MSK first contact.
- Mental health practitioner (cluster level).

##### C. Recruitment incentives

- Time limited recruitment premium.
- Portfolio friendly job plans.
- Protected CPD time.
- Option for remote onsite blended working.

Benefits:

- Reduces locum spend.
- Improves continuity and patient experience.
- Aligns with national primary care workforce models.
- Makes the practice more attractive to providers.

#### 5. Pillar 3 — Operational Integration with Neighbouring Practices

Objective:

Create resilience through shared systems without removing local access.

Actions:

##### A. Hub and Spoke Model

- Meddygfa'r Sarn operates as a local access spoke.
- Minafon or Coalbrook provide:

- o Clinical governance
- o Back office functions
- o Duty doctor rota
- o Shared MDT
- o Shared digital triage

##### B. Shared digital infrastructure

- Common triage system (e.g., askmyGP, AccuRx).
- Shared appointment book for urgent care.
- Shared LTC recall system.

##### C. Cluster level support

- Use cluster funds for:
  - o MDT expansion

- o Digital tools
- o Community outreach
- o Health inequalities work

Benefits:

- Maintains local access.
- Reduces duplication.
- Builds resilience without dispersal.
- Creates a realistic pathway to future merger if desired.

#### 6. Pillar 4 — Transparent Monitoring & Decision Review Point

Objective:

Ensure decisions are based on evidence, not assumptions.

Actions:

- Establish a Stabilisation Oversight Group including:
  - o Health Board
  - o Practice leadership
  - o Cluster
  - o Community Health Council
  - o Patient representatives
- Agree KPIs:
  - o Access metrics
  - o Workforce stability
  - o Financial performance
  - o Patient experience
  - o Safety indicators
- Publish quarterly updates.
- At 18 months, conduct a full options appraisal with complete data.

Benefits:

- Transparent, accountable process.
- Allows the Board to make a fully informed decision.
- Avoids premature closure based on incomplete evidence.

#### 7. Expected Outcomes

Short term (0–6 months)

- Premises made safe.
- MDT roles in place.
- Shared governance established.

Medium term (6–18 months)

- Reduced locum spend.
- Improved access and continuity.
- Increased patient satisfaction.

Long term (18–24 months)

- Evidence based decision on:
  - o Continued operation
  - o Formal merger
  - o Managed procurement
  - o Or dispersal (if genuinely unavoidable)

This ensures any future decision is justified, transparent, and minimises harm.

#### 8. Why This Plan Is Better Than Immediate Dispersal

- Lower cost than dispersal.

- Lower risk to patient access.
- Protects vulnerable groups.
- Provides time to gather missing evidence.
- Aligns with national primary care transformation models.
- Avoids destabilising neighbouring practices.
- Maintains trust with the community.

#### 9. Conclusion

This stabilisation plan offers a safe, realistic, and cost effective alternative to immediate dispersal. It protects patients, supports staff, and gives the Health Board the time and data it needs to make a responsible long term decision.

It is a constructive, evidence based counter proposal that strengthens — rather than opposes — the Health Board's goal of sustainable primary care.

#### How to Incentivise GPs to Become Community GPs Rather Than Locums

##### 1. Redesign the Job Itself (The Most Powerful Incentive)

Locums choose locuming because it offers:

- Flexibility
- Control
- Less bureaucracy
- Better pay
- Less burnout

So the counter strategy is to build those benefits into salaried or partner track roles.

##### A. Portfolio Friendly Job Plans

Offer:

- 2–3 clinical days
- 1 day for specialist interest (women's health, MSK, diabetes, menopause, QI, teaching)
- 1 day remote triage or cluster level work

This makes the job feel modern, varied, and professionally rewarding.

##### B. Reduced Admin Burden

Guarantee:

- Dedicated admin support
- Workflow optimisation (pharmacist led repeat prescribing, ANP led urgent care)
- Protected time for results, letters, and referrals

GPs will stay if they're not drowning in paperwork.

##### C. Protected CPD and Development Time

Offer:

- 1 paid CPD session per week
- Funded courses (e.g., dermoscopy, menopause, minor surgery)
- Support for becoming trainers or supervisors

This builds loyalty and professional identity.

##### 2. Financial Incentives That Actually Work

##### A. Recruitment and Retention Premium

A time limited supplement (e.g., 10–20% uplift for 2 years) is cheaper than locums and far more attractive to GPs.

##### B. Golden Hello for Rural Practice

A structured payment for committing to 2–3 years in the community.

##### C. Partnership Pathway with Safety Nets

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Many GPs avoid partnership because of:

- Premises liability
- Financial risk
- Workload unpredictability

Offer:

- No premises buy in
- Guaranteed minimum drawings
- Shared risk with the Health Board for the first 2 years

This makes partnership feel safe again.

### 3. Make the Practice a Place People Want to Work

#### A. Modern, MDT Driven Clinical Model

GPs stay when they're not firefighting. Build a team where:

- ANPs handle same day urgent care
- Pharmacists manage LTCs and meds
- Paramedics do home visits
- Physios handle MSK
- Mental health practitioners support complex cases

GPs then focus on:

- Complex care
- Continuity
- Leadership
- Teaching

This is the model that keeps GPs in post.

#### B. Supportive, Collaborative Culture

Create:

- Weekly clinical huddles
- Peer supervision
- Shared decision making
- A psychologically safe environment

GPs leave toxic practices, not communities.

### 4. Flexibility and Work–Life Balance

#### A. Remote Working Options

Offer:

- Remote triage sessions
- Remote LTC reviews
- Hybrid working patterns

This is a huge draw for younger GPs and parents.

#### B. Predictable Rotas

Guarantee:

- No excessive duty days
- No unsafe on call patterns
- Protected breaks

Locums often leave salaried roles because rotas are chaotic.

### 5. Community Identity and Professional Purpose

Many GPs want to be community doctors — but the system makes it hard.

#### A. Community Embedded Roles

Offer:

- Named care home GP

- Lead for local schools or community groups
- Public health outreach roles
- Welsh language continuity roles

This builds belonging and pride.

#### B. Recognition and Autonomy

Give GPs:

- Leadership roles
- Influence over service design
- Opportunities to innovate

People stay where they feel valued.

#### 6. Reduce the Risk of Burnout

##### A. Safe Workload Limits

Adopt:

- Maximum number of patient contacts per day
- Protected admin time
- Protected breaks
- A "stop the line" safety culture

##### B. Mental Health and Wellbeing Support

Offer:

- Coaching
- Peer support
- Access to occupational health
- Flexible return to work pathways

Burnout is one of the biggest drivers of locuming.

#### 7. Make the Practice Attractive to New Providers

If the long term goal is to attract a GMS/APMS provider, the above incentives create a practice that is:

- Safer
- More stable
- More attractive
- Less risky
- More modern

Providers don't avoid rural practices because of geography — they avoid them because of unmanaged risk.

This plan reduces that risk.

Screen Name Redacted

2/16/2026 08:25 AM

Affects the older people more

Screen Name Redacted

2/16/2026 09:16 AM

Closing the surgery will have an economic knock on effect in the village, people use other services when visiting the practice, traffic can be bad when travelling to Llanelli especially during rush hours so timing of appointments will be crucial, community cohesion will be lost

Screen Name Redacted

2/16/2026 09:21 AM

More houses are being built in or near Pontyates. This will mean more patients rhan the alternative surgeries could cope with. So Pontyates will be needed. Cutting it now will be a short term saving, but a long term cost. There are doctors who can't find a job, so employing them rather than letting them move abroad would save money, instead of trading them and losing them.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 2/16/2026 09:50 AM	Not really, just inconvenient to go elsewhere
Screen Name Redacted 2/16/2026 10:26 AM	
Screen Name Redacted 2/16/2026 10:29 AM	<p>Elderly and vulnerable residents would be hit hardest. Many older people in the village don't drive or have given up driving. They rely on being able to walk or get a short lift to the local surgery. For them, a trip to Llanelli isn't just inconvenient, it's a real barrier to accessing healthcare. I'm genuinely worried that some elderly neighbours will simply stop going to the doctor rather than face the difficulty of the journey.</p> <p>Young families like mine would struggle with the practical challenges of getting small children to appointments further away, but at least we have more options. Parents without cars or those juggling work would find it particularly difficult.</p> <p>People without their own transport would be severely disadvantaged. Not everyone can afford to run a car or take taxis, and public transport to Llanelli isn't reliable enough for medical appointments.</p> <p>Those on lower incomes would face additional costs for travel, time off work, and childcare that they might not currently need for a quick local appointment.</p> <p>People with chronic conditions who need regular monitoring and frequent appointments would find the extra travel burden exhausting and time consuming.</p> <p>Rural communities already have worse health outcomes than urban areas. Closing local services like this will only widen that gap. It feels like we're being penalised for living in a smaller community, when really we should have equal access to healthcare."</p>
Screen Name Redacted 2/16/2026 10:30 AM	
Screen Name Redacted 2/16/2026 10:43 AM	
Screen Name Redacted 2/16/2026 11:20 AM	As I get older I can see further difficulties in getting to and from other proposed surgeries.
Screen Name Redacted 2/16/2026 12:01 PM	<p>Having so many serious health issues, trust is extremely important to me. Over the last 10 years, I have made these important relationships with all the staff within the surgery. Prior to this I have felt alone in this battle, I have suffered anaphylactic shock due to the trial and error process of treating this condition. These individuals have gone above and beyond to reassure and support me and my family. This doctors surgery isn't just another 'surgery' they are a life line, a support hub and most of all they are picking up the slack that is being pushed upon our hospitals. This area is growing and there is already pressure on the current medical services, so why is the closure of this amazing facility under threat from closure. This is going to cause a negative impact on our local A &amp; Es and the individuals that Hywel Dda hospital board are responsible for.</p>
Screen Name Redacted 2/16/2026 12:02 PM	
Screen Name Redacted 2/16/2026 12:51 PM	

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**Meddygfa'r Sarn Patient Questionnaire** : Survey Report for **06 February 2026** to **08 April 2026**

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Screen Name Redacted 2/16/2026 01:23 PM	I do not feel that shutting the surgery would be of benefit to anyone. It would put a strain on the already stretched surgeries locally likely causing staff sickness and mental health issues and staff shortages which would not be saving the health board money. Patients would have to wait longer to appointments, how are you going to put more doctors into the surgeries locally? There isnt any room they are already working overstretched. You will be doing the patients a dis service. Longer waiting times, angrier patients, disharmony with patients and staff. Already 1 hour to wait in telephone queue in the morning so 2 to 3 hours wait in queue at other surgeries. Is this what patients deserve .
Screen Name Redacted 2/16/2026 01:45 PM	Worried that appointments are going to be difficult to have due to my age health care is important. Disappointed that Meddygfa Sarn will be closing
Screen Name Redacted 2/16/2026 02:01 PM	I currently see the nurse on a weekly/fortnightly basis and I feel by moving practice this will have a negative affect on me as I'm worried appointments will be difficult to have due to more patients and could put a delay to my open heart surgery
Screen Name Redacted 2/16/2026 02:32 PM	Closing the surgery will have a negative impact on the community of Pontyates. Other local businesses such as the pharmacy, library and cafe, and Asda petrol station will all be negatively impacted. Pontyates is a large village with additional housing being built e.g. on Meinciau hill etc Many residents are elderly. We need access to local services. I am against the proposal to close the practice.

Screen Name Redacted

2/16/2026 02:45 PM

Potential negative impacts

Older people and those with long-term health conditions may be more affected if access to services becomes more difficult, particularly if they rely on frequent appointments. People with disabilities, including mobility issues, sensory impairments or learning disabilities, may face additional barriers if changes increase travel distances or reduce face-to-face support.

People without access to a car and those on low incomes could be disproportionately affected if they need to travel further or incur extra costs.

Welsh-speaking patients may be affected if changes reduce their ability to access services through the Welsh language.

Carers, parents with young children, and people in full-time work may find it harder to attend appointments if flexibility or local access is reduced.

Rural communities may be particularly impacted if services are centralised, as public transport options can be limited.

Potential positive impacts

Some people may benefit if the proposals lead to more consistent staffing, improved resilience of services, or better use of clinical expertise.

If changes improve appointment availability, quality of care, or continuity, this could have a positive effect for patients overall.

Overall view

It is important that any final decision fully considers equality impacts and includes clear mitigation measures, such as:

Accessible transport options or support

Reasonable adjustments for disabled people

Continued access to Welsh-language services

Clear communication and support for those most affected

Screen Name Redacted

2/16/2026 02:59 PM

Screen Name Redacted

2/16/2026 03:00 PM

Screen Name Redacted

2/16/2026 03:01 PM

Screen Name Redacted

2/16/2026 03:16 PM

The bus service is every 2 hours. Almost a non-existent bus service to Pontyberem or Kidwelly. I think you're making a huge mistake in closing Pontyates. Pontyates is a hub for Ponthenry, Carway, Trimsaran and Pontyates. With 2 more housing estates being built in Pontyates alone. The building was rent-free so why not spend a bit of what you've saved on altering if it needs it.

Screen Name Redacted

2/16/2026 03:50 PM

Screen Name Redacted

2/16/2026 04:20 PM



## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/17/2026 12:48 PM	<p>Yes... this Doctors practise, from when we first attended with Dr Owen to now, has been the at the centre of this community and the wider area for a very long time.</p> <p>The staff, from the receptionists to the great medical staff always deliver a fantastic service to all my family when we have attended.</p> <p>It would be a "HUGE" mistake to close this practice.</p> <p>I strongly oppose the Hywel Dda UHB proposal/decision to even consider this closure.</p>
Screen Name Redacted 2/17/2026 01:04 PM	
Screen Name Redacted 2/17/2026 01:14 PM	
Screen Name Redacted 2/17/2026 02:18 PM	<p>This is going to have a significant negative affect on the elderly/infirm/disabled members of our community especially those without transport. We are constantly being told to avoid using motor vehicles and be aware of our carbon footprint. How is making people travel further to access primary healthcare going to enable us to do this???</p> <p>Is being placed with overstretched GP practices really going to be a practical solution? It is hard enough to get an appointment now!!!</p>
Screen Name Redacted 2/17/2026 02:19 PM	I find that people who can't drive and are on their own and disabled going to another surgery is going to be unfair and awkward
Screen Name Redacted 2/17/2026 03:55 PM	No
Screen Name Redacted 2/17/2026 04:21 PM	Hywel dda have had this building rent free for the last 10 years, why wasn't the money they've saved used to upgrade the building
Screen Name Redacted 2/17/2026 04:22 PM	It would be an absolute shame for this surgery to close down. There are a lot of people who can't travel far or at all. A village the size of Pontyates NEEDS a doctors surgery
Screen Name Redacted 2/17/2026 04:23 PM	This village has a lot of older people. People that do not drive or cannot get a bus, as well as myself. Please listen & take on board how important it is for us to have a surgery in pontietes.
Screen Name Redacted 2/17/2026 04:49 PM	
Screen Name Redacted 2/17/2026 04:57 PM	
Screen Name Redacted 2/17/2026 06:39 PM	The doctors at my surgery know me very well and I have a good repore with them and the staff.
Screen Name Redacted 2/17/2026 06:52 PM	Many older people find change very difficult to ajust to and in many cases this would appear to the a a major disruption to their lives and no benefit to them at all. They may also have a serious fear the this change will worsen their access to their GP services due to overloading already busy alternative surgeries.
Screen Name Redacted 2/17/2026 08:00 PM	<p>Lack of up front communication</p> <p>Sounds like a decision has already been made, and this is just a tick box exercise</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/17/2026 09:00 PM	It seems such a shame to close a service that is so important to the local community. Surely it will cause pressure on the other local practices and the wider NHS. With a larger aging community it seems counterintuitive. It is already difficult to get an appointment to see a doctor in Meddygfa'r Sarn, one can only imagine how difficult it will be going forward.
Screen Name Redacted 2/17/2026 10:43 PM	THE CLOSURE OF THE SARN SURGERY WOULD NEGATIVELY AFFECT ALL OF THE PATIENTS INCLUDING MYSELF. GETTING TO ANOTHER SURGERY (IN THE UNLIKELY CASE THAT THERE WAS AN APPOINTMENT AVAILABLE) WOULD BE VERY INCONVENIENT. THE PATIENTS AT THESE SURGERIES ARE ALREADY FINDING IT DIFFICULT TO GET APPOINTMENTS SO MORE PATIENTS WOULD ONLY MAKE MATTERS WORSE.
Screen Name Redacted 2/18/2026 08:03 AM	It will cause me a major issue as I am due to retire soon, I will have to now stay on to obtain funds to move to a closer surgery and/or purchase a reliable means of transport.
Screen Name Redacted 2/18/2026 11:21 AM	Sad to see another village service going, no hope for this country.
Screen Name Redacted 2/18/2026 11:29 AM	
Screen Name Redacted 2/18/2026 11:54 AM	I can't think of any positives in the proposed closure of the surgery. As I have already expressed the impact on me and many others who use the surgery will be huge. By transferring current patients and sharing them out to other practices in the area will just place greater pressure on these meaning access and services will be reduced resulting in worse health care support. I need a surgery that I am able to get an appointment when needed in a timely fashion, get responses to questions or queries that I have in relation to my health, friendly and supportive staff that go above and beyond - I feel I get all of this at Meddygfa'r Sarn and it would be a travesty for this surgery to close when the benefits to the community and those who use and access it are significant. For those who don't have their own transport or are reliant on family/friends to take them to appointments for many needing to travel further again will have a negative impact. I know that many of those who will respond will want to keep the surgery open and hope this is not just a tick box exercise and a decision fait accompli. I hope that the views of the local community and those who use the surgery are taken seriously and and Hywel Dda has a conscience and makes the right decision and keeps Meddygfa'r Sarn open for the patients who need it.
Screen Name Redacted 2/18/2026 11:57 AM	It affects me because i cant drive and alot of people i know dont drive either. Its not far to go and the buses pass there aswell. The surgery has been there for years and it be a shame to lose it. The surgery has got alot of patients on the list so it shows how good the surgery is and the staff and also the doctors. And they come from trimsaran kidwelly carway pontyates and ponthenri.
Screen Name Redacted 2/18/2026 12:05 PM	The closure of Pontyates Surgery would have a long lasting negative impact on the welfare of the people in the village and surrounding area.
Screen Name Redacted 2/18/2026 12:21 PM	I care for an [REDACTED] (years old) who relies on me to take her to appointments. Moving surgery would severely affect my ability to carry on this duty mainly due to the parking issue at Pontyberem surgery.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 12:38 PM	This closure would severely impact this community that already has limited facilities and any closure would cause much hardship to many people who do not have access through a car as local transport is very sparse, and in my opinion this facility is of paramount importance to the whole of the area and a closure would only cause severe problems for everyone it serves with credit today
Screen Name Redacted 2/18/2026 12:54 PM	Older people, individuals with disabilities, and those with long-term health conditions are likely to be particularly impacted. These groups often require more frequent appointments and may face mobility challenges. Increasing travel distance or complexity of access could create significant barriers to care.  People on low incomes may also be disproportionately affected, especially if they rely on public transport or cannot afford additional travel costs. What may seem like a small increase in distance can become a real obstacle for those managing tight budgets. Parents with young children, carers, and people in insecure or inflexible employment could also face greater difficulty attending appointments further away, particularly during working hours. This risks widening existing health inequalities. Overall, while the change may be manageable for some, it is likely to have a greater negative impact on vulnerable or marginalised groups, potentially widening health inequalities. Careful consideration should be given to equality impact, accessibility, and targeted support to prevent disproportionate harm.
Screen Name Redacted 2/18/2026 01:16 PM	Will definetly effect the vulnerable who struggle to get out
Screen Name Redacted 2/18/2026 01:35 PM	
Screen Name Redacted 2/18/2026 01:40 PM	Older people who do not drive might struggle to get to new gp practices suggested due to lack of bus services in the area.
Screen Name Redacted 2/18/2026 01:55 PM	Think its ridiculous that everything is being taken away from our local villages, people cant get appointments now so how would it work when people are being shipped elsewhere,, [REDACTED] you ring doctor they want to see her but shes unable to leave her [REDACTED] there's such lack of care now , people's health is important , there's only locum doctors that know nothing about you when you try to see someone , why is not not possible to employ regular doctors at our surgery
Screen Name Redacted 2/18/2026 02:29 PM	I feel there will be nothing positive for myself and the other patients if Pontyates surgery closes. How could this be a positive move? How can the withdrawal of this service have any positive outcomes for the people it serves? How will it even save money? There will still be the same numbers of patients. It will cost many patients more money in transport costs trying to access a new surgery. Perhaps the positives, for patients, should be explained, if there are any.
Screen Name Redacted 2/18/2026 02:43 PM	Already a strain 9n d9ctors in surgeries cant get appointments to see a GP as they are already strained house visits are practically impossible
Screen Name Redacted 2/18/2026 02:57 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/18/2026 03:40 PM	Yes. The proposed closure would disproportionately affect vulnerable groups within the community.
	Patients with long-term conditions rely on consistent and reliable access to a GP to safely manage their health. Any additional barriers to accessing care increase the risk of complications.
	Elderly patients, the disabled, and those with mobility limitations would be particularly affected if travel to alternative surgeries require longer journeys or reliance on limited public transport. Similarly, households without reliable access to a car---including low-income families---would face greater difficulty in attending both routine and urgent appointments.
	Parents of young children and carers may also struggle with increased travel times and reduced appointment availability .
	The impact of the closure would most heavily fall of those who are already more medically (or socially) vulnerable. This raises concerns about widening health inequalities within the community.
Screen Name Redacted 2/18/2026 04:09 PM	The proposed plan will, without doubt, negatively negatively impact all members of the community, but particularly the vulnerable and elderly who more often than not have most need and no voice.
Screen Name Redacted 2/18/2026 04:11 PM	There are many elderly patients here who do not drive and would be negatively affected by the increase in distance to see a GP. Public transport is very limited here and taxi availability is limited at peak times with no local firms remaining. Taxi use is also very expensive.
Screen Name Redacted 2/18/2026 05:07 PM	No
Screen Name Redacted 2/18/2026 05:20 PM	
Screen Name Redacted 2/18/2026 06:18 PM	I believe that the Health Board are discriminating against patients in the area by not providing adequate services and reducing accessibility. Transportation is a huge issue, also the level of care we would receive.
Screen Name Redacted 2/18/2026 06:57 PM	This surgery currently serves more than 4500 people. It is vital this surgery is kept at any cost.
Screen Name Redacted 2/19/2026 09:30 AM	
Screen Name Redacted 2/19/2026 09:58 AM	Carway is isolated from neighbouring villages with no health resources and one bus that travels through between Carmarthen and Llanelli.
	You cannot safely walk from Carway ti trimsaran or pontyates. It's already an under supported community.
	To ask people to catch one or more buses which pass through every two hours, when unwell to try and make appointments in other surgeries is shameful and how elderly and disabled individuals are supposed to make this journey is beyond. The closure of this surgery will lead to further and increased risk of harm

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 2/19/2026 10:59 AM	Moving patients to other surgeries would be very detrimental as they are overcrowded, poorly run and cannot cope with the amount of patients they already have. Meddygfa'r Sarn was purpose-built as a surgery and has room for more clinicians and services. Public transport is also poor.
Screen Name Redacted 2/19/2026 01:13 PM	I think this could negatively affect me and others because it would make getting face to face care more difficult.
Screen Name Redacted 2/19/2026 01:27 PM	Please seriously think of the impact this will have on already struggling surgeries within the area.
Screen Name Redacted 2/19/2026 02:04 PM	Yes, it will have a negative effect on me. I have explained in question 7. I would also like to state that I feel it doesn't matter how it affects me as a decision to close the surgery has already been made prior to this consultation.
Screen Name Redacted 2/19/2026 04:27 PM	Elderly patients without transport who have mobility issues will obviously be adversely affected.
Screen Name Redacted 2/19/2026 06:55 PM	
Screen Name Redacted 2/20/2026 08:20 AM	
Screen Name Redacted 2/20/2026 10:19 AM	
Screen Name Redacted 2/20/2026 10:46 AM	
Screen Name Redacted 2/20/2026 10:48 AM	Any person who does not drive will be adversely affected. As I suffer with anxiety, this change would give me something else to worry about.
Screen Name Redacted 2/20/2026 10:48 AM	The extra travel
Screen Name Redacted 2/20/2026 10:49 AM	There are a large number of elderly patients at this surgery and you're about to make their quality of life much worse with this closure. Shame on you!!!!
Screen Name Redacted 2/20/2026 02:20 PM	
Screen Name Redacted 2/20/2026 02:36 PM	
Screen Name Redacted 2/20/2026 04:53 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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<p>Screen Name Redacted 2/20/2026 04:56 PM</p>	<p>This is a low income area with poor transport provision. This disproportionately affects peoples access to primary healthcare. As a rural area, disabled and elderly people are also disproportionately affected often having to rely on the community for transportation. There is a significant risk that those more vulnerable in society will choose not to travel greater distances, this will undoubtedly have an effect on mortality figures with the health board directly responsible.</p> <p>As a close community, the lack of earlier consultation has removed a significant opportunity to consider alternatives such as community management or ownership. There are a number of late career professionals and early retirees in the area who are highly skilled and could have likely supported such a venture.</p> <p>I also note that the questions on the online form have some minor differences from those on the paper copy. There is also one additional question in the Welsh language paper copy (though included in the English online). Why is there a disparity?</p>
<p>Screen Name Redacted 2/20/2026 06:36 PM</p>	<p>I believe it would be considerably detrimental to my health and well being and being, and being over seventy and no longer owning a car due to my health problems feel like my ability to seek medical care will be severely impacted.</p>
<p>Screen Name Redacted 2/20/2026 06:46 PM</p>	<p>As already mentioned I would not be able to make it to the surgery in Pontyberem a lot of the time and I don't see any other alternative available other not seeking medical help and hoping its not too serious.</p>
<p>Screen Name Redacted 2/21/2026 06:01 PM</p>	<p>Yes. I believe what is being proposed would negatively affect certain groups in society far more than others, and risks widening existing health inequalities.</p> <p>The transfer of patients from Meddygfa'r Sarn to other practices such as Coalbrook Surgery, Meddygfa Minafon or a practice in Llanelli may appear neutral on paper because it is based on travel time. However, equal distance does not mean equal access.</p> <p>Those most negatively affected would include:</p> <p>Older people. Many elderly residents do not drive and rely on limited public transport or family members for lifts. With only one bus approximately every two hours in some directions, and potentially long waits for return journeys, attending a routine GP appointment could take most of the day. This may discourage attendance for routine reviews, medication monitoring, and preventative care.</p> <p>Disabled people and those with mobility issues. - Longer journeys, unfamiliar buildings, and more complex transport arrangements create additional physical and psychological barriers. What may be manageable for a fit adult can be exhausting or impractical for someone with chronic illness or disability.</p> <p>Low-income households.- Increased travel costs — whether fuel, taxis, or lost working hours — disproportionately affect those on lower incomes. Access to healthcare should not depend on the ability to afford transport.</p> <p>People with chronic conditions - Those requiring regular monitoring (e.g. diabetes, respiratory disease, heart conditions, mental health conditions) benefit from continuity of</p>

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care from the nursing team and those GPS such as Dr Thomas and proximity. If appointments become harder to secure or attend, health outcomes may worsen.

Carers and working parents. Extra travel time and uncertainty around appointment availability make it harder to balance work, childcare, and caring responsibilities. A local surgery allows more flexibility and reduces time off work.

People without digital access or confidence. As larger practices increasingly rely on online triage systems and rapid early-morning call queues, those without internet access, smartphones, or confidence navigating digital systems may struggle. Reports that appointments at Coalbrook Surgery are gone within minutes of lines opening suggest a system already under pressure.

There is also a broader rural inequality issue. Communities like Pontyates risk losing local services while larger towns consolidate provision. Over time, this erodes local infrastructure and disproportionately affects rural populations.

Conversely, it is possible that some individuals with private transport and flexible working patterns may experience little change, or may even benefit if larger practices offer extended hours or additional services. However, the benefits would not be evenly distributed. The negative impacts fall most heavily on those already vulnerable.

There is also concern about fairness and transparency. If the lease expiry is a driving factor, if alternative sites have not been properly explored, and if partnership or branch models have not been fully pursued, then the process itself may disproportionately disadvantage a community that has fewer resources to challenge decisions.

In equality terms, this proposal risks indirectly discriminating against older people, disabled people, lower-income households, and rural residents — not by intent, but by outcome. A travel-time formula does not adequately account for social, economic, and transport realities.

For these reasons, I believe the proposal would negatively affect certain groups in society more than others, and a full Equality Impact Assessment and Rural Impact Assessment should be published before any decision is made.

Screen Name Redacted

2/22/2026 10:08 AM

This idiotic proposal will negatively affect elderly people most it is discrimination

Screen Name Redacted

2/22/2026 10:12 AM

Older people will not be able to access care

Screen Name Redacted

2/22/2026 12:06 PM

The continuity of care is very important to me, the impact having to change surgery would highly effect me

Screen Name Redacted

2/22/2026 12:11 PM

Please keep pontyates open

Screen Name Redacted

2/22/2026 12:16 PM

Yes, my mobility issues and my speech problems would be impacted. Why not invest in keeping the surgery open ?

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/22/2026 01:06 PM	I really don't understand what, income, religion, sexual orientation has anything to do with the closure of the practice. This will affect many people including our house hold a great deal. As previously said the extra miles and pressure on other practices. I worked in primary care for many years and I am appalled how you think this would work.
Screen Name Redacted 2/22/2026 01:13 PM	Can I ask what the purpose of this page is. You have spent hundreds or maybe more to wright to every patient and some are children. Under age who don't understand the impact is by closing the surgery. I wish you would use those funds to support Pontyates.
Screen Name Redacted 2/22/2026 01:17 PM	
Screen Name Redacted 2/22/2026 01:18 PM	I don't understand what my income, ethnicity and religion has to do with it. I entitled to health care in my own village. Keep Meddygfa Sarn open
Screen Name Redacted 2/22/2026 01:25 PM	I am not answering the questions above as I don't think this is applicable. This is now adding stress to a very difficult life that people leave. This is not acceptable to add this to people's mental health. Keep Meddygfa Sarn Open.
Screen Name Redacted 2/22/2026 01:54 PM	Appalling you ask my salary when doing a survey to save surgery. That says it all. Living in Wales you make us second class citizens!
Screen Name Redacted 2/22/2026 04:00 PM	As mentioned this surgery is a lifeline for tbe community and community businesses such as the pharmacy - closing this would impact people moving into the area - I have paid taxes all my life for good access to health care and one-off the reasons I moved here - you cannot just take away such an important part of the community when it s trying to thrive
Screen Name Redacted 2/22/2026 05:23 PM	I can't help but think that closing a local service is will impact all the community negatively. Other than saving funds, I can't think why closing a well needed service is a positive move.
Screen Name Redacted 2/22/2026 05:51 PM	
Screen Name Redacted 2/22/2026 05:56 PM	
Screen Name Redacted 2/22/2026 06:01 PM	
Screen Name Redacted 2/22/2026 06:16 PM	
Screen Name Redacted 2/23/2026 11:51 AM	Closing this facility can only be viewed as negative. Questions must be asked of the leadership abilities within Hywel Dda Health Board. How very dare they remove this facility. This will negatively impact every single person registered at Meddygfar Sarn.
Screen Name Redacted 2/23/2026 02:06 PM	People without their own transport could have great difficulty in attending a surgery outside of the village they live in
Screen Name Redacted 2/23/2026 04:07 PM	
Screen Name Redacted 2/24/2026 12:40 AM	
Screen Name Redacted 2/24/2026 05:28 AM	Transport and waiting times would be longer. Moving patients to the other surgeries would only cause problems for them, as there would be increase pressure put on them. Availability times for appointments would go down with the increase of patients to these surgeries.

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Screen Name Redacted 2/24/2026 02:02 PM	
Screen Name Redacted 2/24/2026 02:06 PM	This will impact everybody regardless of age, ethnicity or colour.
Screen Name Redacted 2/24/2026 03:12 PM	There is a massive Estate being built in Ffoss Lass where are these people going for a doctors surgery. Closing Pontyates makes no sense , There are not enough surgeries. I would have to pay a private GP to get an appointment.
Screen Name Redacted 2/24/2026 03:12 PM	Yes. If you are blind of disabled, the move would be detrimental to health and wellbeing. A large portion of patients in pontyates are over 65
Screen Name Redacted 2/24/2026 03:18 PM	The inconvenience of public transport. Not ideal for blind or disabled patients
Screen Name Redacted 2/24/2026 03:33 PM	The surgery provides a good service with excellent staff Thanks to this surgery that I am still here The receptionist recognised my condition and got a doctor to see me straight away this resulted on a major heart operation just in time thanks to the people at the surgery.
Screen Name Redacted 2/24/2026 04:54 PM	Obviously, this would reduce access to primary care for people who do not drive, or who cannot drive at the time they are seeking care due to the health issue in question. It is a big problem in terms of accessibility for people who don't have others to help them out.
Screen Name Redacted 2/24/2026 09:14 PM	Appropriate Access to medical services at Minafon Surgery
Screen Name Redacted 2/25/2026 08:40 AM	It will have a huge impact on our community if this planned closure goes ahead. No thought has gone into the human aspect of this closure. The new surgeries you propose are already full to bursting yet you want to add more patients. What will you do? Put in more locums? At what cost? You're just going to fill A&E that little bit more! Pontyates needs a surgery, it needs regular GPs. People come first!
Screen Name Redacted 2/25/2026 01:55 PM	
Screen Name Redacted 2/25/2026 06:11 PM	The closure of any health facility in a rural area will negatively affect anyone with limited travelling ability.
Screen Name Redacted 2/25/2026 10:17 PM	Welsh service is key in this area
Screen Name Redacted 2/26/2026 12:09 PM	Easy access and convenience to services.
Screen Name Redacted 2/26/2026 02:45 PM	Keep surgery open so locals unable to travel can still receive healthcare and not get left/ ignored/ neglected

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 2/26/2026 10:58 PM	<p>The proposal could affect different groups in very different ways, and the impact will depend heavily on whether the health board invests in stronger services and facilities as part of the change. For many people, especially those who live close to Meddygfa'r Sarn, the loss of a local surgery could make accessing care more difficult. Older residents, people with mobility issues, parents with young children, and anyone without reliable transport are likely to feel this most sharply. If Minafon continues to operate with only one GP while absorbing a larger patient list, those who already struggle to secure timely appointments, such as people with long-term conditions or complex needs, may be disproportionately affected.</p> <p>At the same time, there is potential for positive impact if the health board commits to genuine investment. If the closure leads to increased GP capacity, better appointment availability, upgraded facilities, and improved parking, then many patients could experience a more reliable and modern service than they currently receive. Enhanced clinical space, better equipment, and a more accessible building would particularly benefit people with disabilities, carers, and families who need a safe, comfortable environment. If staffing levels rise to match the increased demand, continuity of care could improve rather than decline.</p> <p>Improved Welsh language services must be provided and I'd appreciate the Health Board published a Welsh Language Impact Assessment on the proposal in line with Welsh Language Standards.</p> <p>The key issue is that without clear investment and expansion, the change risks widening inequalities in access to primary care. With the right commitments, however, it could deliver a fairer, more resilient service for everyone.</p>
Screen Name Redacted 2/27/2026 09:36 AM	
Screen Name Redacted 2/27/2026 05:58 PM	
Screen Name Redacted 2/27/2026 09:02 PM	No
Screen Name Redacted 2/28/2026 10:19 AM	
Screen Name Redacted 2/28/2026 03:44 PM	Getting an appointment
Screen Name Redacted 3/01/2026 08:45 AM	
Screen Name Redacted 3/01/2026 09:01 AM	I fail to see any positive outcome to the closure of Meddygfa Sarn !
Screen Name Redacted 3/01/2026 04:30 PM	I feel other people are having preferential treatment above uk nationals. And i am not being racist.
Screen Name Redacted 3/01/2026 04:46 PM	The upheaval to patients in the area old and young, job losses and what next will be lost in the future! So please listen to peoples views.
Screen Name Redacted 3/01/2026 05:02 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/02/2026 03:26 PM	<p>Closure of local services has an inevitably negative effect on the people currently using them, especially if the alternative that they are being offered is further away and offering a reduced service, i.e. fewer appointment opportunities because the alternative will be trying to accommodate many more patients. It is already difficult to get face-to-face appointments. Will the closure of one of the surgeries improve this situation? It will not!! The Board should be looking to expand local GP services in order to take the pressure away from local A&amp;E Departments. Helping the elderly to be cared for in their own homes must be a better solution than them being stuck in hospital and GP's can play an important part in making this happen. How is closing surgeries going to do this? After the recent closure of the surgery at Tumble, are the patients there in a better or worse position? In a time of cut-backs, it is always the most vulnerable who suffer. I'm afraid that this proposal will result in just this very outcome yet again.</p>
Screen Name Redacted 3/02/2026 04:03 PM	<p>On a matter like this what difference does who or what I am or what religion I am make. People have been with this surgery for generations grandparents, parents, children. We do not want our surgery to disappear. Some people with disabilities or no transport cannot and do not want to travel elsewhere. Local people want services in their local communities. They want a Health Board they can trust and rely on not one that can't be bothered to support the area. Shame on the Health Board for palming communities off to other areas. Consultation is shocking regarding this very important matter. Coalbrook surgery is already maxed out after Tumble closed.</p>
Screen Name Redacted 3/02/2026 09:07 PM	<p>It would alienate the community and cause additional costs for those having to travel and cause delayed access to health care due to the influx of additional patients to those existing centres. This would also overwhelm existing practices and GP's</p>
Screen Name Redacted 3/02/2026 09:44 PM	<p>Yes. The proposed closure would disproportionately and negatively affect certain groups within the community. Elderly residents, people with long-term health conditions, those with mobility issues, carers, and individuals without flexible work arrangements would be particularly impacted, as they rely more heavily on accessible, local GP services.</p>
Screen Name Redacted 3/03/2026 11:32 AM	<p>Removing a local surgery risks widening health inequalities by making it harder for these groups to access timely care. It may also increase pressure on neighbouring practices and emergency services, affecting the wider population. Maintaining some level of local provision would help reduce these unequal impacts.</p>
Screen Name Redacted 3/03/2026 02:19 PM	<p>Because I have a long-standing health condition I need to attend the GP surgery regularly and often at very quick notice. If I am moved to a practice with a far larger number of patients I am going to suffer.</p>
Screen Name Redacted 3/03/2026 05:31 PM	<p>It would be good to have this surgery opened</p>
Screen Name Redacted 3/03/2026 05:31 PM	<p>The closure of Meddygfa'r Sarn will have a detrimental affect on the health and services offered to the local community, probably resulting in more people attending already struggling A and E departments to seek medical care when they're unable to get a GP appointment. Every effort should be made to protect Meddygfa'r Sarn from closure, for the sake of the health needs of the Gwendraeth Valley communities.</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/04/2026 12:00 AM	<p>I believe that this surgery should stay open as it has been purpose built to serve the community.</p> <p>I also believe that it should be sent out to tender to see if another surgery wants to take it over as a second practice to the one they have.</p> <p>With the surgery been taken away I believe its going to be harder to see a gp and is there enough room in these proposals surgery to take more clients?</p> <p>We need the surgery in the community but we need the same doctors in there as you won't have to repeat yourself to a different doctor everytime you go there.</p>
Screen Name Redacted 3/04/2026 02:28 PM	<p>The surgery should not be closed. I and many older people have paid into the NHS all our working lives and this should be taken into account.. The NHS is doing us down "Big Time" Is the NHS going to give back to the patients the money it is saving to pay for transport costs to another surgery, "I don't think so". I challenge the NHS to live in our shoes for a month or two and find out what it is like living without a car, they wouldn't last a week walking and using the bus in the wind and the rain, wondering if the bus is going to turn up.</p>
Screen Name Redacted 3/04/2026 07:54 PM	
Screen Name Redacted 3/04/2026 09:26 PM	
Screen Name Redacted 3/05/2026 08:47 AM	<p>Housebound patients will be left to rot at home, most GP practices struggle to see who needs to be seen now without the extra work load. &amp; the elderly will also struggle to get through via the phone line. Working patients will also struggle as most as in work or travel to work at the time the lines open.</p>
Screen Name Redacted 3/05/2026 09:50 AM	<p>Too many people registered to one practice will make it even harder to get an appointment. Rural community needs a surgery in walking distance due to poor public transport network if unable to drive</p>
Screen Name Redacted 3/05/2026 09:51 AM	
Screen Name Redacted 3/05/2026 11:14 AM	<p>I feel closing the surgery in Pontyates is a total negative impact on the surrounding area and people registered at the Doctors, the majority of people in the local area are elderly or infirm and would find it difficult if not almost impossible to find transport be it by lift bus or taxi to attend any urgent or regular appointment needed.</p>
Screen Name Redacted 3/05/2026 02:30 PM	<p>The number of increased patients to any other surgery will increase the wait time for appointments to an unacceptable level. The wait time for an appointment is already at an unacceptable level. Transferring 1000's more patients does not make sense.</p> <p>The facilities in pontyberem are no better than those in Pontyates.</p> <p>As a family we have always been in Pontyates surgery, this was a choice made before I was even born due to how my grandfather was treated by the surgery, leading to a misdiagnosis and his passing.</p> <p>We do not want to move from Pontyates surgery</p>
Screen Name Redacted 3/06/2026 10:21 AM	

Screen Name Redacted 3/06/2026 03:43 PM	The proposal will disadvantage those without cars, the elderly, those with disability and mobility issues and households on low incomes. Access to primary care is a basic right and will be denied to many in the village and the wider catchment of Pontyates if this decision goes ahead. The proposed dispersal plan is only expressed as distance in miles but the journey times to access the other surgeries will be very long and involve multiple journeys for many patients. No direct bus routes for many parts of the village. Dependence on locum cover has been cited as a reason for the change, but that is almost the same for Minafon surgery as there is only one salaried GP there serving many more patients and waiting times to speak to someone are much longer. Coalbrook surgery is very small, claustrophobic and anxiety inducing. 3,000 patients transferring over will make their practice 60% larger. This is not sustainable.
Screen Name Redacted 3/07/2026 06:59 PM	The proposed closure would be detrimental to patients with health issues, cause undue stress and make it more difficult to access healthcare
Screen Name Redacted 3/08/2026 05:13 PM	Because we don't have much money the closing of the surgery will increase the expense if one of us has to travel to the doctor, especially given the poor local transport options - this will obviously affect people like us with low incomes negatively and disproportionately.
Screen Name Redacted 3/09/2026 08:29 AM	The care I get from the surgery at the moment is very good.
Screen Name Redacted 3/09/2026 01:40 PM	It's going to be very stressful. no continuity of care! it's been my surgery for over 30 years and only 2 miles away. To be amalgamated with another surgery, the patient increase makes no sense and results in less care for individuals. patients in this surgery are like a family, grown up together, know each other for a lifetime and go above and beyond to assist with any problems. to disperse all these patients to already overcrowded surgeries would rip the heart out of the village and have a negative effect as regards to the difference in accessibility and continuity of care. people on the board probably live far away, otherwise they would realise how important this surgery is and work hard to solve the 'doctor' situation.
Screen Name Redacted 3/09/2026 02:02 PM	These last questions are irrelevant in section 2
Screen Name Redacted 3/09/2026 02:08 PM	It's going to be very difficult for a lot of people
Screen Name Redacted 3/09/2026 02:29 PM	Why doesn't your report recommending closure mention equality in care once? underhanded and uncaring - save money by sacking your useless middle management
Screen Name Redacted 3/09/2026 02:34 PM	
Screen Name Redacted 3/09/2026 02:44 PM	Compile a questionnaire that actually references the closure. This questionnaire is not fit for purpose.
Screen Name Redacted 3/09/2026 02:59 PM	Please put out a questionnaire that is actually relevant to the closure. pointless questionnaire.
Screen Name Redacted 3/09/2026 03:05 PM	
Screen Name Redacted 3/09/2026 03:24 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/09/2026 03:48 PM	How much bigger is pontyberem compared to pontyates? what procedures cant be done in pontyates? there is room at rear of pontyates surgery for an extension - could be a portacabin
Screen Name Redacted 3/10/2026 05:13 PM	I have enjoyed a local practice for 30 years with children and grandchildren I am really sad if this should end
Screen Name Redacted 3/11/2026 11:04 AM	This stupid idea would mostly affect the old age and vulnerable. There are no decent bus routes, only Llanelli to Carmarthen every two hours. How are we to travel by bus to surgeries in the allotted time space if we have no access to a lift? To add an extra 1.5k patients to already struggling health centres is madness. Who is going to be responsible when things go wrong or don't work out? I think for a lot of us Dr Google and Dr ChatGPT will be our GPs. Please end this madness. The reasons you give for closures can easily be put right. There is NO flood risk, spend a bit more money on the surgery to correct a lot of other things and employ regular GPs
Screen Name Redacted 3/11/2026 11:12 AM	This whole situation is ludicrous. Has the Health Board really thought this closure of Sarn Surgery through? The upheaval of moving over 4.5k patient 3 overstretched surgeries. Pontyates has no decent bus services, only a bus from Llanelli to Carmarthen every 2hrs to get to either Pontyberem or Kidwelly would be impossible. How do you time buses to appointment times? Clearly not thought through
Screen Name Redacted 3/11/2026 11:21 AM	Yes this proposal has a big negative effect on me and other patients from the village who have voiced this option to me
Screen Name Redacted 3/11/2026 11:27 AM	I think it would negatively impact all patients if the surgery was to close. The NHS is supposed to be there for all patients not the other way round. We pay a lot in taxes for the NHS
Screen Name Redacted 3/11/2026 11:37 AM	I don't think it's beneficial for patients to travel to other surgeries. Whether they are young or old, it's not good when you're feeling poorly and then more patients will go to A&E which are already overwhelmed. The surgery in our village is more appropriately needed, giving doctors work too and also familiarity with seeing the same doctors is what we need. If we have to go to other surgeries, they too will become overwhelmed with patients and the patients will no be able to have appointments as they too will not be able to cope with the volume of patients. (Please keep our surgery open)
Screen Name Redacted 3/11/2026 11:41 AM	Not everyone has access to a car or can drive therefore travel to a surgery not on a bus route. Is impossible!
Screen Name Redacted 3/11/2026 11:50 AM	I am lucky I am quite fit at the present but am concerned not gaining access to a local doctors surgery if and when needed
Screen Name Redacted 3/11/2026 11:55 AM	
Screen Name Redacted 3/11/2026 12:00 PM	Elderly or disabled people would find having to travel further difficult
Screen Name Redacted 3/11/2026 12:05 PM	Yes, the Health Board seem to have already made up their mind and have not felt the need to talk to the patients in any meaningful way. A "drop in" is not the same as a Q&A public consultation with a panel. Why do you want to know my income, sexual preference etc?
Screen Name Redacted 3/11/2026 12:09 PM	Closing Meddygfa'r Sarn would be very stressful. As a patient there, I'm very happy with the service they provide. I'm a carer and being added to another surgery would cause anguish as the service will be under more strain

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/11/2026 12:12 PM	I think our surgery is vital to our rural community. It's excellent. Moving to another surgery would be difficult for me
Screen Name Redacted 3/11/2026 12:17 PM	Service we receive will suffer as we will be adding to their workload. I find this worrying as service works well now. Closing would affect the morale of the community
Screen Name Redacted 3/11/2026 12:27 PM	The service now is excellent. I feel this would be affected by adding to another surgery which is already busy and level of service will go down eg availability of appointments
Screen Name Redacted 3/11/2026 01:03 PM	
Screen Name Redacted 3/11/2026 01:16 PM	Elderly population. No realistic public transport
Screen Name Redacted 3/11/2026 01:45 PM	
Screen Name Redacted 3/11/2026 01:49 PM	
Screen Name Redacted 3/11/2026 02:03 PM	The Meddygfa'r Sarn catchment is very large due to housing developments (eg Ffos Las). The community has grown rapidly. Having a local practice with a nearby dentist is essential in such a large population and the proposals will make it difficult for some patients to access care if further away. The Meddygfa Sarn building could be renovated or expanded and kept open surely. I have always received excellent care there and I am very concerned that I wouldn't have the same at a dispersed practice. I'm also concerned that I wouldn't for the nearby pharmacy who will surely lose custom if the practice closes
Screen Name Redacted 3/11/2026 02:08 PM	
Screen Name Redacted 3/11/2026 02:13 PM	
Screen Name Redacted 3/11/2026 02:19 PM	Definitely effect older population who are reliant on public transport
Screen Name Redacted 3/11/2026 02:23 PM	I think it would be highly inconvenient for anyone who has travel issues, especially elderly patients. The bus service in the area would make it very difficult for a lot of people
Screen Name Redacted 3/11/2026 02:27 PM	I feel for people who have not got transport
Screen Name Redacted 3/11/2026 02:32 PM	It will affect us as it's so convenient at present. The surgery and pharmacy working hand in hand, it will make it more inconvenient plus the travelling to and from Pontyberem plus the cost of travelling!
Screen Name Redacted 3/11/2026 02:39 PM	Myself and my wife moved from Llanelli to Pontiets in 2022. The surgery we left in Llanelli was to put it mildly "abysmal". But Pontiets surgery in comparison was a breath of fresh air. The staff and medical team, irrespective of which GP or nurse was involved dealing with us, was of the highest standard. This service should never be taken from us
Screen Name Redacted 3/11/2026 02:50 PM	This possible closure will affect myself because of my age and health issues to a very great degree, bringing uncertainty, anxiety and a needless level of stress. This shows a lack of care from an organisation that was designed on a promise of care from cradle to grave

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Screen Name Redacted	
3/11/2026 02:53 PM	
Screen Name Redacted	
3/11/2026 02:58 PM	
Screen Name Redacted	
3/11/2026 03:00 PM	
Screen Name Redacted	
3/11/2026 03:04 PM	
Screen Name Redacted	
3/11/2026 03:07 PM	
Screen Name Redacted	
3/11/2026 03:09 PM	
Screen Name Redacted	This survey does not address the issues - just a data collection form. Greedy Coalbrook are not able to take more patients on and you just want to wash your hands of us!
3/11/2026 03:14 PM	
Screen Name Redacted	Find it wrong that when you are ill, you can see a pharmacist and not a doctor to cure you but if the pharmacist can not treat you he can refer you to a doctor. Therefore delay in your treatment and care
3/11/2026 03:19 PM	
Screen Name Redacted	
3/11/2026 03:22 PM	
Screen Name Redacted	
3/11/2026 03:26 PM	
Screen Name Redacted	
3/11/2026 03:31 PM	
Screen Name Redacted	
3/11/2026 03:43 PM	
Screen Name Redacted	Parking for the elderly & children is accessible in Pontyates and not in Pontyberem or Minafon
3/11/2026 03:46 PM	
Screen Name Redacted	I feel that closing Pontyates surgery will impact negatively on the community that use it and will increase pressure on the other surgeries, which I'm told can't have appointments now so best thing is keep the surgery open. Will solve everything
3/11/2026 03:51 PM	
Screen Name Redacted	
3/11/2026 08:02 PM	
Screen Name Redacted	It would be very sad to loose this fine surgery and all other people will aswell be a very high inconvenience
3/12/2026 08:44 AM	
Screen Name Redacted	
3/12/2026 09:00 AM	
Screen Name Redacted	You have not consulted with the key stakeholders - patients. GPs want to take over and you are not letting? locums want long term contracts. SAVE OUR SURGERY!!!!
3/12/2026 09:07 AM	
Screen Name Redacted	The comments by the board that "we could have shut it down without consultation" is utterly disgusting. That member should re think their job within the HEALTH SERVICE. a caring profession/provision that should help patients.
3/12/2026 11:15 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/12/2026 11:28 AM	I have been a patient at Pontyates for 46 years yrs and never troubled there without good reason . I am nearly 83, disabled and impaired vision - awaiting cataract op , not online and no mobile phone. I would like more than anything to be able to see an actual doctor and not a telephone consolation from a complete stranger and more empathy please
Screen Name Redacted 3/12/2026 12:17 PM	Im sure youll already be aware that there are elderly people in/near pontyates are going to find it very difficult to travel to neighbouring villages / towns to see a doctors or nurse. i understand your move to close the practice as the recruitment of GPs is a problem, unfortunately this is unlikely to be resolved as is a result of government policy. what i would say as a retired paramedic officer is that some of the best services i have received from pontyates is from the physician associates like paramedics very thorough logical and excellent communication, can the shortfall in GPs be met by the recruitment of their super practitioners
Screen Name Redacted 3/12/2026 12:21 PM	
Screen Name Redacted 3/12/2026 12:23 PM	
Screen Name Redacted 3/12/2026 12:27 PM	
Screen Name Redacted 3/12/2026 12:31 PM	
Screen Name Redacted 3/12/2026 12:36 PM	This will affect everyone. elderly, people that dont drive, buses every 2 hrs, the list goes on. surely something else can be done
Screen Name Redacted 3/12/2026 12:43 PM	
Screen Name Redacted 3/12/2026 01:27 PM	The proposed alternative surgeries will not show the problem . It will only impact on those surgeries with extra patients . The answer is employ people who are fit for purpose at Pontyates. It will NHS take over the running of Pontyates surgery and the care service dropped drastically, again not fit for purpose
Screen Name Redacted 3/12/2026 01:40 PM	
Screen Name Redacted 3/12/2026 01:54 PM	It is going to have a negative affect to everyone . How can you close a surgery that captures for 4300 people and disperse then to other surgeries you cant get appointments at the other surgeries as my friends have spoken to me of their difficulties. Pontyates surgery is more than big enough . Don't give us same excuses
Screen Name Redacted 3/12/2026 01:58 PM	
Screen Name Redacted 3/12/2026 02:08 PM	The closure of the surgery will definitely have a negative impact on the people in the local area and will in some cases mean they are no longer able to access medical care which should be a basic right
Screen Name Redacted 3/12/2026 02:17 PM	Dont know what is being discussed but truly believe that you have already made up your minds and it doesn't matter what people say or do its not going to make a difference. No buses- Do you really think people can afford a taxi - get in the real world
Screen Name Redacted 3/12/2026 02:20 PM	

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Screen Name Redacted	
3/12/2026 02:23 PM	
Screen Name Redacted	People who do not drive will find the change difficult as some of the places do not have a regular bus route there and back. In a few years when my wife stops driving, I shall not be able to travel at all
3/12/2026 02:30 PM	
Screen Name Redacted	People who cannot drive will find it harder to get to a surgery. It is hard to get an appointment now, with larger numbers it will take even longer to get to see the doctor face to face
3/12/2026 02:37 PM	
Screen Name Redacted	Just hope the surgery stays open
3/12/2026 02:41 PM	
Screen Name Redacted	
3/12/2026 02:51 PM	
Screen Name Redacted	I am downs person and need constant care and rely on my brother a lot and the local surgery have been very good. I don't want to travel all over the place the closer the better and should be improved . Should any one want to close it they are not thinking straight
3/12/2026 03:02 PM	
Screen Name Redacted	
3/12/2026 03:05 PM	
Screen Name Redacted	Sarn has been looking after hundreds of people , leave alone . There are plenty of Doctors that want to come there and make it happen
3/12/2026 03:14 PM	
Screen Name Redacted	Travelling
3/12/2026 03:39 PM	
Screen Name Redacted	Seems to be done in haste, causing lots of distress and worry due to my health issues
3/12/2026 03:43 PM	
Screen Name Redacted	
3/12/2026 03:47 PM	
Screen Name Redacted	New Houses are constantly being built but no new doctors surgeries are open to deal with new people. It is disgusting that you are even suggesting closing Pontyates
3/12/2026 03:53 PM	
Screen Name Redacted	Pontyates is easily to get to only problem for me is walking into surgery
3/12/2026 03:56 PM	
Screen Name Redacted	
3/13/2026 08:48 AM	
Screen Name Redacted	
3/13/2026 08:53 AM	
Screen Name Redacted	Access challenges for vulnerable people Wider community impact
3/13/2026 09:21 AM	
Screen Name Redacted	
3/13/2026 09:25 AM	
Screen Name Redacted	
3/13/2026 09:27 AM	
Screen Name Redacted	Overwhelming remaining GPs Access challenges for vulnerable people Wider community impact
3/13/2026 09:31 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 09:35 AM	I can find no positive points. The negative points would be very detrimental to the community. Mental and physical needs of the community are best kept local, very worrying to have other practices overloaded with extra patients where there is obviously no room to do so
Screen Name Redacted 3/13/2026 09:43 AM	Yes. I feel that continued care at the same practice is important as is access to the surgery at short notice in person is important. Having to use public transport, which is not easily accessible, could adversely affect health for the whole community. Noy everyone has their own transport
Screen Name Redacted 3/13/2026 09:46 AM	Yes. Disabled and partially sighted/blind people would lose all independence. It would totally impact on the lives of these people. Also elderly people cannot be expected to spend hours waiting for public transport and taxi services are not affordable for the majority of the community. Not everyone has a car
Screen Name Redacted 3/13/2026 09:50 AM	Transport to surgery. Will effect vulnerable and elderly population. A lot of people feel more confident when speaking Welsh. Cost will effect people using bus/taxi (if available). Will other surgeries have continuity of care? Mothers with children will have difficulty travelling to the surgery
Screen Name Redacted 3/13/2026 09:54 AM	Transport will be difficult for elderly and vulnerable people and for parents of young children (there would be a cost). A lot of people are more confident in dealing in Welsh. Would the other surgeries have locums?
Screen Name Redacted 3/13/2026 09:57 AM	
Screen Name Redacted 3/13/2026 10:01 AM	People with mobility issues would not benefit by a change of surgery. We are a lovely village and don't need anymore cuts to the village. Old age are suffering enough. Our surgery is part of the community and the staff are amazing, as well as the doctors
Screen Name Redacted 3/13/2026 10:05 AM	I suffer from PTSD/anxiety. It is hard to get a quick appointment as it is. If you shut this one, it'll be even worse. So many people of all ages have used this practice for many years and will continue to do so
Screen Name Redacted 3/13/2026 10:45 AM	You propose to close our surgery and send us to the nearest one which would be Kidwelly or Trimsaran. Aren't they overstretched themselves? How is that going to make it easier to get help when needed? No wonder A&E is overstretched!!
Screen Name Redacted 3/13/2026 10:45 AM	
Screen Name Redacted 3/13/2026 10:45 AM	By transferring me to another surgery or other residents in patients would only result in a negative impact. The village consists of a wide age group. Older people who do not drive, have mobility issues. New mothers, parents of young children who are poorly will not benefit from travelling outside of the village. Also the increase in patients to other surgeries will have a huge negative impact on them
Screen Name Redacted 3/13/2026 10:45 AM	
Screen Name Redacted 3/13/2026 10:45 AM	Why change something that is working well. I have been coming to this surgery for 20 years, always had a good service while it was private, no shortage of doctors. Let it go back to how it was. This has been the talk of many patients
Screen Name Redacted 3/13/2026 10:45 AM	The doctors has always been a terrible experience for me and I will probably leave altogether
Screen Name Redacted 3/13/2026 10:45 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 01:45 PM	There are many people in Pontyates that are elderly and do not have transport facilities to get to the alternatively designated surgeries. Closing the local surgery will make life much more difficult and worrying. There is no reason why the surgery in Pontyates should be closed if the Hywel Dda Board ran it properly. There are few complaints that cannot be rectified
Screen Name Redacted 3/13/2026 01:45 PM	I think it's absolutely disgusting that they're even considering closing the Surgery. Local surgeries are full to their capacity as it is, so how is this going to help, we have difficulty accessing doctors appointments as it is. This is causing distress and anxiety, worrying that we're even going to get to appointments when there is no bus services to take us to these surgeries proposed. Not everyone is computer literate to access the appointments. This will have a detrimental affect to all concerned
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	The closure of the surgery and pharmacy would be very detrimental to the village and surrounding area. This also includes the local school. The lack of services could force people's families to relocate and send the area into further decline. Loss of either or both would be at a great loss to all the people in the village
Screen Name Redacted 3/13/2026 11:12 AM	
Screen Name Redacted 3/13/2026 11:17 AM	A community bus or car service would help. I know I' not alone being very worried how we would manage to be physically seen.
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 11:20 AM	Overwhelmed remaining GP
Screen Name Redacted 3/13/2026 01:45 PM	Why are they thinking of closing the surgery when there are more and more people moving to the area (ffos las housing estate)? Other surgeries are already oversubscribed. Surely they must be able to employ permanent doctors
Screen Name Redacted 3/13/2026 11:23 AM	
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	Deeply affect my well-being and health as I will have to find alternative ways of seeing my GPs. I am on life threatening medication and the prospect of obtaining blood tests/check ups is already affecting my mental health
Screen Name Redacted 3/13/2026 01:45 PM	No one is considering the pressure of dealing with an already busy surgery. When you are long term and looking after a 91 year old full time - services are EVERYTHING
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 11:46 AM	The closure would adversely effect elderly who could be more reliant on the surgery and public transport to get to it. waiting longer for appointments. waiting longer for the phone to be answered at other surgeries that are at capacity
Screen Name Redacted 3/13/2026 01:45 PM	You can't close a good surgery and put pressure on an already busy surgery - with a bad reputation

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 01:45 PM	Don't close it please
Screen Name Redacted 3/13/2026 01:45 PM	Don't close the surgery
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	No
Screen Name Redacted 3/13/2026 12:09 PM	The closure would impact us. no surgeries suggested are on bus routes. elderly people which I am one are reliant on a local surgery and public transport. longer waiting times to see a doctor
Screen Name Redacted 3/13/2026 12:12 PM	
Screen Name Redacted 3/13/2026 01:45 PM	No
Screen Name Redacted 3/13/2026 01:45 PM	Will I have the same service in another surgery? Pontyberem is nearer to be and would not like to go anywhere else. Can a taxi service be set up where rates are low? I won't be able to afford to pay taxi rates
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:45 PM	None
Screen Name Redacted 3/13/2026 01:45 PM	This proposal will have a negative impact on everyone, the patients of Pontyates and the other surgeries listed. Patient safety will be compromised as these surgeries become MORE overstretched than they already are. The surgery provides accessible healthcare which will have far reaching effects for all. This is purely to save "money". People/patients have not been considered at all in this proposal
Screen Name Redacted 3/13/2026 01:45 PM	
Screen Name Redacted 3/13/2026 01:58 PM	
Screen Name Redacted 3/13/2026 02:00 PM	
Screen Name Redacted 3/13/2026 02:04 PM	If this surgery closes, I'm certain I won't be able to attend another one due to anxiety and disability. I'm also having ongoing treatment there which I'm worried will be disturbed
Screen Name Redacted 3/13/2026 02:14 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/13/2026 02:38 PM	As stated overleaf, the negative impact of all the travelling would be huge. 1) Lack of direct public transport to another practice 2) Lack of parking facilities close to other surgeries Keeping Pontiets would alleviate these problems for my husband and I and many, many more patients who are elderly or infirm as well as others who have mobility issues - young and old
Screen Name Redacted 3/13/2026 02:41 PM	
Screen Name Redacted 3/13/2026 02:43 PM	Having no surgery will very sadly affect the mental health of many people
Screen Name Redacted 3/13/2026 02:54 PM	The lack of continuity of care effects all the patients at this time. We are patients were so used to the excellent care we used to have before the surgery was taken over by the health board. How a surgery that won an award for its excellent care can just be closed
Screen Name Redacted 3/13/2026 02:58 PM	Don't close the surgery. It will affect 4,500 people and other surgeries. More houses are being built at Ffos Las and the residents will need doctors
Screen Name Redacted 3/13/2026 03:04 PM	It is disgusting that we are having to fight to keep our local surgery
Screen Name Redacted 3/13/2026 03:08 PM	This is disgusting that we are having to fight to keep our surgery open. This does not help with anxiety!
Screen Name Redacted 3/13/2026 03:12 PM	
Screen Name Redacted 3/13/2026 03:15 PM	
Screen Name Redacted 3/13/2026 03:20 PM	
Screen Name Redacted 3/13/2026 03:23 PM	
Screen Name Redacted 3/13/2026 03:27 PM	It would affect me negatively
Screen Name Redacted 3/13/2026 03:32 PM	
Screen Name Redacted 3/13/2026 03:35 PM	
Screen Name Redacted 3/13/2026 03:42 PM	Patients relying on public transport are going to be severely impacted, especially the elderly and families without a car. It's hard enough to get an appointment now, definitely going to be worse if the surgery closes in Pontyates
Screen Name Redacted 3/13/2026 03:43 PM	
Screen Name Redacted 3/13/2026 03:46 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 03:53 PM	I have been bedbound for some time and am going to be this way indefinitely. I don't like seeing new people so changing to a new surgery means new people which would be very stressful for me. In Pontyates I only ever see and talk to one GP. She has been very kind and helpful to me. When things started to get worse for me lately she came out to see me in my home. I cannot stress how hard it would be for me to have to try and see someone new and that would be only if a GP would be willing to attend my home to see me as I cannot go to the surgery. Having heard how short staffed Meddygfa Minafon are, I doubt any GP from there would come to my home, thus leaving me without a doctor if I need one. Shutting Pontyates surgery would be a massive blow not only to me but to many many people
Screen Name Redacted 3/13/2026 04:01 PM	Relocating patients to neighbouring surgeries raises serious concerns about access to appointments when needed. There has been no mention of how these surgeries will cope with this increase in demand eg investment in workforce expansion, expanding their clinic rooms to cope with the increase in demand for appointments, parking. travel to neighbouring surgeries also possess a challenge to many patients due to lack of reliable public transport. patients ability to use these when unwell which could inadvertently lead to missed appointments and increased A&E admissions due to inaccessible primary care. Workforce expansion and inability to recruit GPs at Sarn was mentioned in the report, has any consideration been given to expanding the MDT eg PAs, prescribing pharmacists to take the pressure off GPs?
Screen Name Redacted 3/13/2026 04:02 PM	I have limited time to myself and obviously moving surgeries means longer travelling time for me which I do not have as I am a fulltime carer to my bedridden husband. Trying to find people who know him and have the time to sit with him is hard enough without spending extra travelling time going to a surgery which is NOT local to me
Screen Name Redacted 3/13/2026 04:06 PM	Why are the so-called board closing everything to make everything private, they need to look closer to what's happening at home and not just think of themselves
Screen Name Redacted 3/13/2026 04:10 PM	
Screen Name Redacted 3/13/2026 04:11 PM	
Screen Name Redacted 3/13/2026 04:14 PM	
Screen Name Redacted 3/13/2026 04:16 PM	
Screen Name Redacted 3/13/2026 04:17 PM	
Screen Name Redacted 3/13/2026 04:19 PM	
Screen Name Redacted 3/13/2026 04:26 PM	This will make life very difficult for a lot of local people, particularly the elderly, young mothers with small children, and people who have no transport and have physical infirmities

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 04:28 PM	The first welsh bus service 197/195 runs past sarn surgery regularly 6 days a week and stops outside the surgery making access to the elderly perfect. the area about the surgery has a convenience store, chemists, welfare hall, rugby clubhouse, play park. A lot of people use these facilities of all ages, this then becomes a surgery with no heart and no surrounding ? Mental health is an issue that is becoming more prevalent nowadays so keeping surgery going in pontyates to maintain the feelgood factor and again employ resident doctors
Screen Name Redacted 3/13/2026 04:34 PM	Can't believe that this surgery has got to this. since the health board has taken over the service and system has been really bad, think tis has been done on purpose to close the surgery. The staff that are really nice and actually care can't do enough whilst the others don't seem to care. we need this surgery and we deserve to be looked after by caring staff. if or when i can no longer drive, I would have to take my electric wheelchair to pontyberem as could not get a bus or afford a taxi
Screen Name Redacted 3/13/2026 04:39 PM	I find this task an impossibility integrating 4300 patients is going to be a logistical nightmare
Screen Name Redacted 3/13/2026 04:46 PM	I feel that all of the older people I have heard talking about the proposed changes have been feeling extremely stressed and actually quite scared. My grandparents are currently capable of travelling alone but as they get older, that is unlikely to remain an option for them. I am also concerned that the quality of care and availability of appts at the other surgeries that will potentially be taking on displaced patients will be impacted and lead to negative results for existing patients
Screen Name Redacted 3/13/2026 04:58 PM	Myself and my grandparents all use the drs in pontyates and if it was closed, we would all find it extremely hard and at times, impossible to travel the further distance, especially as they are currently my transportation and will soon be giving up their driving licences and currently it's around 3 hours to each bus
Screen Name Redacted 3/13/2026 05:03 PM	
Screen Name Redacted 3/13/2026 05:04 PM	
Screen Name Redacted 3/13/2026 05:09 PM	This surgery closure will put more strain on a struggling service including the hospital A&E as that may be the only option
Screen Name Redacted 3/13/2026 05:22 PM	Given the hundreds of new houses built in ffos las, its absurd to think you are closing the nearest surgery to them. the areas population has increased and you are abandoning them/us. public transport is inadequate for same day appointments anywhere else
Screen Name Redacted 3/13/2026 05:25 PM	No available bus route to pontyberem surgery. would greatly affect patients with no transport to access appts and consultations for continuous care
Screen Name Redacted 3/13/2026 05:28 PM	
Screen Name Redacted 3/13/2026 05:33 PM	
Screen Name Redacted 3/13/2026 05:35 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/13/2026 05:40 PM	It has been suggested that the cost of paying for locum GPs is extremely expensive and not sustainable. does this mean there will be no extra staff recruited at the other surgeries to deal with the influx of extra patients? how is that going to work? the way this process has been managed is extremely underhand, causing much upset and distress to all
Screen Name Redacted 3/13/2026 05:42 PM	
Screen Name Redacted 3/13/2026 05:46 PM	It is going to be very stressful, no continuity of care. it's been my surgery for over 64 ears and only 2 miles away to be amalgamated with another surgery. the patient increase makes no sense and results in less care for individuals. patents in this sugery are like a family grown up together
Screen Name Redacted 3/13/2026 05:47 PM	
Screen Name Redacted 3/14/2026 05:00 PM	How on Earth are elderly people, living in Pontyates, supposed to reach the surgery in Pontyberem if they have poor mobility?
Screen Name Redacted 3/14/2026 07:30 PM	
Screen Name Redacted 3/16/2026 08:43 AM	
Screen Name Redacted 3/16/2026 08:49 AM	
Screen Name Redacted 3/16/2026 08:55 AM	
Screen Name Redacted 3/16/2026 08:58 AM	Nil
Screen Name Redacted 3/16/2026 09:15 AM	
Screen Name Redacted 3/16/2026 09:22 AM	
Screen Name Redacted 3/16/2026 09:25 AM	
Screen Name Redacted 3/16/2026 09:34 AM	
Screen Name Redacted 3/16/2026 09:37 AM	
Screen Name Redacted 3/16/2026 09:41 AM	
Screen Name Redacted 3/16/2026 09:43 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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<p>Screen Name Redacted 3/16/2026 09:49 AM</p>	<p>People require a familiar environment / dr surgery this enhances healing and health process. staying local especially for older clients and young patients with young families helps eliminate stress of travelling, exhaustion and the logistical challenges of arranging transport. especially when busses are every 2 hrs!! people who walk , this would impact on time off and employment including everyone who drives or owns a vehicle. the cost of travel impacts on families finances alongside paying for medications or treatments. surgeries in villages offer strong community networks and support systems. reducing transportation costs for patients. housing surgeries in your local village simplifies follow up appointments and ongoing care ensuring a smoother recovery. this gives improved outcomes for patients, better personal relationships with care providers. also you have ongoing housing developments occurring throughout our village so this will impact on numbers of patients to all surgeries. having accessible healthcare in rural villages is essential to bridge health gaps. providing timely care and preventing escalation of manageable health conditions. supporting aging often vulnerable people. offering essential services eg. prenatal care, vaccinations and emergency response.</p>
<p>Screen Name Redacted 3/16/2026 09:51 AM</p>	
<p>Screen Name Redacted 3/16/2026 09:52 AM</p>	
<p>Screen Name Redacted 3/16/2026 09:53 AM</p>	
<p>Screen Name Redacted 3/16/2026 09:54 AM</p>	
<p>Screen Name Redacted 3/16/2026 09:56 AM</p>	
<p>Screen Name Redacted 3/16/2026 10:01 AM</p>	<p>This is a cash saving exercise. We seem to be going backwards. With no direct bus routes to get to other practices. Also will even get an appointment? Really worries me as I'm getting older. This is a real worry for the residents in Pontyberem, Carway etc. This is madness Hywel Dda, in this day and age</p>
<p>Screen Name Redacted 3/16/2026 10:10 AM</p>	<p>I feel that this change would negatively affect a large proportion of the patients especially the elderly and those with babies and small children</p>
<p>Screen Name Redacted 3/16/2026 10:14 AM</p>	<p>Dont know why you want to know about salaries. and closing the surgery would be detrimental to this area especially for old age pensioners</p>
<p>Screen Name Redacted 3/16/2026 10:17 AM</p>	
<p>Screen Name Redacted 3/16/2026 10:17 AM</p>	<p>Closing the surgery would be detrimental to the area</p>
<p>Screen Name Redacted 3/16/2026 10:19 AM</p>	
<p>Screen Name Redacted 3/16/2026 10:22 AM</p>	
<p>Screen Name Redacted 3/16/2026 10:25 AM</p>	
<p>Screen Name Redacted 3/16/2026 10:29 AM</p>	

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Screen Name Redacted

3/16/2026 10:34 AM

Screen Name Redacted

3/16/2026 10:38 AM

Screen Name Redacted

3/16/2026 10:39 AM

Screen Name Redacted

3/16/2026 10:42 AM

Screen Name Redacted

3/16/2026 10:43 AM

Screen Name Redacted

3/16/2026 10:45 AM

Screen Name Redacted

3/16/2026 10:48 AM

Removal of a doctors surgery is another disaster for a community. With over 4,000 patients in a former mining area with historic poor health, and an older demographic this change will dramatically change people's lives. It will make residents more anxious and concerned about their ongoing healthcare in the future. There are no positives for our community in these proposals. Only cash saving measures - think again Hywel Dda

Screen Name Redacted

3/16/2026 10:51 AM

Screen Name Redacted

3/16/2026 10:51 AM

Screen Name Redacted

3/16/2026 10:57 AM

This proposal has a big negative effect on me and also other patients from the village who have voiced their opinion to me

Screen Name Redacted

3/16/2026 11:01 AM

Screen Name Redacted

3/16/2026 11:05 AM

People who have no transport and rely on public transport which is poor in the gwendraeth valley

Screen Name Redacted

3/16/2026 11:05 AM

Screen Name Redacted

3/16/2026 11:10 AM

Screen Name Redacted

3/16/2026 11:12 AM

I do not mind changing to pontyberem surgery, but can not travel to either of the other surgeries and not be told i can not see or speak to a doctor

Screen Name Redacted

3/16/2026 11:12 AM

Screen Name Redacted

3/16/2026 11:15 AM

Screen Name Redacted

3/16/2026 11:17 AM

Moving to an inaccessible surgery would be a disaster for my health. I cannot see how I could attend the other surgeries due to no bus services from my home to any of the other surgeries. I would not be able to travel on multiple buses when experiencing illness

Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted  
3/16/2026 11:18 AM  
A lot of people in the area are elderly and do not have their own transport. a local surgery is very important to them and also to young families who have to travel with children for services like injections and assessments. Bus services in the area mainly go from llanelli to carmarthen and return. i am not aware of any direct services between pontyates and pontyberem or pontyates and kidwelly. these journeys would be very time consuming and costly for all patients transferred between surgeries

Screen Name Redacted  
3/16/2026 11:19 AM  
No

Screen Name Redacted  
3/16/2026 11:23 AM

Screen Name Redacted  
3/16/2026 11:29 AM

Screen Name Redacted  
3/16/2026 11:34 AM

Screen Name Redacted  
3/16/2026 11:37 AM  
The proposal should have been subject to consultation before the decision was made. a aging population is going to struggle to get to pontyberem, but face to face consultations becoming more important as you age. the rationale for closing pontyates doesnt hold water. all us meant to believe that it is impossible to recruit GPs to pontyberem but not to pontyates? absurd!

Screen Name Redacted  
3/16/2026 11:37 AM

Screen Name Redacted  
3/16/2026 11:42 AM  
Please refer to my answer in question 7

Screen Name Redacted  
3/16/2026 11:44 AM

Screen Name Redacted  
3/16/2026 11:47 AM

Screen Name Redacted  
3/16/2026 11:55 AM  
To lose this surgery could be the end of me because all the staff and nurses are great, it would be nice to see the same doctors, but i suppose locums are better than nothing, im lucky and appointment i get is between 9-10am otherwise i would have to wait hours for bus services and as i am [REDACTED] i cant go anywhere for refreshment and as im getting older over the winter months its nice to get back home to a warm house, its bad not been able to drive and would have to rely on buses and cant afford taxis. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] and the care they all received from meddygfar sarn was great day or night they would be out, thing of the past i think, if the surgery closes i will have to get an ambulance and a&e both of which are very stretched, i only call them out for any problems with [REDACTED]. but if the surgery closes i wont have them choices as i live alone, hopefully you wont have to close our surgery

Screen Name Redacted  
3/16/2026 11:58 AM

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 12:00 PM	There are elderly, vulnerable people, who live on their own, who are going to be devastated by this change. One of the locums sent me for an MRI scan at Prince Philip Hospital in August 2023. [REDACTED] [REDACTED] Without the excellent work of Dr Alex, I would probably have died through cancer. I am eternally grateful for the help I had at Pontiets Surgery
Screen Name Redacted 3/16/2026 12:01 PM	If i cant drive cant afford taxi, bus is useless and you cant expect us to rely on other people, so it is very important to keep surgery open
Screen Name Redacted 3/16/2026 12:11 PM	Don't close Pontyates Surgery
Screen Name Redacted 3/16/2026 12:13 PM	Closing is all negative
Screen Name Redacted 3/16/2026 12:16 PM	Sarn GP surgery in Pontyates needs to be open to provide local medical services to all patients by attracting and employing more Doctors
Screen Name Redacted 3/16/2026 12:19 PM	I think that closing our surgery would have a detrimental impact on our community. Especially the elderly and infirm
Screen Name Redacted 3/16/2026 12:24 PM	Why should Sarn close its doors rather than Kidwelly and Pontyberem Surgeries' they are both Health board run,
Screen Name Redacted 3/16/2026 12:24 PM	
Screen Name Redacted 3/16/2026 12:54 PM	Its going to affect everybody in Pontyates negatively there will be no advantage for anybody in Pontyates as far as I can see.
Screen Name Redacted 3/16/2026 01:02 PM	
Screen Name Redacted 3/16/2026 01:04 PM	
Screen Name Redacted 3/16/2026 01:08 PM	The other surgeries are already struggling, to say otherwise is a lie. There are very poor public transport links to other surgeries. To close Sarn is to discriminate against the elderly and disabled. Disgusting behaviour for a health board
Screen Name Redacted 3/16/2026 01:14 PM	The only word I would use in this matter in CATASTROPHIC. This is a rural area and getting to and from an other practice would be impossible if having to go on public transport. Why close a surgery that once had an award for being one of the best in Wales?
Screen Name Redacted 3/16/2026 01:18 PM	The proposal would be catastrophic to the people in the area of Pontyates. At the moment I can drive to the surgery but as people get older and not being able to drive, getting a surgery further away would be very difficult
Screen Name Redacted 3/16/2026 01:22 PM	I have worked since the age of 16 and have paid my taxes/NIs since then, i have paid alot towards healthcare and i think this is a disgrace that you are taking this local service away from us that live local to the surgery, which will make our waiting time to see a doctor etc alot longer. by doing this you are taking peoples lives in your hands who cant get to the new surgery. after all this time labour has been in charge in wales they have ruined the health board, hopefully reform will change this for people in this country

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 01:27 PM	This proposal would be catastrophic to the patients who attends the practice. Having to move to another practice would potentially cause problems in getting to and from. This is a rural area where public transport is not running every few minutes
Screen Name Redacted 3/16/2026 01:30 PM	
Screen Name Redacted 3/16/2026 01:30 PM	Buses are not regular possible 2 bus journey so would be difficult to plan appointments. there are alot of older people in the area plus disabled people and putting extra pressure on the other surgeries it doesnt make sense meddygfar sarn is a great surgery with friendly staff lovely nurses and usually good drs
Screen Name Redacted 3/16/2026 01:33 PM	This move to close of this surgery would be a disappointment, people will die in there house not being travel to your nearest GP Surgery, There to far away for those who are ill, old age, cant drive, cant get a lift, A&E will be overwhelmed with patients who have no way of getting to see a Local GP with no buses, taxi costs from babies to old age, covid was dealt with costs no object. [REDACTED] [REDACTED]. Where did the Health Board find the money for that, wasted money and this is the results - Surgeries' closing
Screen Name Redacted 3/16/2026 01:40 PM	
Screen Name Redacted 3/16/2026 01:41 PM	If Sarn closes then it would be disastrous. It would be a amenity that would be lost to the community and the village would suffer because of it. A total negative impact on Locals. Consider that 4500 people rely on this surgery it provides- save our surgery
Screen Name Redacted 3/16/2026 01:42 PM	How will I get to the surgery because I don't drive
Screen Name Redacted 3/16/2026 01:43 PM	The lack of appointments that will be to offer if Sarn was to close
Screen Name Redacted 3/16/2026 01:47 PM	
Screen Name Redacted 3/16/2026 01:49 PM	To get to pontyberem (3miles) on a bus can take 3hrs if the turns up. Kidwelly - unacceptable Llanelli - Dr wants to see you at 5-30 bus leaves maybe 3 - home by 8. This is unacceptable for me if i cant drive that day let alone elderly, young patients with children etc. unless you help pay the taxi from in the village to do a drop and pick up. I am not sure where the sense is coming from to close this surgery. I am sure Mr Edmunds will miss the revenue, or ask to purchase and expand, and keep the people of our village safe. I think you are forgetting this is a rural village, limited buses, with silly timetables. If we lose this surgery we will also lose alot of our villagers due to ill health
Screen Name Redacted 3/16/2026 01:49 PM	[REDACTED] Very secure with my surgery in Pontyates. With two children it's quite a distance
Screen Name Redacted 3/16/2026 01:50 PM	Ni bus travels through Pontyates from Carmarthen or Llanelli that goes directly to Pontyberem or Kidwelly. Would have to get transport from home to catch bis a mile away to go to Pontyberem or Kidwelly

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 02:00 PM	I think that keeping the surgery open would be a big positive for the community. It offers a variety of services to the community, thus enabling patients attending to cut back on the travel, cost and time wasted if they were moved to another practice. It would also help the local hospitals and ambulances as less stress and strain would be put on these facilities as it is widely reported that these departments are really stretched. It is also important for people to be put at ease. If they see a familiar face, they feel more relaxed. The elderly also feel more relaxed if they are spoken to in their first language. Rumours going around the village are that two doctors are willing to take over the practice, along with a local person who is willing to buy the surgery building to help keep the surgery going for the community. If there is any truth in these rumours, why doesn't the local health authority take the opportunity to help the doctors to establish a new practice to keep the patients local? I think that a lot of points of view from patients must be on how difficult it is going to be to travel if using public transport. It will also help the community to survive
Screen Name Redacted 3/16/2026 02:00 PM	The surgery is the heart of the village it would be difficult to travel to other venues, especially if unwell or in pain
Screen Name Redacted 3/16/2026 02:01 PM	
Screen Name Redacted 3/16/2026 02:03 PM	This will make my life more difficult as a widow living on my own with no family. I have health issues such [REDACTED]
Screen Name Redacted 3/16/2026 02:04 PM	People that use public transport will have difficulties due to the poor service. The surgery provides the GP service that covers Pontyates, Ponthenty, Carway, Cynhridre, Meinciau and even some of 5 Roads. These area are expanding due to new properties been built thus the population expanding. The closure of the surgery in the village is detrimental to the well being if patients this resulting in the health Board failing the people in this are. The Board has also failed to recruit a full time GP or 2 and it appears that they haven't been proactive in advertising any position
Screen Name Redacted 3/16/2026 02:04 PM	Shouldnt be closed
Screen Name Redacted 3/16/2026 02:09 PM	Many people at this surgery do not have their own transport and the bus service in this area is extremely limited. The salary of the CEO of Hywel Dda is £200,000. Could surely be reduced and some of the money used to support Meddygfa'r Sarn - (PHILIP KLOER) AND MARK HENWOOD over £190,000?
Screen Name Redacted 3/16/2026 02:12 PM	
Screen Name Redacted 3/16/2026 02:14 PM	
Screen Name Redacted 3/16/2026 02:16 PM	The care received by neighbours at Sarn has been truly exceptional. This surgery should be rewarded and held up as an example pf Best Practice in delivering care in the community not sacrificed on the alter of institutional efficient
Screen Name Redacted 3/16/2026 02:17 PM	Provide a questionnaire that is actually relevant to the closure. This questionnaire is a pointless tick box exercise
Screen Name Redacted 3/16/2026 02:20 PM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 02:21 PM	There is little/nothing that could positively affect me of particular people in society more than others in this discussion! other than savings for HDHB. In terms of physical and mental health and wellbeing in this area, it will certainly, negatively affect everyone and indeed place further pressure on the surgeries to which we are all assigned. Gone are the days of patient choice! The greatest impact which will impact us all negatively is travelling to and from a surgery several miles away and for doctors needing to visit patients here. Patients will certainly not see a doctor when they need to, unable to get to a surgery - such patients being elderly and the most sick and needy amongst us. Equally so young mothers without transport of their own.
Screen Name Redacted 3/16/2026 02:22 PM	Being an older lady . A doctors surgery nearby is vert important to me and other patients as age related issues mat arise, physical an mentally
Screen Name Redacted 3/16/2026 02:26 PM	This surgery was so wonderful [REDACTED] The admin staff were sometimes the only people I spoke to in weeks and they were very kind. The doctors came out to the house to see him but also took the time to see if I needed anything. When he died, Dr Swain called me to see if I was okay and if I needed anything. You are ripping the heart out of the village. Please don't close it
Screen Name Redacted 3/16/2026 02:27 PM	The elderly, the disabled and those on limited finances will naturally find travelling further much more difficult
Screen Name Redacted 3/16/2026 02:32 PM	I think people will find it very difficult to go to surgery because no transport cant rely on buses to go to appointments
Screen Name Redacted 3/16/2026 02:35 PM	I cannot think of anything that could positively affect anyone, particularly the less able bodied with chronic illness that need a local surgery more than most! The negative impact of these proposals lay primarily with these in society least able to cope with them. Imagine the scenario of a single mum having to take a toddler somehow from pontyates to kidwelly to the surgery no personal transport. ?bus on her return she finds the local pharmacy cant provide the medication prescribed due to a manufacturing issue. Now she needs to somehow return to kidwelly to get an alternative medication written up before she can return and collect the medication from the pharmacy
Screen Name Redacted 3/16/2026 02:38 PM	If as and when I may need to use public transport to attend an urgent appointment at a surgery in another village. It wouldn't be possible as living in rural areas, buses aren't readily available like in towns or cities. Therefore it's critical to keep the local doctor surgery open. Buses to and from certain areas if you happen to miss it. You have to wait several hours for the next one
Screen Name Redacted 3/16/2026 02:41 PM	
Screen Name Redacted 3/16/2026 02:41 PM	This will negatively impact my Mum as she [REDACTED] so its very difficult for my mum to catch a bus the surgery is currently in walking distance from where she lives. She is getting on in age on a small pension so not having her surgery would also impact her financially
Screen Name Redacted 3/16/2026 02:44 PM	
Screen Name Redacted 3/16/2026 02:44 PM	Keep Pontyates surgery open
Screen Name Redacted 3/16/2026 02:47 PM	If there is no bus route close to other surgeries how are we meant to get there it is is very difficult for the older generation

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/16/2026 02:49 PM	
Screen Name Redacted 3/16/2026 02:51 PM	No
Screen Name Redacted 3/16/2026 02:53 PM	
Screen Name Redacted 3/16/2026 02:56 PM	I have lived in pontyates since [REDACTED] and the surgery has always served me well. I am now [REDACTED]. I would not like to see the surgery close as it is inconvenient for us in our old age and for our needs. if it has to be a move we would like to go to pontyberem surgery as it is the closest!
Screen Name Redacted 3/16/2026 02:56 PM	
Screen Name Redacted 3/16/2026 03:05 PM	My understanding is that Sarn serves over 4300 people. How could you consider closing it is beyond belief, You should be concentrating on serving the community instead of removing an integral life supporting facility so you can waste the money somewhere else- for shame on you
Screen Name Redacted 3/16/2026 03:06 PM	Certainly nothing positive will come from this proposal. From a negative viewpoint this will adversely affect local people, particularly older people, who do not drive and currently either walk, use public transport or depend on friends/neighbours for lifts to and from the surgery. Closure could also endanger the future of the local nearby chemist shop. I am not aware of any regular/hourly public transport bus connections with Pontyberem or Kidwelly.
Screen Name Redacted 3/16/2026 03:10 PM	Sarn is the friendliest I have ever been to they make you feel a part of the community, closing it will be a major blow to the community spirit
Screen Name Redacted 3/16/2026 03:11 PM	People that have no private vehicle will be unable to attend surgeries in other areas because there is no available regular public transport, crippling taxi fares, lack of family and neighbour support. The closure of this surgery would have wide ramifications throughout the whole area covered by pontyates surgery. this surgery is a must to remain open.
Screen Name Redacted 3/16/2026 03:23 PM	
Screen Name Redacted 3/16/2026 03:28 PM	Sarn covers a wide are with many elderly patients involved, Local accessible Health Care is fundamental to these people. Harder access longer waiting times leads to more problems ultimately more cost to the NHS. Can anything be put on table to entice more permanent Dr's and not just locums
Screen Name Redacted 3/16/2026 03:30 PM	Dont understand.

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 03:34 PM	Pontyats is a wonderful welcoming community with its own surgery, shop, pharmacy and hairdressers. As well as parts for children to play and schools to attend. The proposed closure of one school is already impacting this community. The post office in the local shop has gone, and now you want to take away the only health care facility available locally. No direct bus from Ffos Las to Kiszewly. Without a vehicle, the journey is awful/impossible. The 195 bus service to Pontyberem runs every two hours. Elderly people will spend potentially hours travelling to the surgery in Pontyberem and back - in the cold, the wet and dark - is this really how we should be treating people? Do all our elderly who do not have internet access know about these issues? Do they know how to find out what is happening to their surgery? I've read that the surgery is at a risk of flooding - if the river was dredged - would that not reduce the risk? Treat the cause not the symptom. We will all be old one day and be unable to travel by bus - LOCAL SERVICES ARE ESSENTIAL
Screen Name Redacted 3/16/2026 03:36 PM	
Screen Name Redacted 3/16/2026 03:36 PM	It will affect all residents living in the proximity of GP Surgery. WE desperately need more accessible primary health care in our community. Closing up divides patients is not the solution. Extending or new build which will be a benefit for all. Including medical professionals, GP's and patients. Reconsider closure and think ahead
Screen Name Redacted 3/16/2026 03:40 PM	If Meddygfa Sarn closed it would be a massive loss to the community. So many of us rely on the surgery and it would be devastating to many many people
Screen Name Redacted 3/16/2026 03:43 PM	
Screen Name Redacted 3/16/2026 03:43 PM	The appointment being less. I feel it's working as it is and no change is needed
Screen Name Redacted 3/16/2026 03:46 PM	The doctor, nurses & receptionists go above and beyond for their patients, regardless of your comment that the premises are too small. The service is 5 star, compared to the comments from my friends about the larger Llanelli Practices, having to wait up to an hour on the phone to make an appointment and then told it would take up to a week or longer for an appointment. The old saying if it isn't broke then it doesn't need fixing
Screen Name Redacted 3/16/2026 03:47 PM	Hywel Dda Health Board states that there are no doctors showing interest in taking over Sarn surgery. This is NOT SO. A young doctor has shown an interest and informed HDDUHB of this. NO CONSULTATION - this is ridiculous with so many people going to be affected
Screen Name Redacted 3/16/2026 03:52 PM	The catchment area covered by Sarn surgery has an increasing population (see local development planning). It appears to be counterintuitive to close this practice when an increased health provision is required in the area. As I get older, I need to feel secure that the local GP surgery is available to me via regular public transport
Screen Name Redacted 3/16/2026 03:55 PM	There are a lot of older pensioners living in and around Pontyates and I think many would not bother to make the journey by bus to another surgery, too far away. This is a definite negative to the outcome of their health, especially these living on their own
Screen Name Redacted 3/16/2026 04:01 PM	Less doctors more pressure in other places- transport access vital Reduce the service of accountants

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/16/2026 04:02 PM	This is a lovely practice with nice people that appears to be very efficient. I understand that the rationale for closure is the locum GP service provided there. I personally haven't had to/been able to see a GP since before covid and am well looked after by the practice nurse service maintained there. Is this really a good reason to close the practice? I'm very disappointed with the health board and have some insight into health management, [REDACTED]. The primary consideration for this proposed action appears to be financial, with minimal consideration into adverse effects on the local community. I had hoped that more consideration would be given to the people who use and depend on the service that Sarn surgery provides. Since joining the practice as a patient has insight into the work provided by it, I can assure that the people working in it have been consistently excellent. It would be a great shame to say the least, to break up this team for the sake of a financial bottom line
Screen Name Redacted 3/16/2026 04:07 PM	There isnt the public transport in place to get to the other surgeries -End of
Screen Name Redacted 3/16/2026 04:12 PM	There are alot of elderley persons within the village who rely on local bus transport. this move will be completely impossible as there is not a bus route to either of the options available other than llanelli and then they have to look at distance from stop and frequency of transport to get home. all this has to tine in with appointment!!
Screen Name Redacted 3/16/2026 08:42 PM	Everything today for the elderly is so hard all on internet cant have a conversation over the phone Pontyates surgery is so convenient and old school please leave things alone change isint always for the better
Screen Name Redacted 3/16/2026 08:48 PM	This proposal would affect many people, namely elderly patients, people with disabilities and long term conditions. Travel arrangements will be difficult
Screen Name Redacted 3/17/2026 08:35 AM	Transport main problem. Clinics could be set up within nearby building which are not used to their potential. Mobile clinics could be an option allowing surgery to continue as a practice
Screen Name Redacted 3/17/2026 08:40 AM	Difficult problem for persons without a car as bus routes and timetables are not going to be useful
Screen Name Redacted 3/17/2026 08:52 AM	I think local access to healthcare is most important within the community and the links between surgeries and pharmacies also. Surgeries with increased patient numbers will face appointment struggles beyond current wait times. NHS as an employer should consider the work/life balance of these currently working in the surgery and how these changes may affect them. Id rather see different doctors often and as needed than wait weeks/months to be seen by one person.
Screen Name Redacted 3/17/2026 09:03 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 09:09 AM	<p>Buses every two hours how will patients without transport access appointments or ongoing treatments. extra costs for families.</p> <p>Stress getting to appointments and travel.</p> <p>Important to have consistent care building a community networks its high important for patient care particularly older less mobile and vulnerable population/people.</p> <p>local surgeries ensure equitable access to health services reducing need for long, costly and difficult journeys.</p> <p>local care enables quicker access, reducing delays for managing chronic conditions and emergencies</p> <p>local surgeries give personalised consistent care</p> <p>local services support preventative care and check ups and vaccinations all this reduces strain on local hospitals</p> <p>for rural, older and less affluent residents a local drs surgery is essential for avoiding health disparities and ensuring access to healthcare</p>
Screen Name Redacted 3/17/2026 09:16 AM	
Screen Name Redacted 3/17/2026 09:17 AM	
Screen Name Redacted 3/17/2026 09:18 AM	
Screen Name Redacted 3/17/2026 09:19 AM	<p>How do you expect patients to get to their surgery if disabled? A family member/friend would be more than happy to offer a lift to the village, but not to neighbouring villages.</p> <p>No buses or buses that run intermittently. Would the Health Board provide vouchers to be used in taxi payments? I think not!! I on a personal level have lost all faith in Hywel Dda Health Board - unsure whether inept or not fit for purpose in their handling of this issue. Facebook is not the place to see news in the first instance!</p>
Screen Name Redacted 3/17/2026 09:22 AM	
Screen Name Redacted 3/17/2026 09:24 AM	
Screen Name Redacted 3/17/2026 09:26 AM	
Screen Name Redacted 3/17/2026 09:27 AM	
Screen Name Redacted 3/17/2026 09:46 AM	Closure of this practice would be a very difficult move
Screen Name Redacted 3/17/2026 10:35 AM	Those that do not have easy access to vehicle will find this difficult. There is no direct between Pontyates and Pontyberem this will become a serious issue
Screen Name Redacted 3/17/2026 10:36 AM	
Screen Name Redacted 3/17/2026 10:41 AM	In this area, the bus service/public transport is very poor. This will add to the stress of people wondering how they will get to any appointments
Screen Name Redacted 3/17/2026 10:41 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 10:42 AM	This will adversely affect older and vulnerable in the community, greatly adding to the ask of getting to and from appointments. i suppose for me i will look for the most conveniently placed GPs and go there with my car and most likely not bother yours at all
Screen Name Redacted 3/17/2026 10:43 AM	
Screen Name Redacted 3/17/2026 10:43 AM	
Screen Name Redacted 3/17/2026 10:45 AM	Having to try and adapt again to new doctors and to try and explain something that are wrong with me. also having to wait again and potentially wait longer again for scans bloods etc
Screen Name Redacted 3/17/2026 10:50 AM	It would adversely affect elderly residents and those who do not drive. local amenities have dwindles since we moved here four years ago which will mean hat residents will most likely move away from the village/community
Screen Name Redacted 3/17/2026 10:55 AM	You were going to close Sarn before even talking to us. How is that providing equality in care. We have lots of old & disabled people who cant drive in Pontyates & there are no bus service to other surgery's it takes hours to get there
Screen Name Redacted 3/17/2026 10:56 AM	
Screen Name Redacted 3/17/2026 10:57 AM	As we are getting older there will be a time when we cant drive, catching transport further afield would be detrimental. An overlooked telephone system las it is already. I would be escalated, that would affect everyone trying to obtain an appointment. In turn, the chemist would probably close and that would and that would be a great loss to the community. All this would put further strain on Glangwili, which already resembles a warzone. Im disgusted that it appears this is already a forgone conclusion that this surgery will close without any real consultation - shameful.
Screen Name Redacted 3/17/2026 10:59 AM	It's a disgrace to think a busy surgery is having to close. I'm a carer for my elderly parents who both struggle to get into cars, why do they want to be driven miles to see a Dr, it doesn't make sense. The care we get at pontyates is amazing and it'll never be replaced by moving us elsewhere. We build trust when we confide in doctors our personal problems and the practice dr are doing an amazing job. Reception staff are excellent as is Liz the nurse
Screen Name Redacted 3/17/2026 11:01 AM	
Screen Name Redacted 3/17/2026 11:02 AM	I think meddygfar sarn should be kept opened. Its going to be difficult for all people it should reconsider what impact it will have on elderly people aswell. plus the transport problems of going elsewhere
Screen Name Redacted 3/17/2026 11:03 AM	Lived in Pontyates for 40 years. Very disappointed that Sarn could . It want be as convenient to get another one with having to put repeat prescriptions in as well every fortnight between my husband and my own.
Screen Name Redacted 3/17/2026 11:03 AM	
Screen Name Redacted 3/17/2026 11:05 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 11:05 AM	What is happening is neither cost effective r sensible. Maybe the health board needs to employ less managerial expensive ineffective staff and deliver a better service to the people who pay their wages! Also provide more foot soldiers, less managers and paper shufflers! Hopefully common sense prevails and this nonsense is stopped.
Screen Name Redacted 3/17/2026 11:14 AM	Closing Meddygfa'r Sarn would be totally the wrong decision. It would make it difficult for the elderly vulnerable people to travel elsewhere. Parking in other surgeries would be bad i.e. Pontyberem where there is no parking like we have in Meddygfa'r Sarn. That would impact us as my husband is disabled and has mobility issues. Meddygfa'r Sarn has always been an excellent surgery even now with locum doctors they have been great as have all the other staff. Plenty of room inside and parking. Closing this surgery will put live in danger
Screen Name Redacted 3/17/2026 11:15 AM	What is happening is neither cost effective or sensible. Maybe the health board needs to employ less managerial expensive ineffective staff and deliver a better perspective to the people who pay their wages! More foot soldiers, less managers and paper shufflers.
Screen Name Redacted 3/17/2026 11:18 AM	I think negatively for I don't drive and can't rely on buses which only run through the village every 2 hours
Screen Name Redacted 3/17/2026 11:19 AM	
Screen Name Redacted 3/17/2026 11:19 AM	I feel no matter what u say the decision to close Sarn will go ahead regardless of my disapproval
Screen Name Redacted 3/17/2026 11:23 AM	At present older people in my community ask me for a lift to the surgery which is less than 5 minutes away. If their surgery is moved they will feel guilty asking me for a lift and may ignore important symptoms. People with special needs like routine and to see familiar faces, it will be a real shame for them to feel anxious about this significant change
Screen Name Redacted 3/17/2026 11:25 AM	Closing the surgery will cause patient overload longer waiting lists and a negative impact to patients staff & community including the nearby pharmacy
Screen Name Redacted 3/17/2026 11:25 AM	I think that by keeping the surgery open, is a very positive vibe for the community, as we get older we need services close to home, the surgery offers variety of services to the community, thus putting less strain on the hospitals especially A&E, and ambulances as it is widely reported in the news of how stretched the hospital is . are the rumours that a local person is willing to buy the building where the surgery at this moment is being held. Also the person that is interested has two doctors in the pipeline to keep the practice going. Why, if this is true, is the local health authority not supporting this move. The surgery being kept open will help the community enormously. It will also help the carbon footprint of less travelling.
Screen Name Redacted 3/17/2026 11:29 AM	Very concerned about the elderly people in my community. at present i take 3 elderly people to the surgery when they ask me. as the surgery is so close i dont mind doing this at the moment
Screen Name Redacted 3/17/2026 11:38 AM	To been seen by a Dr when Im not well
Screen Name Redacted 3/17/2026 11:39 AM	I live near many older people, including my grandparents. The change will negatively affect them due to the distance they will have to travel. They may ignore symptoms they might ignore, have to ask neighbours for a lift to the surgery.
Screen Name Redacted 3/17/2026 11:43 AM	So may people rely on Pontyates Surgery - It would be a shame see it close down.

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 11:45 AM	Difficulty in seeing a doctor, elderly are sometimes seemingly written off
Screen Name Redacted 3/17/2026 11:47 AM	When your doctor knows you, then i dont want to go through with someone else. it is on my way so easy accessibility. staff calm my nerves
Screen Name Redacted 3/17/2026 11:52 AM	If practice stays at pontyates the practice needs more permanent doctors - less locums however pontyates surgery serves me well - its never let me down
Screen Name Redacted 3/17/2026 11:55 AM	It appears as though the decision to close Sarn has already been made and the health board is prepared only to discuss the means of closure and transfer of patients, no options to retain access to GP services in Pontyates are being discussed. The physical and transportation challenges that will ensue as well as the influx of new patients at Pontyberem will see a deterioration in care for all patients, those already on the books as well as the transferees. This proposal constitutes as de-facto exclusion from NHS primary care, and it is extremely telling that the final announcement of the formal decision will be made after the Senedd election this year.
Screen Name Redacted 3/17/2026 12:00 PM	Closing Meddygfa Sarn would have a huge affect in Pontyates and surrounding areas e.g. Ponthenry, Carway, Four Roads and more. The facilities that there are at the surgery are far more suitable than the other proposed surgeries. With parking facilities, and even room for extension for extra patients. The other proposed surgeries do not have the same advantages as Meddygfa Sarn. People who would have to go to Llanelli who have no private transport would find this very difficult, especially in an emergency situation
Screen Name Redacted 3/17/2026 12:15 PM	No concerns myself regarding the matter
Screen Name Redacted 3/17/2026 12:21 PM	Losing Meddygfa Sarn would be detrimental to an aging society - myself included. Is it not time the health board puts people before money? As a mater of interest, when my family moved to Poniets we were registered as patients with Dr Scourfield in Pontyberem, and that surgery operated a "walk in" surgery on certain days. I dread to think how long the queue of patients would be if the same was implemented.
Screen Name Redacted 3/17/2026 12:25 PM	Senior citizen, depending on our local surgery so much in contact with our doctors so much with age related issues
Screen Name Redacted 3/17/2026 12:25 PM	I have friends in Kidwelly, Llanelli and Pontyberem. They all complain how difficult it is to get a drs appt. The proposal to close Meddygfa'r Sarn is beyond ludicrous. How do you propose to give a better service, by increasing the workload on doctors, by dumping hundreds more patients on already overstretched surgeries. This seems to be all about saving money at the expense of patients care. please don't do it
Screen Name Redacted 3/17/2026 12:28 PM	The three other gp practices will not be able to accept 3100 patients they lack the capacity to do so
Screen Name Redacted 3/17/2026 12:28 PM	It will effect the older people most as they will have more difficulty in reaching the surgery
Screen Name Redacted 3/17/2026 12:32 PM	The health board need to keep pontyates surgery open! the proposal that other gp surgeries have the ability to absorb another 3,100 patients is not tenable
Screen Name Redacted 3/17/2026 12:33 PM	Lack of local GP. There are doctors interested. I feel lack of efforts on health board to look for suitable GPs willing to work as salaried Drs with a view to running practice as partners

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/17/2026 12:37 PM	No other surgery in walking distance. many people in this society are over 65 and dont drive, massive impact as busses every 2 hours. taxis expensive. availability to a doctor is excellent as this surgery, phone calls returned, appointment usually same day, sometimes next, never over that
Screen Name Redacted 3/17/2026 12:41 PM	All negative. Increase in difficulty getting to another surgery due to infrequent buses, to age, i find it impossible to step up onto the bus. i dont deal well with change and having to change surgery makes me anxious. friends already comment they are unable to get appointments with their surgeries, so added patients will only worsen the situation
Screen Name Redacted 3/17/2026 12:45 PM	Negatively affect people with mental health who have problems with change. negative people without access to a car. Negative - irregular bus service. negative - increase in getting appointments with additional patients in new practice.
Screen Name Redacted 3/17/2026 12:49 PM	Closing meddygfar sarn would most definitely affect everyone in the area negatively
Screen Name Redacted 3/17/2026 12:52 PM	
Screen Name Redacted 3/17/2026 12:53 PM	Change will affect people who have no access to a car very much. people with mental health or dementia do not cope well with change and this will have a detrimental effect on them. new parents would struggle to get to another surgery if they dont have a car. do the other surgeries have enough medical and administrative staff for the extra patients? this will be a breakdown of continuity of care
Screen Name Redacted 3/17/2026 12:59 PM	Its important to be able to attend a surgery to seek help with your health without additional worries
Screen Name Redacted 3/17/2026 01:01 PM	Closing the surgery would affect all of the community and old age
Screen Name Redacted 3/17/2026 01:01 PM	I feel that closing would impact this community due to bus services, 1 every 2 hours, a significant amount of residence are retired and a lot dont drive. the staff at the surgery are welcoming and polite and efficient , what would happen to them? when i phone to get an appointments i always get a call back within 2 hours and an appointment that day can you guarantee that in a new surgery? I think closing this surgery would be a mistake.
Screen Name Redacted 3/17/2026 01:05 PM	Having a practice local to the community is very important both mentally and physically. I feel it would be very detrimental to other practices that are already overlooked die to the lack of recourses to off load patient in this way
Screen Name Redacted 3/17/2026 01:08 PM	If meddygfar sarn closes then we are at a loss to know what to do we depend on the service and visit the surgery several times a month for health reasons due to the items ticked in disability 2. being a carer for my wife and suffering on the help and attention from the excellent receptionists and understanding doctors. also the nurses who provide excellent service
Screen Name Redacted 3/17/2026 01:11 PM	It is all negative, I cannot see anything positive from this proposal. Care will be compromised and any care I may need in the future will NOT be available. All the healthcare Pontyates currently provides will be lost, it is one off the best surgeries in the areas.

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 01:18 PM	Theres the older generation who have attended the surgery for years how are they going to go somewhere else? like i said there should be a cap o n the amount of patients taken on in the first place, dont see why long term patients should have to go to another surgery, it should be last in first and also paying my NHS insurance
Screen Name Redacted 3/17/2026 01:21 PM	I am very concerned about this proposal. Local clinics are already overstretched with long waiting times and limited appointment availability. Moving large numbers of patients will affect care for all patients in all the surgeries. Care will for all patients in all the surgeries. Care will be reduced and this will negatively impact vulnerable and elderly residents. I would like to know what impact assessments have been carried out and how patient safety and access to care will be protected if this proposal goes ahead? This is such a BAD decision
Screen Name Redacted 3/17/2026 01:21 PM	
Screen Name Redacted 3/17/2026 01:30 PM	Elderly with no transport- no chance of getting to see doctor
Screen Name Redacted 3/17/2026 01:44 PM	
Screen Name Redacted 3/17/2026 01:46 PM	This whole thing has been handled very poorly and it appears to have been a long term aim of the HB to close the surgery. Inspections in 2018 showed that you were aware of issues with the physical buildings but you failed in your H&S obligations to staff and patients by ignoring them thus exacerbating those problems. You should be ashamed of yourselves. Also, where is the privacy policy? What are you doing with this data? Have you a risk/impact assessment to share?
Screen Name Redacted 3/17/2026 01:51 PM	Closing the surgery will increase the pressure on all the mentioned surgeries, decreasing health outcomes, not just for Sarn patients, but all patients across the region. A&E will take more patients as people can't get appointments. People will lose even more faith in the NHS, meaning they'll support it even less in the future.
Screen Name Redacted 3/17/2026 01:56 PM	Having a doctors surgery in the village of Pontyates is reassuring to the locals who would ever need to use it's services. Taking this away would only add unsettlement/despair to those who depend in it's locality. I have always found the surgery's doctors and staff to be the best. Please keep it in Pontyates.
Screen Name Redacted 3/17/2026 02:03 PM	The surgery should stay open. our severely disabled child has been allocated a specific doctor there.
Screen Name Redacted 3/17/2026 02:04 PM	Closing Pontyates surgery would have a huge negative affect on the whole community - poor bus links/times in this area
Screen Name Redacted 3/17/2026 02:04 PM	
Screen Name Redacted 3/17/2026 02:07 PM	Closing Pontyates surgery would have a huge negative impact on the community more so on the elderly as bus links/times are poor in this area
Screen Name Redacted 3/17/2026 02:15 PM	It would negatively affect my wife as she has dementia and being transferred to another surgery would cause her to be anxious and disorientated
Screen Name Redacted 3/17/2026 02:19 PM	<div style="background-color: black; width: 100%; height: 1.2em; margin-bottom: 0.2em;"></div> <div style="background-color: black; width: 100%; height: 1.2em;"></div>

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Screen Name Redacted 3/17/2026 02:20 PM	
Screen Name Redacted 3/17/2026 02:22 PM	Pontyares surgery needs to be kept on with the existing services that it is able to provide
Screen Name Redacted 3/17/2026 02:28 PM	As an AOP and there being many aged persons in our community many don't have cars or computers. Carway is not on a direct bus route to Kidwelly or Pontyberem. Pontyates is easily convenient and short bus ride to the surgery. It would be a travesty to take away the facility we have now, and as it was recently refurbished. Until the telephone call-in was adopted, the surgery was packed with patients everyday. Anyone who needs nurse treatment on a regular basis, will be seriously inconvenienced having to go to Kidwelly, Pontyberem or Llanelli, on regular treatment and increases expenses on poor pensioners
Screen Name Redacted 3/17/2026 02:32 PM	The three GP practices you propose will not be able to absorb 3100 patients
Screen Name Redacted 3/17/2026 02:33 PM	I think it will negatively affect lots of the OAP's in the village and surrounding area as many of them are disabled or semi disabled
Screen Name Redacted 3/17/2026 02:37 PM	
Screen Name Redacted 3/17/2026 02:44 PM	The surgery in Pontyates is vital for the village, at the moment I can still drive but getting to one of the other ones would be a nightmare on public transport. Some of my neighbours who cannot drive would find it impossible. Many years ago I belonged to a large surgery, the impersonal way we were treated was not helpful. Meddygfa'r Sarn has always maintained a community ethos, and this helps to reduce anxiety and stress.
Screen Name Redacted 3/17/2026 02:54 PM	People can't get appointments in other surgeries now, how on earth will they be able to cope with thousands more patients? The service we get here is in a different league to when I lived in Llanelli so why get rid of it?!
Screen Name Redacted 3/17/2026 03:09 PM	
Screen Name Redacted 3/17/2026 03:17 PM	Introduce country cars to the village
Screen Name Redacted 3/17/2026 04:45 PM	Within the area there is a growing number of aged people who rely upon either local bus or family/friends for transfers. In the area there is a growing number of new build homes which rely upon local amenities including health and welfare
Screen Name Redacted 3/17/2026 03:26 PM	
Screen Name Redacted 3/17/2026 03:32 PM	Had a negative time with Meddygfa'r Sarn recently, with getting an appointment in the surgery. Doctor not having time to speak. I felt really rushed! Didn't have time to explain my symptoms. Can't get an appointment anyway
Screen Name Redacted 3/17/2026 03:36 PM	For older people such as myself it's always a worry that an appointment is available. Getting to appointments has to be organised, using local surgery is very helpful as I am an unpaid carer. Which has to be considered when having appointments to myself and the care for the stress of travel distances to other places will not help. Sarn provides excellent care

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 03:39 PM	The doctors are always available and easily accessible. Pontyates surgery has been my doctor surgery for over 15 years and always friendly reception and doctors. We have great relationships with the doctors over the years who know about our health needs. The surgery has great communication with the pharmacy and able to access medication that is prescribed easily before or after work when needed
Screen Name Redacted 3/17/2026 03:44 PM	I think that these proposals that are being discussed is going to put a big strain on the hospital facilities, causing long waits in A&E making it stressful, at the moment we have primary care on out doorsteps, it os a ig area and I feel that as a patient of Pontyates surgy we are going to be pushed from pillar to pillar
Screen Name Redacted 3/17/2026 03:47 PM	Longer waiting periods in my new appointed surgery
Screen Name Redacted 3/17/2026 03:51 PM	Public transport access to any of the options is very poor
Screen Name Redacted 3/17/2026 03:58 PM	Local people will suffer again, so many closures to the community, so dreadful
Screen Name Redacted 3/17/2026 03:59 PM	Pontyates surgery has so many different doctors and healthcare professionals . You never see the same one twice. Many local people have used Sarn for many years. It is easier to get and to and from and to park Pontyates surgery is close to the pharmacy to collect prescription
Screen Name Redacted 3/17/2026 04:04 PM	Had the best service in Sarn will miss all that Ive been in contact with Thank you
Screen Name Redacted 3/17/2026 04:07 PM	1) There will be delays in seeing doctors - and there will be less available slots for patients to see doctors 2) Pontyberem surgery is far smaller than Pontiets 3) Kidwelly has reduced parking facilities 4) Familiarity of staff to patients will change due to larger capacity of patients 5) Less available time to talk to doctors on the phone as so many more patients needing to talk to less doctors available 6) Kidwelly & Llanelli surgeries - much longer distance away from us
Screen Name Redacted 3/17/2026 04:10 PM	
Screen Name Redacted 3/17/2026 04:14 PM	
Screen Name Redacted 3/17/2026 04:27 PM	Rural population, poor transport links/isolation/ medicine is supposed to take a holistic approach to care - this is more in the opposite direction. High number of elderly people, rural poverty in the area. Issue - people need to be able to travel to the village centre. Get food/see a doctor/ get petrol (if lucky enough to have a car), take their children to school/meet socially. There was nothing in the report to show evidence of creative recruitment, case study research to see how the rural areas have overcome their issues in a proactive positive way
Screen Name Redacted 3/17/2026 04:32 PM	If you can't use the doctors there have dototons in new one. A walk in one
Screen Name Redacted 3/17/2026 04:35 PM	It would be negative to all!

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/17/2026 04:40 PM	
Screen Name Redacted 3/17/2026 04:47 PM	This proposal is only negative. The community is in chaos at the moment. Elderly/children/severely disabled all fear for our lives. Shutting Meddygfa'r Sarn will put a huge strain on an already crumbling NHS. Why would you want to make everyone's life harder, health worse? It doesn't make sense! Please don't close my surgery. We need permanent doctors and longer appointments and better booking systems that's all!
Screen Name Redacted 3/17/2026 04:58 PM	It is obviously negative and there has been no thought about the affect on local people as always!
Screen Name Redacted 3/17/2026 05:05 PM	<ul style="list-style-type: none"> <li>-Carer-limited flexibility and can't travel and loss of five hours daily to go to GP</li> <li>-Disabled and long term health conditions. I require regular and urgent GP appointments. Grave concerns about Coalbrook's ability to cope. In 2017 they refused any Sarn patients! Before HDDUHB took over</li> <li>-Cannot drive - Travel would involve hours of waiting</li> <li>-Health conditions significantly worsened waiting in the rain for a bus for two hours</li> <li>- The extra travelling time would impact the person I care for</li> <li>-Removing this local and essential services increases hospital admission risks and long term cost to the NHS. You KEEP on downgrading PPH and closed A&amp;E. Now MIU is only 12 hours and 3 buses away!</li> <li>-Neighbouring services are already overstretched - should be fully investigated</li> <li>-Shifting 4000 patients should not and will not create extra capacity</li> <li>-Closing the surgery risks breaching duties under the Equality Act 2010 to consider the impact of protected groups including disabled people</li> </ul> <p>My dentists handed back its contract and no longer provides NHS services. Now you are trying to close my surgery! Meddygfa'r Sarn is a lifeline for me and those with multiple disabilities. My GP team know me and I am able to access when needed. The systematic mismanagement and organised closure via no recruitment effort and the practice manager leaving post (before closure made public!!) The mismanagement while using it as an excuse to create health inequalities for us. I call for an independent inquiry into the outgoing practice manager into her managed and orchestrated downgrading of services at Meddygfa'r Sarn to support HDDUHB in their crusade against the surgery patients and our community</p>
Screen Name Redacted 3/17/2026 09:17 PM	<p>The closure of the surgery is not a positive for the village.</p> <p>Villagers will have to travel further. Difficult for people who have mobility issues.</p> <p>Increased pressure on other services</p> <p>Surgery is usually is the hub for local health services</p> <p>Delay in emergency responses</p> <p>Possible less access to check ups and early interventions</p>
Screen Name Redacted 3/18/2026 10:45 AM	Closing the surgery will affect me and the community so dont close it
Screen Name Redacted 3/18/2026 10:45 AM	You just used to staff (not DR) and you then may have to get used to new ones. I can walk down to the surgery despite my current age a new place would not be so easy to get to
Screen Name Redacted 3/18/2026 10:45 AM	This will always be a negative to the vast majority of people . The logistics and general lowering of the service made all the worse by the lack of consultation. The decision has been made so take a surgery after the event is irrelevant

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/18/2026 10:45 AM	Currently depend on surgery and all staff
Screen Name Redacted 3/18/2026 10:45 AM	Big time as answer to Q7
Screen Name Redacted 3/18/2026 10:45 AM	I have been for a while suffering from stress and having to travel to another surgery might bring my stress back as I am a worrier and having to see another doctor and I suffer from menopause the doctors in Pontyates is very helpful
Screen Name Redacted 3/18/2026 10:09 AM	My prefer surgery would be Pontyberem 1st Choice not Kidwelly
Screen Name Redacted 3/18/2026 10:20 AM	It could negatively impact as the GP close by to where I live. It has most been done i GP since I have been living in IK, while my thyroid & everything. My partners' registered with the same GP and with his stomach issues it was going somewhere , since we have been living elsewhere and the treatment was slow/very delayed. Would strongly oppose the idea of the GP being closed as it was /is better for us
Screen Name Redacted 3/18/2026 10:34 AM	
Screen Name Redacted 3/18/2026 10:37 AM	
Screen Name Redacted 3/18/2026 10:43 AM	
Screen Name Redacted 3/18/2026 11:01 AM	
Screen Name Redacted 3/18/2026 11:03 AM	
Screen Name Redacted 3/18/2026 11:04 AM	
Screen Name Redacted 3/18/2026 11:16 AM	We are rural, there need to come to the surgery. Working full time we find it very difficult to prioritise out healthcare over work commitments in the NHS roles we have. If we are moved further away e.g. Llanelli, I know I we never book a GP appointment for my health as O just want to be able to prioritise it. Its the same with Dentists- we cant afford them don't have time to travel far a field to go to one either. Local services safe lives. Please reconsider options. Don't let this surgery close. Its the heart of the community that saves lives. Don't let Pontyates become an ill health/early death community Statics can the Welsh stas please
Screen Name Redacted 3/18/2026 11:21 AM	I cannot access the DR's if they close down the GP. I believe it is a very negative impact on myself and others in the community. Th population is growing and if you want to close it down - what is this village coming too
Screen Name Redacted 3/18/2026 11:25 AM	
Screen Name Redacted 3/18/2026 11:26 AM	
Screen Name Redacted 3/18/2026 11:28 AM	
Screen Name Redacted 3/18/2026 11:31 AM	

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Screen Name Redacted	
3/18/2026 11:37 AM	
Screen Name Redacted	Coalbrook surgery ok while I'm driving buses available all the time when run
3/18/2026 11:48 AM	
Screen Name Redacted	For elderly residents it could be extremely difficult not having a GP practice in the village. Having spent 26 years working for NHS its hard that in retirement I worry about access NHS access
3/18/2026 11:54 AM	
Screen Name Redacted	
3/18/2026 11:56 AM	
Screen Name Redacted	
3/18/2026 11:57 AM	
Screen Name Redacted	THERE MUST BE AN ISSUE FOR THE ELDERLY WHO NEED ASSISTANCE AND A CHAUFFEUR TO GET TO SURGERY APPOINTMENTS. MOVING THE SURGERY FURTHER AWAY WILL ONLY ADD TO THEIR WORRIES! AS PATIENTS GET OLDER THEIR DEPENDENCE ON OTHERS, IF AVAILABLE, WILL ONLY INCREASE. THIS IS NEGATIVE. IS THERE A POSITIVE EFFECT? THANK YOU.
3/18/2026 12:38 PM	
Screen Name Redacted	
3/18/2026 12:49 PM	
Screen Name Redacted	
3/18/2026 01:07 PM	
Screen Name Redacted	
3/18/2026 01:14 PM	
Screen Name Redacted	I think there are enough patients to keep surgery open. They need to think of elderly and mothers with young children
3/18/2026 01:19 PM	
Screen Name Redacted	Why do the powers that be wish to close Pontyates surgery think of the OAP . I am not as mobile as other and young mothers and small children
3/18/2026 01:26 PM	None of us would want to travel to another surgery especially Kidwelly or Llanelli. If you have no transport of your own, Taxi cost money. Pontyates surgery has served the people well for years and should continue to do so
Screen Name Redacted	I am worried about it taking longer to get to se a Dr when I need one. I am worried that I want get continuity with DR. I am worried because Dr doesn't know me and will only be aware of my medical history reading my notes, it want be personal, and as I am elderly want really have much time for me, as they will think I am too old
3/18/2026 01:33 PM	
Screen Name Redacted	Yes, the proposals to close Pontyates surgery will impact everyone negatively. There is no positive to be had
3/18/2026 02:06 PM	
Screen Name Redacted	
3/18/2026 02:16 PM	
Screen Name Redacted	
3/18/2026 02:24 PM	
Screen Name Redacted	Nothing is positive about what you plan for the surgery. Public transport in the area is non existent, no direct bus to Pontyberem or Kidwelly. The elderly want be able to travel there. Also you have more housing developments so where are those people going to go? Plus its going to be difficult to go out of the area if people don't drive
3/18/2026 02:33 PM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/18/2026 02:45 PM	The closing of the practice in Pontyates will be obviously negatively affect myself and other in my are. It should be kept in Service due to convenience and ease of accessibility to patients
Screen Name Redacted 3/18/2026 03:23 PM	
Screen Name Redacted 3/18/2026 03:28 PM	
Screen Name Redacted 3/18/2026 03:33 PM	
Screen Name Redacted 3/18/2026 03:54 PM	[REDACTED] this is being monitored by blood test annually. Recently I have been requested to have dine in 6 months which is June. [REDACTED] [REDACTED] [REDACTED] I have no family loving locally, shopping can be a problem but thee us a mobile shop fir basics every Friday
Screen Name Redacted 3/18/2026 03:58 PM	
Screen Name Redacted 3/18/2026 04:02 PM	
Screen Name Redacted 3/19/2026 10:45 AM	With patients pushed out to other practices I feel there is a danger of Pontyates pharmacy closing which again is not acceptable. The village is expanding with more houses being built when are we all supposed to go. It is imperative Sarn is kept open to better serve the community
Screen Name Redacted 3/19/2026 10:45 AM	The distance to travel to a new Surgery that is now already oversubscribed and with no appointments available is a real problem. I have in the past had to use the surgery for an emergency and if I had to travel further I don't think the outcome would have been satisfactory as I don't think I would have arrived in time.
Screen Name Redacted 3/19/2026 09:16 AM	The charge will affect older people with no transport with bus services not always applicable. Some and most people have been using the Pontyates surgery for may years and would find it difficult to go to other surgeries without transport. Pontyates surgery is a local point in the village
Screen Name Redacted 3/19/2026 09:22 AM	As I mentioned before it is hard enough on some days to get appointment in Sarn moving to another surgery who is probably in the same situation in getting appt is going to be impossible. Venerable patients are going to suffer
Screen Name Redacted 3/19/2026 09:31 AM	Being able to see a doctor in your area with out travelling, as you get older it is beneficial to everyone face to face., not a computer screen a lot of people don't have or want to use this facility. When you have a problem with your health you need to see a doctor, how can a doctor tell what the matter with you by looking at a screen. People will not want to change to another already overfull surgery out of their area. A&E is already feeling the strain why do we have to close our doctors when we are told off every matters
Screen Name Redacted 3/19/2026 09:35 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/19/2026 09:41 AM	I'm very concerned for the future of Pontyates, more homes are being built that means more people in other surgeries that are already overwhelmed. I'm also concerned for the elderly as how are they able to travel to get to an appointment if no family around to assist, its an absolute joke
Screen Name Redacted 3/19/2026 09:45 AM	There is no direct bus route to any surgery where I live, therefore, I would like a surgery to be as close as possible so if I needed to get taxi to surgery it would keep cost to a minimum
Screen Name Redacted 3/19/2026 09:51 AM	Yes I have Huntington's disease so its important that I have a GP practice within a short distance from where I live
Screen Name Redacted 3/19/2026 10:05 AM	
Screen Name Redacted 3/19/2026 10:21 AM	The entire community ands out lying villages would be massively impacted in a very negative way. Out current surgery does amazing job. They may be small but they go over and above to provide an excellent service. Why not help them instead of trying to rail road a closure which will drive a blow into the village community. We already under threat of school closure now this. Support Pontyates, which is what your conscious should tell you is not tight. WE need to keep our Surgery- not kill it
Screen Name Redacted 3/19/2026 10:27 AM	Most people in the area have been going to Pontyates Surgery all their lives and would not change. They would also not be able to travel due to the transport. Pontyates is a very good surgery and is a local point for the village. Hopefully it will be reconsidered and kept open as the local community feel very strong about it
Screen Name Redacted 3/19/2026 10:37 AM	There are only a few medical practices, including Pontyates that cover a wide local area. To close one of these will pit an increased burden on surgeries having to take on additional patients. This will affect the difficulties currently experienced by their existing patients in gaining telephone access and appointments. Sarn patients deserve a practice in the village that us brough up to a standard with regular permanent staff not locums. Although locum doctors are preferable to no doctors
Screen Name Redacted 3/19/2026 10:43 AM	We will be negatively affected if the surgery closes because it is very important to out community and if the surgery is lost then we can expect the pharmacy to follow in time. We realise that the surgery is small but a small surgery is better than no surgery at all. If the worst happens and the surgery closes then the public transport must be improved before that happens
Screen Name Redacted 3/19/2026 10:49 AM	This would be more stressful visiting a GP
Screen Name Redacted 3/19/2026 10:55 AM	Moving here 22 years ago, having a doctor on the doorstep, chemist was good because as we get older, travelling to get to see a doctor gets very difficult at the moment, face to face is not always easy but closing the local surgery and moving patients into more distant surgery is going to put people off going to the doctors that's if it is possible to be enrolled into another surgery which are over fill already, Next step people will go to A&E which puts a strain on them
Screen Name Redacted 3/20/2026 08:35 AM	There are 4,000+ people who currently use pontiets surgery. of course: if you move most of us to pontyberem which seems likey, the pressure for services is bound to be worse. how can any surgery take on so many new patients!!!
Screen Name Redacted 3/20/2026 09:42 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 09:48 AM	Timely access to clinicians is imperative to ensure other services such as A&E are not impacted with this change. Consistency of care is also important - and other clinicians available to support GPs
Screen Name Redacted 3/20/2026 09:55 AM	No, i just think that the proposal is ill considered and should a significant misunderstanding of the purpose of the word 'service' in the NHS
Screen Name Redacted 3/20/2026 09:58 AM	Please keep the surgery open for the sake of everyone living in this community. Thank you
Screen Name Redacted 3/20/2026 10:07 AM	
Screen Name Redacted 3/20/2026 10:20 AM	
Screen Name Redacted 3/20/2026 10:20 AM	I am reliant on my local GP Surgery due to my ongoing health issues. i require medical intervention regularly. I cannot travel anymore by myself and i am reliant on family members to transport me to and from the GP Surgery. There is no justification for meddygfar sarn closure as much the nation health board should be maintaining the surgerys practice for all local patient and supported by the welsh government with increased funding
Screen Name Redacted 3/20/2026 10:23 AM	
Screen Name Redacted 3/20/2026 10:26 AM	A transfer to Coalbrook would be okay if the bus service continued and times would be compatible with any appointments needed
Screen Name Redacted 3/20/2026 10:28 AM	
Screen Name Redacted 3/20/2026 10:30 AM	
Screen Name Redacted 3/20/2026 10:30 AM	It would be good to see the same doctor at visits, so no need to repeat history. i have concerns how existing surgeries will cope with the extra workload and increased needs that extra patients will cause
Screen Name Redacted 3/20/2026 10:34 AM	Going to a new surgery - Inability to process change Longer travel times Lose trust due to change Higher expense Unfamiliarity
Screen Name Redacted 3/20/2026 10:38 AM	Going to a new surgery - Inability to process change Longer travel times Lose trust - Feeling let down Higher expenses Unfamiliar surroundings
Screen Name Redacted 3/20/2026 10:41 AM	Yes, how are the other surgeries going to cope with the extra people, when they are struggling now
Screen Name Redacted 3/20/2026 10:44 AM	Especially older people and children
Screen Name Redacted 3/20/2026 10:46 AM	I feel very sorry for elderly as some people dont drive, and getting to another surgery would be really hard for them

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/20/2026 10:49 AM	Going to new surgery - Inability to process change Longer travel times Lose trust - Feeling let down Higher expense Unfamiliar
Screen Name Redacted 3/20/2026 10:51 AM	Yes, there arranged number of old people in pontyates who would find it difficult to travel to a nearby village, not being able to drive
Screen Name Redacted 3/20/2026 10:52 AM	Going to a new surgery - Inability to process change Longer travel times Lose trust - Feeling let down Higher expense Unfamiliar
Screen Name Redacted 3/20/2026 10:56 AM	It appears a decision on meddygfar sarn has already been made
Screen Name Redacted 3/20/2026 11:01 AM	Elderly people and those who dont drive in pontyates would find it difficult to go to a different property
Screen Name Redacted 3/20/2026 11:07 AM	The proposal will massively detrimentally affect pensioners, the disabled and those on low incomes - i.e. all those vulnerable groups you should be protecting.  pontyberem surgery is also not suitable for those with mobility problems, the steps and ramp are far too steep  proceeding with this idiotic proposal will cause a further impact on the LHB because the frail, elderly and unwell will be forced to stand around for hours in all weather waiting for public transport!
Screen Name Redacted 3/20/2026 11:12 AM	The surgery should stay open as severely disabled chuld has been allocated a specific doctor there
Screen Name Redacted 3/20/2026 11:14 AM	
Screen Name Redacted 3/20/2026 11:17 AM	
Screen Name Redacted 3/20/2026 11:24 AM	Some people need consistency and routine otherwise it makes them confused and anxious
Screen Name Redacted 3/20/2026 11:36 AM	By closing the surgery you are putting more stress on other surgeries how is this a good thing
Screen Name Redacted 3/20/2026 11:38 AM	
Screen Name Redacted 3/20/2026 11:40 AM	
Screen Name Redacted 3/20/2026 11:44 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 11:48 AM	Older and disabled people in Pontyates will be severely affected by the closure of the surgery. People with a chronic illness need access to a close and convenient surgery and the disruption of having to travel 3 miles to a surgery is bound to affect their wellbeing. Elderly people will be reluctant to follow up on an illness when having to face the inconvenience of travelling out of the village to see the doctor. The end result will be a worsening in their condition and ultimately leading to higher costs for the Health Board
Screen Name Redacted 3/20/2026 11:54 AM	There isn't a direct bus route from Heol y Meinciau to Pontyberem. The time waiting for the return journey would be about two hours, whichever surgery they would be transferred to. Taxis would not be financially viable for most people as the waiting time would have to be included into the total cost of the appointment. Those using the local pharmacy will be at a disadvantage due to the distance from the proposed surgeries from their chosen reliable pharmacy
Screen Name Redacted 3/20/2026 11:59 AM	I think that closing the surgery be very bad for the village community. Some say "you don't know what you've got until it's gone" but we know what we have got. And we need to keep it in our village!!! Thank you
Screen Name Redacted 3/20/2026 12:01 PM	
Screen Name Redacted 3/20/2026 12:09 PM	By closing Meddygfa Sarn :- -Unemployment -Chemist in Pontyates closing -Huge problems on transport. Especially for the elderly -Surgeries that are mentioned for patients to be transferred are already inundated with patients - which will lead to pressure of work - mistakes and clinical negligence -No continuity of care What the Health Board says:- -"Not enough room in Meddygfa Sarn". Prior to the Health Board taking over, every patient was seen. They would start queueing at 8:30am. The surgery accommodated HV, chiropody and district nurses. "Now they don't" -Whenever you attend the surgery whatever time there is no patient waiting -It's all telephone consultations. How can a diagnosis be made over the phone? Or they send them to the pharmacy or A&E -"It's on a flood plain" - I have never seen the surgery flooded -"Recruiting GPs" - Strange that other surgery are able to recruit GPs
Screen Name Redacted 3/20/2026 12:38 PM	Been at the GP for 38yrs. I along with the local residents in the village should not be forced to move GPs to accommodate financial difficulties or hywel dda removing our GP is not the answer. other GPswill be overloaded and even harder to get appointments
Screen Name Redacted 3/20/2026 12:51 PM	
Screen Name Redacted 3/20/2026 01:02 PM	I am disabled and have extreme difficulty in walking and standing for long periods. Obviously the availability of a nearby surgery is extremely important for my wellbeing. Having to travel 3 miles to a surgery will make life more difficult. The same will apply to many others who I know. Even for those who can use a bus, getting a bus to coincide with an appointment will be difficult. There could be an hours wait for a return bus after an appointment which is unacceptable for a sick person

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 01:14 PM	The demographic of this Practice is very much weighted on the elderly side, and many of us do not have private transport. The local bus service is useful and the cost of taxis prohibitive, pensioners cannot increase their income to meet greater demands and i fear that many elderly patients will simply not visit a doctor when they should under these new arrangements
Screen Name Redacted 3/20/2026 01:22 PM	
Screen Name Redacted 3/20/2026 01:46 PM	The only outcome from what is being discussed is detrimental. A once great institution (NHS) seems to be being vandalised by people who are totally uncaring and should be ashamed of themselves for the pain and suffering they will cause our local community
Screen Name Redacted 3/20/2026 01:50 PM	Failure to access a local medical practice would increase A&E admissions or people won't go to the doctors. This would affect their overall wellbeing. The elderly will not be able to access other practices easily. Children will be out of school for longer because they will have to travel further and those who don't drive will have to rely on public transport that does not run often enough
Screen Name Redacted 3/20/2026 01:56 PM	The Welsh NHS is in a dreadful state - waiting times are a disgrace. The proposed closure of our surgery will only add to the misery of our community. [REDACTED] and am appalled how the service has deteriorated in that time. Don't add to that downgrade with this closure
Screen Name Redacted 3/20/2026 02:01 PM	There is no positive outcome if Pontyates surgery is shut down. The elderly are so scared that if it happens they will never get to see a doctor. My life would be badly affected mentally and physically. I'm disabled and struggle to get appointments now. If I moved I'd never be seen in time. It would put even more strain on the NHS
Screen Name Redacted 3/20/2026 02:06 PM	For the past two years I have experienced how cutting down on services with the NHS affects people when they are ill. [REDACTED] and having Llanelli hospital A&E closed was squashed into Carmarthen hospital. I was also in Carmarthen squashed up in an A&E. This will happen with our surgery. People are being forced into one facility and it is a total shambles
Screen Name Redacted 3/20/2026 02:41 PM	
Screen Name Redacted 3/20/2026 02:42 PM	I transferred from a surgery in Llanelli to Meddygfa'r Sarn just under two years ago. I was having no help or empathy in the previous surgery and the contrast in Pontyates was incredible not only with the treatment from the medical staff but also the staff working in reception and answering the phones. I can't fault any one of them. Always courteous and helpful. I dread the thought of having to change to another surgery again. I'm almost 75 years old and don't know how long I'll be driving for. The bus service is erratic and taxis are expensive. Please take into consideration the plight that old people face if you decide to close
Screen Name Redacted 3/20/2026 02:44 PM	
Screen Name Redacted 3/20/2026 02:47 PM	Doing away with meddygfa'r sarn is a stupid idea and everything possible should be done to keep it open please

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 02:48 PM	This questionnaire has focused primarily on physical access, such as travel distance, transport etc. It does not adequately explore the potential impact on an individuals' mental health, nor the wider effects on the local community, including the local pharmacy and shops, which are closely linked to the surgery. The scope of the questionnaire is limited and wider impacts should be consider as part of any decision-making process
Screen Name Redacted 3/20/2026 02:50 PM	Please keep meddygfar sarn open
Screen Name Redacted 3/20/2026 02:53 PM	
Screen Name Redacted 3/20/2026 02:55 PM	
Screen Name Redacted 3/20/2026 02:59 PM	It would impact me as I have mobility issues. Unable to travel and wait for a bus as no service. The proposal is not accessible, not local, will not be able to support my financial, health or wellbeing needs and put further financial constraints on my family and myself
Screen Name Redacted 3/20/2026 03:01 PM	I fear for the older people who have limited transportation as bus services around this area is very limited
Screen Name Redacted 3/20/2026 03:06 PM	Is there an option to be transferred to burry port, a surgery which is closer to llanelli and has a good reputation?
Screen Name Redacted 3/20/2026 03:07 PM	As someone with caring responsibilities for someone with increasing long term illness/complexities, the number of appointments will increase. They have reduced mobility and having accessible access to local healthcare is vital. All the proposed solutions are a) not accessible, b) not local, and c) will noy be able to support the family/carers adequately
Screen Name Redacted 3/20/2026 03:13 PM	Firstly I cannot think of any positive outcomes coming from the proposal. In terms of negative outcomes, a list below. It is not exhaustive by any stretch of the imagination :- -Mobility issues - No family close by -Difficulty driving due to lack of mobility and confidence -Balance issues - No confidence in venturing out in inclement weather What about community neighbours who have no transport and live alone? I live on my own
Screen Name Redacted 3/20/2026 03:15 PM	I am 70 with a need for a local service. I like to deal with people i know and have confidence in that has been built up over the years. It is your duty to provide us with local healthcare. where are you diverting the money to. who and what do you think is more important than me and other patients
Screen Name Redacted 3/20/2026 03:20 PM	Who has appointed the board - how can they make a decision? If the surgery at Pontyberem is chosen then there will be problems. Patients are already finding it an issue to get appointments so how will exporting another 10000 plus patients help?? 1) we are also aware that the main doctor at Pontyberem is retiring. Has this post been filled? 2) A reason to close our surgery is flooding - it has never flooded 3) We have been told that Pontyberem surgery will be expanded - how? Has planning permission been granted? If not, the building work will take years - so where do all the patients go? 4) The premises at Pontyates can be expanded

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 03:36 PM	The impact of moving a vast number of patients to Coalbrook would be huge. With getting older I expect we will need the services of our surgery far more in the coming years than now. It was clear from the drop in session that the favoured option was to close Meddygfa'r Sarn and send most of us to Pontyberem. How will they cope??? Mention was made that they intend to expand as I have already enquired about the adjoining property. Has a planning application for change of use been submitted yet? Even if it has there is no guarantee that planning would be obtained. If successful how long would it take for the works to be carried out? Could be years. What are we to do in the meantime? Also can you guarantee that more doctors will be employed by the practice?? Felt very disillusioned after the drop in session. It appears that the decision has already been made. No alternatives considered. No interest shown for the care and wellbeing of patients at Meddygfa'r Sarn
Screen Name Redacted 3/20/2026 03:45 PM	[REDACTED] r. Travelling any further to attend regular appointments then attending Pontyberem would be very detrimental to my wellbeing. Fatigue and stress are the two contributing factors affecting my health. Very nervous about the whole situation about transferring to another surgery when the care I have been given has been first class. I spent five nights in hospital. 14 hours in A&E. Two nights on a trolley by the nurses station on a very busy ward. One night in a day room. Finally one night in a room that was comfortable. Now like cattle we the patients are being redirected to other surgeries that are miles away. What has the NHS become? Why not invest in the practice so that staff can keep their jobs and patients feel supported, not abandoned
Screen Name Redacted 3/20/2026 03:52 PM	The GP surgery is a filter before patients enter hospital. It's a chance to have a health check in the community before someone becomes a financial burden on the NHS. It's preventative healthcare. It is counteractive to remove this community resource. Employ GPs out of local universities, employ assessors who can triage. Manage it better. It's currently full of people on bank. That's what has made it unsustainable
Screen Name Redacted 3/20/2026 03:55 PM	This exercise is farcical. You have already made up your minds re the closure of Sarn surgery. The Labour Senedd have driven the people of west Wales to their deaths with dreadfully poor healthcare. You should be ashamed of yourselves. RIP Aneurin Bevan
Screen Name Redacted 3/20/2026 03:57 PM	Keep the local community alive. Continuity of care. Overload to other surgery
Screen Name Redacted 3/20/2026 04:00 PM	When i saw this proposed closure on the bbc wales news i thought why my surgery of all surgeries in wales? please keep this wonderful surgery open
Screen Name Redacted 3/20/2026 04:00 PM	I cannot fault the surgery or staff. [REDACTED] he surgery and staff have been amazing if I have been concerned when ill that it has returned and give me the best service possible. I trust this surgery and have recently been [REDACTED] So it is with all my will that I can get the professionalism continually from this surgery. Please don't close it. Many thanks

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/20/2026 04:07 PM	Now that I am in my late eighties and my driving is coming to an end, without Pontiets surgery I would be unable to visit Cydweli or Pontyberem surgeries due to no bus service from Pontiets. [REDACTED] [REDACTED] Difficulty in walking far and living on a hill, I could not walk to a bus stop. If you close the surgery, as I am sure you intend on doing, I will unfortunately have to ring for an ambulance to take me to A&E, which would certainly be very annoying as this would be my only alternative if the surgery closes. This I feel is abuse of the system, but, what else could I do? Taxi service in this area is very expensive which I refuse to pay for a short visit. As a widow, I feel as if Hywel Dda is going backwards and not forward, with no feeling for elderly people. You put us in a corner and forget about us. Remember this when you grow old!!! Also would you be willing to pay my taxi fare to visit either surgeries? I doubt it
Screen Name Redacted 3/20/2026 04:10 PM	It's particularly worrying for older people who are local to the Pontiets surgery and are worried about having to travel by bus to another surgery.
Screen Name Redacted 3/20/2026 04:12 PM	A fit for purpose GP service is essential to reduce pressures on emergency care provided at acute hospital settings. Without a fully funded GMS service, the aim of the Health Boards ambitions to provide sustainable care within the community will never be achieved. This will result in continual acute list pressures, escalating costs, bed blocking etc.
Screen Name Redacted 3/20/2026 04:16 PM	The worry and concerns regarding the situation within the NHS and particularly about the possibility of our surgery closing is causing people stress and affecting their health and wellbeing. By closing the surgery in Pontyates it feels that the existing difficulties we have in trying to get to see a GP or nurse for a service will become even more of a challenge by moving to an already over-crowded, very busy surgery
Screen Name Redacted 3/20/2026 04:21 PM	All of the surgeries are nearly at full capacity already. By closing Pontiets, there would be much more pressure put on the other three. There will be less doctors for more patients, thus causing undue suffering for these patients. Pontiets surgery is effective and a life line for the less mobile and disabled members of the community. Access to good healthcare is important. There would be nothing but a negative affect on Pontiets patients
Screen Name Redacted 3/20/2026 04:25 PM	People in the surgery will be affected e.g. lose jobs Lots of locals will have to relocate Some that have trouble with transport won't be able to get the medical care they need Distributing the patients from our practice will put further strain on other practices, which means the state of care will be reduced in general. Further pressure of more patients will only lead to overstretched and overworked staff with worse services
Screen Name Redacted 3/20/2026 04:28 PM	Losing Meddygfa'r Sarn will have a massive impact on myself - and others who have similar conditions to mine or mobility issues. Those of us with anxiety issues will also be negatively affected by this proposed change
Screen Name Redacted 3/25/2026 08:59 AM	We need a surgery in pontyates. difficult for residents of meincia, pontyates or carway to get to pontyberem or kidwelly (no buses)
Screen Name Redacted 3/25/2026 09:03 AM	Negatively affect me if need to to move from meddygfar sarn pontyates

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 3/25/2026 09:09 AM	The general lack of a surgery will be very detrimental, particularly as there is a lot of new homes being built in the rea. building companies should contribute to communities if they wish to build houses.
Screen Name Redacted 3/25/2026 09:11 AM	
Screen Name Redacted 3/25/2026 09:21 AM	
Screen Name Redacted 3/25/2026 09:26 AM	
Screen Name Redacted 3/25/2026 09:31 AM	
Screen Name Redacted 3/25/2026 09:34 AM	It will obviously have a big impact on the elderly people in the village but affect everyone hugely also
Screen Name Redacted 3/25/2026 09:38 AM	DO NOT CLOSE MEDDYGFAR SARN
Screen Name Redacted 3/25/2026 09:45 AM	Leave things alone the surgery is fine where it is. it doesnt matter what we think you have already made your decisions.
Screen Name Redacted 3/25/2026 09:50 AM	This is having a profound effect on peoples mental health, this has been done underhanded. considering the ceo is a respected consultant he has obviously lost his caring for his patients. care plan for 25/26 for primary care states to invest in healthcare workforce, meddygfa minafon will be next
Screen Name Redacted 3/25/2026 10:04 AM	The running of surgery practices was made political by previous governments results in doctors being loaded with much more than pure medical care. if the health boards offered a straight salary for medical care only then they may find suitable candidates!
Screen Name Redacted 3/25/2026 10:10 AM	
Screen Name Redacted 3/25/2026 10:12 AM	
Screen Name Redacted 3/25/2026 10:15 AM	
Screen Name Redacted 3/25/2026 10:21 AM	Your proposals are not practical and unworkable to a satisfactory standard
Screen Name Redacted 3/25/2026 10:24 AM	
Screen Name Redacted 3/25/2026 10:51 AM	
Screen Name Redacted 3/25/2026 10:55 AM	Travelling to new surgery no transport have to use taxi
Screen Name Redacted 3/25/2026 11:08 AM	
Screen Name Redacted 3/25/2026 11:11 AM	
Screen Name Redacted 3/25/2026 11:15 AM	

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/25/2026 11:20 AM	This will impact on the hospitals which cannot at the moment cope with people at present and people will die without attention to their health. We are going backwards in humanity
Screen Name Redacted 3/25/2026 11:26 AM	[REDACTED] and need access to a nearby surgery I can get to quickly so need pontyates surgery to stay open!
Screen Name Redacted 3/25/2026 11:28 AM	
Screen Name Redacted 3/25/2026 11:31 AM	No
Screen Name Redacted 3/25/2026 11:34 AM	
Screen Name Redacted 3/25/2026 11:38 AM	Theres nothing positive about taking away our doctors surgery, we need our surgery not any replacement
Screen Name Redacted 3/25/2026 11:44 AM	Keep our surgery, why change and put pressure when its not needed. dont throw away our community gp, stop thinking of saving money as it will cost you more if you close it. people cant travel as the bus service is useless we live in a rural area
Screen Name Redacted 3/25/2026 12:00 PM	I understand the logic of closing but this absolutely must result in the other four surgeries being massively staffed adequately so appointments can be more accessible. I can drive so pontyberem is easy enough for but those who cannot drive will need home visits, putting even more strain on the NHS for fuel costs, wastage of travel time - its counter productive sending doctors out on roads all day. You harp on about "person centered care" "care in the community" "patient lead" but these are just tick box exercises just like this tick box consultation process you legally have to carry out evidence you asked the community, when the decision has already been made for financial reasons. so if it has to happen regardless then at least do it right and staff it properly - squeezing all these families into already full surgeries and adding on just one receptionist simply wont work
Screen Name Redacted 3/25/2026 12:07 PM	If the surgery closes it would have a devastating effect on the local community especially those with limited mobility and access to transport
Screen Name Redacted 3/25/2026 12:17 PM	It is going to be difficult for people who are not drivers to attend another surgery the taxis are very expensive even to go to meddygfa'r sarn in pontyates. pontyberem surgery is further away which will cost even more to pay for transport
Screen Name Redacted 3/26/2026 12:22 PM	Those without transport will be adversely affected .
Screen Name Redacted 3/26/2026 04:09 PM	
Screen Name Redacted 3/27/2026 10:14 AM	
Screen Name Redacted 3/27/2026 10:21 AM	
Screen Name Redacted 3/27/2026 10:22 AM	

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 3/27/2026 10:48 AM	<p>There is no regular bus service for elderly or non-drivers to access the proposed surgeries. Does this mean the council will magically add more buses and create new bus routes.</p> <p>Every doctor surgery has its problems but the one you're proposing to close I have found to be amazing. They're really supportive, The reception staff are so helpful even if it is run by locums I still can't complain about the care that I have had, I got to see a doctor straight away today and there is no reason I can understand why it's closing they've always gone above and beyond. Going to a new practice which is probably already overburdened isn't going to improve things. It's just going to make things worse longer waiting times to see doctors or to see a nurse it seems you're more concerned about money than actually about the people that live in Pontyates. The flooding that you cited as a reason as far as I know hasn't happened. There are empty buildings next to the rugby club which could be used if they have been maintained properly by the council.</p> <p>You say that having locums is too costly, and you're unable to recruit permanent GPs. Surely this will only make matters worse moving over 4000 patients to already stretched GP surgeries.</p>
Screen Name Redacted 3/27/2026 01:56 PM	<p>Please take account of the effect this will have on patients lives.</p> <p>Patients views and feelings matter</p>
Screen Name Redacted 3/27/2026 02:08 PM	<p>It would affect me negatively as it would make my already stressful life much harder to cope with. I also feel that it would have adverse effect on the elderly and disabled in particular due to transport issues.</p>
Screen Name Redacted 3/28/2026 07:47 AM	<p>Due to inconvenience less likely to use services in new surgery thus impairing health. With the increase of patients in the surgery it will be more unlikely to be able to see a doctor or anyone else in the surgery.</p>
Screen Name Redacted 3/28/2026 08:00 AM	<p>This will put further constraints on many people and will result in a negative impact on people's lives as it will make visiting or seeing a healthcare specialist even harder and people will not bother</p>
Screen Name Redacted 3/30/2026 10:23 AM	<p>Yes. My family would be negatively affected as another village, local service will go. When i was pregnant in the last year, this practise gave me so much support that I know I would not receive in a Llanelli practise that are over subscribed already. The practise has also given support to my 3 month old already, we have been seen straight away. There are lots of elderly people that use the practise who this would negatively impact.</p>
Screen Name Redacted 3/30/2026 11:19 AM	<p>The elderly and patients who don't drive or have access to a vehicle will be affected greatly. If they have no means of travel, and public transport is not often how will the trust ensure that they can access their GP services?</p>
Screen Name Redacted 3/30/2026 12:25 PM	<p>Time of travel if not a driver</p>
Screen Name Redacted 3/30/2026 01:18 PM	<p>The current practice is well located with sufficient parking space and close bus station. They are able to accommodate appointments fairly quickly which might change if people will be redirected to another practices where xy amount of people are already registered and the waiting time will be longer. Change of practitioners can also have impact on regular patients.</p>
Screen Name Redacted 3/30/2026 08:09 PM	<p>It would negatively affect the service provided to patients as the proposed surgeries would have more patients</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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<p>Screen Name Redacted 3/30/2026 09:30 PM</p>	<p>Repurpsss building and use parking School has closed too It's not acceptable with all the new housing developments in Carway and locally. Kidwelly and Trimsaran are poorly staffed and no parking and Pontyberem is full and no parking. Really badly decided without community consultation. Travel is an ordeal here not to mention infrastructure, lack of parking or staff and resources.</p>
<p>Screen Name Redacted 3/31/2026 06:46 AM</p>	
<p>Screen Name Redacted 3/31/2026 08:23 AM</p>	
<p>Screen Name Redacted 3/31/2026 11:43 AM</p>	
<p>Screen Name Redacted 3/31/2026 11:48 AM</p>	
<p>Screen Name Redacted 3/31/2026 11:52 AM</p>	
<p>Screen Name Redacted 3/31/2026 11:57 AM</p>	
<p>Screen Name Redacted 3/31/2026 12:04 PM</p>	
<p>Screen Name Redacted 3/31/2026 01:52 PM</p>	
<p>Screen Name Redacted 3/31/2026 03:05 PM</p>	
<p>Screen Name Redacted 3/31/2026 03:09 PM</p>	
<p>Screen Name Redacted 4/01/2026 09:47 AM</p>	
<p>Screen Name Redacted 4/01/2026 09:48 AM</p>	
<p>Screen Name Redacted 4/01/2026 09:51 AM</p>	<p>The pressure put on Minafon surgery if new patients are added</p>
<p>Screen Name Redacted 4/01/2026 09:55 AM</p>	<p>Larger surgeries - More patients, less availability Further to travel, affecting older patients</p>
<p>Screen Name Redacted 4/01/2026 09:58 AM</p>	<p>All surgeries are at capacity. How will proposed surgeries cope with a large influx of new patients? I have spoken to current patients these surgeries and they have trouble getting appointments now - they would only get worse</p>

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/01/2026 10:09 AM	<p>Most of this questionnaire is irrelevant to the proposed closing of Meddygfa'r Sarn!</p> <p>The closing of Meddygfa'r Sarn would negatively impact the most vulnerable people in the Pontyates/Five Roads area. It is an area with poor transport links. I feel that in particular elderly, disabled people would just not see a GP when they need to. They are ending up in Glangwili or Morryston Hospital A&amp;E departments. This would have a negative impact on the already stretched services. I would suggest opening the surgery on a part time basis for those who are in need of care but do not require hospital admission. The remaining patients, who can drive, could be transferred to other practices. Perhaps having a GP drop in centre would be better than closing the surgery altogether. I would like to praise the Harlow &amp; Knowles pharmacy in Pontyates for their outstanding care and commitment to the community</p>
Screen Name Redacted 4/01/2026 10:19 AM	<p>I don't see any positive in closing the local community surgery that serves everyone in it. Anyone without a car will not be able to get public transport directly to any locations offered. Also the fact CCC continue to give planning to new developers increasing population means these individuals will need a GP. Some of the options already have been cut back over the years, so what are the horizon plans for them? It would also be nice to have a regular GP not locums and that is for all the Gwendraeth surgeries</p>
Screen Name Redacted 4/01/2026 10:27 AM	
Screen Name Redacted 4/01/2026 10:30 AM	
Screen Name Redacted 4/01/2026 10:33 AM	
Screen Name Redacted 4/01/2026 10:43 AM	<p>Transportation Disability issues It's important to maintain strong institutions in the local community - Meddygfa'r Sarn is one of them It is government policy to strengthen community wellbeing. Keeping Meddygfa'r Sarn reinforces that policy</p>
Screen Name Redacted 4/01/2026 10:52 AM	<p>Significant detriment to the Pontyates community and surrounding area. Especially the businesses that operate there I fail to see any positives</p>
Screen Name Redacted 4/01/2026 10:58 AM	<p>I was registered at a Llanelli practice throughout my life until the age of 60 and was happy with the services and attention I received. I was employed at the same surgery for 25 years. [REDACTED] [REDACTED]. I was devastated and disappointed when told I had to find another surgery to register as a patient. [REDACTED] Meddygfa'r Sarn was the nearest surgery. I have absolutely no regrets registering at the practice. I haven't had any problems getting appointments when necessary and with the consultations I have received have been amazing, especially when I was sent for a mammogram when we could not feel a lump on the breast but had a suspicious rash. After the procedure a lump was discovered and was operated on within a fortnight. Life saving in my opinion. I have so much faith in Meddygfa'r Sarn and sincerely hope that the surgery does not close</p>
Screen Name Redacted 4/01/2026 11:03 AM	<p>Pontyates surgery should not close due to travel and its easy access for the people in the community. Pontyates should have permanent doctors even though the staff are very helpful</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/01/2026 11:05 AM	Pontyates surgery should not close
Screen Name Redacted 4/01/2026 11:08 AM	Pontyates surgery should not be closed due to travel and easy access. It's in the village. Pontyates should have permanent doctors there. Even though the staff are very helpful
Screen Name Redacted 4/01/2026 11:09 AM	
Screen Name Redacted 4/01/2026 11:11 AM	
Screen Name Redacted 4/01/2026 11:13 AM	
Screen Name Redacted 4/01/2026 11:30 AM	
Screen Name Redacted 4/01/2026 11:38 AM	For myself it would be an inconvenience and a step into the unknown, having been at the surgery for twelve years. For others, I suppose it would mostly impact elderly, immobile and the disabled the hardest. People living in Pontiets will feel it badly having to now travel some distance to the alternative surgery
Screen Name Redacted 4/01/2026 11:40 AM	There is nothing to be added
Screen Name Redacted 4/01/2026 11:43 AM	
Screen Name Redacted 4/01/2026 11:45 AM	<p>We are all too aware of the ramifications that deep financial cuts bring. Primary Care (and the NHS in general) has suffered deeply from these decisions. However, primary care is difficult enough to access at the best of times. Moving patients and closing the surgery will have a negative impact on a vast swathe of this community.</p> <p>In Pontiets, a large number of the community is elderly. [REDACTED] [REDACTED] They find it difficult to drive in adverse conditions/dark and as my husband works away quite often it falls to me. Public transport in our hamlet (Pontnewydd) is non existent, the nearest bus stop is 1.8 miles away (opposite the surgery). In addition, nearly 50% of Pontiets is of low/non waged. Not everyone has access to a car.</p> <p>Minimising impacts on paper is all well and good, but has anyone from the Health Board who's making these decisions actually tried to get from Pontiets to Pontyberam/Kidwelly/Llanelli using public transport? Realistically when you're unwell this really isn't feasible.</p> <p>Rural communities need services as much as large towns do.</p> <p>Please. Rethink the decision to close the surgery.</p>
Screen Name Redacted 4/01/2026 12:30 PM	We are an aging population. To move services for 4,500 patients further away seems non-sensical when access and mobility becomes more difficult for older people. There is a feeling of community anchored by Meddygfa'r Sarn here in the village - adjacent pharmacy, shop, garage all served by bus services from each end of the village and the surroundings. This is no available elsewhere and so much would be lost

**Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026**

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Screen Name Redacted 4/01/2026 12:34 PM	This proposal would affect any people, namely elderly patients, people with disabilities and long term conditions. Travel arrangements will be difficult
Screen Name Redacted 4/01/2026 12:38 PM	I think that you should discuss more important things rather than close the surgery. It would be a disaster for the local community. Staff are great. So are doctors
Screen Name Redacted 4/01/2026 05:49 PM	
Screen Name Redacted 4/01/2026 07:52 PM	Yes, I've outlined it in previous boxes, this will be catastrophic for my disabled mother, and for many people in the area. It should not even be on the cards at all.
Screen Name Redacted 4/02/2026 10:27 AM	
Screen Name Redacted 4/03/2026 11:44 AM	Went to meetings told by health board member coalbrook has bought adjoining property THERE ISNT ONE!! IT'S disgusting that its all left to the last minute no care for the people who live in the am I surprised by the joint disloyalty from this health authority and Carmarthenshire council nope they are shocking. No care about what this means to rhe village or its residents. Just their pockets

Screen Name Redacted

4/04/2026 06:55 PM

Yes, I believe this proposal would negatively affect certain groups more than others, and I also strongly believe that retaining a GP service site in Pontyates is crucial.

Elderly patients, people with disabilities, those with long-term health conditions, and people on low incomes would be disproportionately affected by having to travel further to access GP services. Many people in rural areas rely on local services due to limited public transport, reliance on family or community transport, and the cost of fuel. Increasing the distance to access primary care will make healthcare less accessible and may result in delayed treatment, missed appointments, and increased pressure on other NHS services.

However, I am also very concerned that this closure may not be unavoidable. It is widely understood locally that GP posts have not been consistently advertised over the past two years, and when they were advertised they were for salaried or sessional GP roles rather than a partnership opportunity, which is often more attractive to doctors looking to run or invest in a practice long term. This raises serious questions about whether enough has been done to secure the future of the practice.

There are also local reports that there may be doctors interested in taking over the practice or running it as a partnership, but that these discussions have not progressed. If there is any possibility that the practice could be taken over, merged, run as a branch surgery, or operated under a new partnership, these options should be fully explored before closure is considered.

For these reasons, I believe retaining a GP service in Pontyates is crucial. Even if the current practice cannot continue in its existing structure, there should still be a branch surgery, shared practice arrangement, or regular GP clinics operating from Pontyates to ensure local access to primary care services.

Closing the surgery entirely would disproportionately affect elderly residents, disabled patients, rural residents, and low-income households, and could increase health inequalities in the area. Every possible option to keep a GP service in Pontyates should be explored before any permanent closure is agreed.

Screen Name Redacted

4/06/2026 05:59 PM

Screen Name Redacted

4/06/2026 07:35 PM

Screen Name Redacted

4/06/2026 07:42 PM

Screen Name Redacted

4/07/2026 08:36 AM

Screen Name Redacted

4/07/2026 08:52 AM

Screen Name Redacted

4/07/2026 09:06 AM

Screen Name Redacted

4/07/2026 09:18 AM

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

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Screen Name Redacted 4/07/2026 09:26 AM	
Screen Name Redacted 4/07/2026 09:31 AM	
Screen Name Redacted 4/07/2026 09:39 AM	
Screen Name Redacted 4/07/2026 09:45 AM	
Screen Name Redacted 4/07/2026 09:47 AM	Getting to a surgery pontyberem, kidwelly or llanelli difficult without a car for many people. All these surgeries are full to capacity without adding more patients, i hear patients unable to see a doctor at the moment without more people there. please keep pontyates surgery open!
Screen Name Redacted 4/07/2026 09:54 AM	Old people, disabled people, people with young children, if you cant drive by car, unable to get to any of the other surgeries.
Screen Name Redacted 4/07/2026 09:58 AM	These other practices utilise the same locums that attend our surgery. so the issue of cost of locums will remain at the other surgeries as the demand will be come more elsewhere
Screen Name Redacted 4/07/2026 10:02 AM	We want to keep our surgery, this is vital for our community and wellbeing
Screen Name Redacted 4/07/2026 10:12 AM	There is nothing positive about closing a community local surgery. This will without a doubt have a major effect on our lives and care. In addition, this is going to put further pressure on other surgeries and reduce patient waiting times. a sad reflection on our NHS cost cutting.
Screen Name Redacted 4/07/2026 10:21 AM	I cant think of anything positive about this proposal apart from saving the NHS the associated costs with keeping the surgery open. On a negative side, i believe it will make a big difference to the elderly and those unable to drive as it will be more difficult for them to get to the surgery and be a lot more inconvenient for them. it will also put added pressure on other surgeries
Screen Name Redacted 4/07/2026 10:59 AM	Being registered at a different health centre is just not convenient for so many people. if you have an illness which requires special travel arrangements the public transport if available could add to pain plus movement for some is almost impossible
Screen Name Redacted 4/07/2026 11:01 AM	
Screen Name Redacted 4/07/2026 11:03 AM	No but this affects all. it seems these days that nothing changes for the better
Screen Name Redacted 4/07/2026 11:06 AM	
Screen Name Redacted 4/07/2026 11:10 AM	Please do not close this surgery do not let ease and money come before patients wellbeing and health
Screen Name Redacted 4/07/2026 11:15 AM	Please do not close meddygfar sarn pontyates. it is an important staple of the community. finance and ease should not come before peoples health and wellbeing

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## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/07/2026 11:27 AM	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] i spoke to a different locum gp at each appointment, none had access to my full history, none connected my symptom to the medication. i eventually identified the cause myself using AI tools to access and synthesize medical research. i designed my own recovery protocol based on peer reviewed literature, because no gp was available to do this work with me. my recovery took approximately 2 months longer than it should have, and required resources not everyone has: a university education, research literacy and access to AI that could process complex medical information in real time. this is the equity concern: a patient with fewer resources - less education, less confidence navigating medical systems, no access to research tools - would not have been able to do what i did. they would have remained ill for far longer, with no one connecting the dots on their behalf. they might not have recovered at all. the closure of this practice while perhaps inevitable should be understood in the context of what happens when primary care fails: patients with resources find workarounds and patients without resources suffer longer.</p>
Screen Name Redacted 4/07/2026 11:33 AM	<p>The surgery is very important to me. Please keep it open for the sake of the patients that it serves tirelessly and caringly</p>
Screen Name Redacted 4/07/2026 11:42 AM	<p>I would need transport to the next village as I don't drive a car.</p>
Screen Name Redacted 4/07/2026 11:53 AM	<p>I can only think of negative effects, particularly appt. availability and access to care. This would particularly impact more vulnerable groups e.g. elderly patients, children and the disabled. The pontyates surgery runs very well the way that it is - we have always received fast, pro-active care there and i would be very disheartened if it were to close. Pontyates is not a small community that can just be palmed off onto other village surgeries.</p>
Screen Name Redacted 4/07/2026 11:55 AM	
Screen Name Redacted 4/07/2026 11:58 AM	
Screen Name Redacted 4/07/2026 12:01 PM	<p>I think that when patients are transferred to the coalbrook surgery in pontyberem that it will be overburdened with patients and the service provided would be adversely affected.</p>
Screen Name Redacted 4/07/2026 01:24 PM	
Screen Name Redacted 4/07/2026 01:31 PM	<p>In reply to your letter concerning the closure of Meddygfa Sarn, I do agree that Pontyates is a small practice surgery but it is no different to other practices mentioned, and I can not see that distributing patients to other similar venues would offer an improved service. Furthermore the public transport in this rural area is minimal with two hours between services, This situation would most certainty create problems for the elderly disabled and other patients.</p>
Screen Name Redacted 4/07/2026 01:37 PM	<p>I am very disappointed in hearing that Meddygfa'r Sarn may be closing. I've been living in Pontyates for 39/40 years [REDACTED]</p> <p>[REDACTED] which I need this service once/twice a month for blood tests</p>

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted 4/07/2026 01:42 PM	Adding me to already overcrowded surgery causes me great concerns as I approach 70 I am unsure how long I will be able to continue to drive and with limited public transport available. At my current surgery I have to wait 3 weeks or more to actually see a doctor so moving to already overcrowded surgery is not going to help
Screen Name Redacted 4/07/2026 01:45 PM	Apparently meddygfa minafon is also run by locum gps, they do not have the capacity for thousands more patients, without extensions to their building. That does not bode well for old and new patients, coalbrook surgery is run by real doctors who have brought the empty post office nearby, this would take time to develop it seems they are trying to recruit new doctors. who doesnt the health board try to get more doctors for pontyates? The HB makes out that meddygfar sarn is too small, but patients appointments are staggered so the waiting room is never overflowing pontyates miners wellfare hall is available for special meetings or events if the surgery cannot accommodate them
Screen Name Redacted 4/07/2026 01:46 PM	I would have further to travel not convenient as other surgeries are busier, not able to get an appt. It would be nice to se the same doctor, the chemist is close to the surgery which is much better always very helpful and friendly staff when ordering prescriptions
Screen Name Redacted 4/07/2026 01:48 PM	I dont see why household income should be included in this document, unless the more money you have - the further you have to travel for medical care. a move to another medical centre would probably put more pressure on that facility. how long would it be before it would be closed?
Screen Name Redacted 4/07/2026 02:04 PM	It will cause me untold stress issues if I cannot get appointment's or have no transport to and from the surgery moved to another practice. Do people making these decisions care or take note of what peoples concerns are?
Screen Name Redacted 4/07/2026 02:14 PM	Moving patients to already stretched services does not look at person cantered care or even the surrounding areas. With a view to being able to access additional services is not a selling point on basic care being met
Screen Name Redacted 4/07/2026 02:50 PM	Public transport issues. Also more houses being built in Pontyates area requirement for our own facility. Closure not thought through
Screen Name Redacted 4/07/2026 02:56 PM	The surgery is essential to the community it is fundamental to the wellbeing of the community. To expect families with young children the elderly to have to commute further away is not acceptable the stress and worry involved the issue of availability of appointment with the increase in potential patient numbers at each of the proposed surgeries is a worry. also do not agree that the premises are small. the other surgeries are not large could they cope with a large influx of patient, 43000 between them
Screen Name Redacted 4/07/2026 03:02 PM	Why take away a service that us committed to caring for 45000 patients and doing an amazing job. I can only praise the surgery and say how disappointment I am with Hywel Dda
Screen Name Redacted 4/07/2026 03:09 PM	As someone with long term health issues it is crucial to have continuity of care and being able to access services as and when needed. moving more patients already overcrowded surgeries can not improve services. I worry that seeing a different doctor and them not having access to medical records is a having a detrimental affect on my health
Screen Name Redacted 4/07/2026 03:15 PM	It will negatively impact people with mobility issues, either disabled or no /little access to private transport
Screen Name Redacted 4/07/2026 03:20 PM	See reply to q7

## Meddygfa'r Sarn Patient Questionnaire : Survey Report for 06 February 2026 to 08 April 2026

Screen Name Redacted

4/07/2026 03:35 PM

Screen Name Redacted

4/07/2026 03:37 PM

Screen Name Redacted

4/07/2026 03:56 PM

If I could finish question eight first thanks. My suggestion would be for the surgery to provide a car or some means of transport that soon reaches me after i phone for it. Back to the question at the top of the page. It would affect older people in particular a long wait would be agony for them. My suggestion would be for the surgery to provide a car or some means of transport that soon reaches me after i phone for it. Back to the question at the top of the page. It would affect other people in particular. please accept kindly 1 little tip from me whenever you make any decision involving people always carefully consider the old and the disabled in society. It would also affect psychologically and emotionally the ones caring for them and in turn their family and friends will stop they will make a few blunders then in their own jobs.

Screen Name Redacted

4/07/2026 04:09 PM

I'm all for change for the good, but I see no evidence that closing meddygfar sarn would be of benefit to us. Social connection within a community is essential and our local surgery provides excellent service by familiar faces. lack of transparency that does not put the needs of the patient first. there needs to be a clear structure provided listing the benefits of closure - as the community feels at present our health needs are met with compassion and understanding.

Screen Name Redacted

4/07/2026 04:28 PM

Everything today for the elderly is so hard all on internet. cant have a conversation over the phone. pontyates surgery is so convenient and old school please leave things alone change isnt always for the better

Screen Name Redacted

4/07/2026 04:44 PM

These two proposals will have a negative impact on the elderly in the community who do not have ease of transport. Community throughout the medium of Welsh with staff - surgery and chemist. Increase patient numbers in alternative suggestions - could lead to longer waiting times to speak to a GP causing stress to the vulnerable in our community - worry that the travelling or process will be too difficult and will lead to them not seeking the medical help they deserve.

Screen Name Redacted

4/07/2026 04:53 PM

I am ■■■, have a number of health issues and do not leave the house unless to attend GP or hospital appt and dependant on family to take me. Being transferred to a bigger practice with limited appointments will increase my stress and anxiety levels. community services are far and few between. Feels like seeing a GP is being made harder not easier.

Screen Name Redacted

4/08/2026 07:21 AM

Screen Name Redacted

4/08/2026 07:27 AM

**Optional question** · 610 responses · 347 skipped

**Question type** : Essay Question