

## **Appendix 7 – Letters from patients**

### **7.1 Received 04/03/2026:**

Dear Sir or Madam

Re: Objection to Proposed Closure/Dispersion of Meddygfa'r Sarn GP Surgery, Pontyates

I am writing to express my strong objection to the proposal to close Meddygfa'r Sarn GP surgery in Pontyates and disperse its patient list to neighbouring practices from 30 June 2026. This plan, currently under consideration, would have profound negative effects on the health, wellbeing, and quality of life of patients in Pontyates and the surrounding communities.

Meddygfa'r Sarn is more than just a healthcare facility – it provides vital, accessible primary care to local families, elderly residents and vulnerable people. It offers continuity of care that cannot be replicated if patients are forced to travel to the surgeries further afield.

My principle objections are as follows:

#### **1. Accessibility and Transport Barriers**

Many patients do not have private transport, and there are no direct public transport routes to the proposed neighbouring surgeries in Pontyberem or Kidwelly. This will leave residents – particularly older people and those with mobility challenges – with no reasonable means of accessing essential medical care.

#### **2. Continuity and Quality of Care**

Dispersing patients across multiple practices undermines continuity of care. Patients will lose long-standing relationships with clinicians who understand their medical history, resulting in a reduction in quality and safety of care.

#### **3. Pressure on neighbouring practices**

Local surgeries in Pontyberem, Kidwelly and Llanelli are already under significant strain, with long waiting times and workforce shortages. Shifting 4,300 additional patients can only exacerbate capacity issues and reduce the quality of care across the wider area.

#### **4. Impact on Vulnerable Patients**

Elderly, disabled and chronically ill patients will be disproportionately affected by increased travel distances and reduced access. For many, the surgery is the only realistic provider of primary care.

## 5. Community Cohesion and Wellbeing

The surgery is at the heart of the Pontyates community. Its closure would not only jeopardise health outcomes but also weaken the fabric of local support networks that depend on the accessibility of healthcare services.

In the light of these points, I urge the Health Board to:

Withdraw the proposal to close or disperse Meddygfa'r Sarn GP surgery:

Commit to retaining accessible GP services in Pontyates;

Engage in meaningful consultation with the community before making any final decisions: and

Explore and invest in sustainable solutions to the staffing and facility issues faced by the practice.

GP services are an essential public service. Their removal from Pontyates would not only be deeply damaging in practical terms, but also wholly contrary to the principle of equitable access to healthcare for all residents.

I trust that you will full and sympathetic consideration to these objections and the views of the local community.

Yours faithfully

### **7.2 Received 24/02/2026:**

Dear Sir, Re: Proposed closure of Meddygfa'r Sarn. Please accept my father and I objection to close the GP practice. My father is elderly and has been a patient of the GP practice all his life, as have I and my extended family. There is no bus service from my local bus stop directly to Pontyberem or Kidwelly as one would need to catch a bus from Gwendraeth bus stop approx 1 mile away. At present it is difficult to see the GP or book an appointment when needed and I can only expect the situation to worsen if transferred to Pontyberem or Kidwelly. Some of the GP practice population do not have access to IT, hence me writing my objection and my father's objection. Yours sincerely

### **7.3 Received 15/04/2026 (after deadline):**

Dear Dr P. Kloer

I am aware that you as part of the committee for the local Health Board are discussing the closure of Meddygfa'r Sarn at Pontyates, of which I am a patient on their list.

The surgery is a big help to the community which not only sees patients from the village of Pontyates but also quite a few surrounding villages. The closure of the surgery is going to hit us hard, as we get older health problems could hit us and without a surgery in the vicinity it is going to be very hard to access medical help. At the moment I am lucky that the surgery is on my doorstep and can easily walk to see the doctor when needed without using public transport or any other mode of vehicles. If the closure happens and I am transferred as planned by the map that was shown to us at the meeting held on 24/2/26 at Pontyates Hall, the surgery I would need to attend would be Coalbrook Surgery, Pontyberem. This would mean using public transport or having to rely on other means of transport.

The service for buses through the village is every two hours, it would mean that I would need an appointment suiting the bus timetable, thus being out of my home for up to five hours on the day of my appointment, but if I needed an appointment urgently to see a doctor at short notice it would not be possible, as the bus might have already gone through the village on its route to Carmarthen this would then mean booking a taxi, which would be a burden on my home finances.

It has also come to my notice that rumours around the village are that Coalbrook Surgery at Pontyberem have already taken on extra patients from surrounding areas where surgeries have been closed, talking to patients at this surgery they tell me that they are having problems seeing the doctor, so what is going to happen when extra patients are being added to their list

The village of Pontyates is a growing village, there are quite a few new developments going on. By this calculation, where are these new residents going to be allocated places? These new residents are moving into the vicinity with the hope of a good local infrastructure, e.g. a surgery in the village.

With these thoughts I hope that it will be taken into consideration and the surgery kept open.

Thanking you for taking the time to read my letter.

Yours faithfully,