

## **Appendix 6 – Telephone calls from patients (as documented by the Communications Hub)**

6.1 Received 23/02/2026: She called to share her concern regarding the closure of Meddygfa Sarn. She has severe heart failure and relies on the practice for her medication. She explained that if she is transferred to Kidwelly she won't be able to get there as she relies on public transport and there is no route to Kidwelly from her area. This patient [REDACTED] is very concerned about the possible closure. Could you contact her to confirm that this has been received by the Primary Care team. Thanks.

6.2 Received 25/02/2026: Went to meeting 24/02, spoke to representatives from HDD Health Board, says they have been sent wrong info, He will be moved to Pontyberem, has to catch 2 buses for 5 hour round trip. Also had wrong info about buses, the buses do not go near where they live, is very cross that this has not been looked into enough and felt that the reps there were not fully aware of the implications of the closure.

6.3 Received 25/02/2026: Patient wants to know if Meddygfa Sarn closes would he be able to register with Meddygfa Minafon in Kidwelly. I have also given him the details of the drop in event on 03/03/26 and Llais telephone number.

6.4 Received 25/06/2026: She has had the form re Sarn, she is really devastated. She mentioned that the staff are so lovely and the surgery provides great treatment. She is elderly and they feel shocked. It would be difficult for them to get to any other surgery e.g., Kidwelly, Pontyberem. Advised of drop ins - herself and her husband aren't able to get there. Also gave number for Llais. She said that some of the questions on the form aren't really relevant to the surgery.