



# North Powys Wellbeing Engagement Report

November 2019



Prepared by the Communication and Engagement Officer, North  
Powys Wellbeing Programme Team.

## Executive Summary

This report documents the qualitative assessment of the feedback received in the first phase of involving both the community, and professionals, in developing a new model of care for north Powys. This first phase of community engagement focused on understanding stakeholder and community views, issues and aspirations for improving health and wellbeing services across both urban and rural communities.

The report provides an overview of the key aims of the programme; our joint health and care strategy; engagement approach and methodology; community engagement activities; and example feedback.

Over 13 weeks, from 14 June 2019, to 15 September 2019, our engagement method and activity meant we heard from:

- 250 people (approx.) attended drop-in sessions in different locations across north Powys providing over 1000 comments
- 59 people provided detailed comments online through the Citizen Space engagement portal
- 20 written submissions from people who have difficulty accessing the internet
- Local community representative and stakeholder groups through individual meetings; Hafren/Ladywell School Governors/Teachers; Newtown Town Council; Open Newtown; Montgomery Medical Practice Association; North Powys GP Cluster; Patient Forums; Syrian Families; NPTC Coleg, Newtown.
- 60 people attended a Start Well/Live Well/Age Well workshop to 'check & challenge' the draft Model of Care
- School children from both primary and secondary schools have expressed their views through a mix of images and text

This engagement report and its qualitative comments complement a wide range of existing data, available research and feedback from the community. The Powys Population Assessment, Future Fit Consultation, Cemmaes Road Practice, and Powys Library Consultation have all contributed to the development of a new Model of Care for north Powys.

## **Introduction and background**

Under the Powys Regional Partnership Board (PRPB) we are working together to take forward a once in a generation opportunity to transform services in north Powys. The North Powys Wellbeing programme aims to improve the health and wellbeing of approx. 63,000 residents in north Powys by bringing care closer to home.

The programme will focus on wellbeing; promote early help and support by being able to provide technology that helps people live at home in a community of their choice; tackle the biggest causes of ill health and poor wellbeing; and ensure joined up care involving neighbourhood teams and communities working together so that residents have a more seamless service when they need it.

In May 2019, the PRPB received £2.5m of funding from the Welsh Government Transformation Fund to invest in new ways of delivering health and social care services within north Powys and support us in taking forward our ambitions.

The new model of care will focus on three areas:

### **Home**

There is a strong national and international consensus that we should strengthen care closer to home. Both digital technology and workforce are key enablers to achieving this ambition. Technology could enable access to specialist advice and opinion remotely and can, through telemetry and wearables help people to live safely and independently for longer in their own homes and communities. Flexible, enhanced and easily accessed, community based services can further enable people to stay longer in their own home.

### **Neighbourhood approach / Community Wellbeing Hubs**

Community Wellbeing Hubs will provide a place where different local partners in a neighbourhood can come together and address the issues that matter most to them. Community Wellbeing Hubs can provide services for the community, but also by the community.

### **Rural Regional Centre**

The Rural Regional Centre will link with Community Wellbeing Hubs and potentially with people in their home. It will give us the opportunity to deliver more services locally in Powys that are currently provided out of Powys, for example, this could include some pre- and post-operative care, day case procedures, diagnostics, outpatients and rehabilitation services.

The Rural Regional Centre and Community Wellbeing Hub will be part of an intergenerational Multi-agency Wellbeing Campus that will also include primary education provision and supported accommodation, with links to leisure and outdoor green spaces.

The preferred site for the campus is situated in the centre of Newtown, and is currently occupied by a range of providers including health provision, other council services and two schools.

This once in a generation opportunity to bring partners together could transform the way we currently work, not just planning together as public services, but in co-production with our communities. Working together across health, social care, education, housing, leisure and third sector organisations to understand 'what matters most' to people in relation to their health and wellbeing.

### **National drivers and our first joint Health and Care Strategy for Powys**

The Sustainable Social Services for Wales white paper of 2011, Simply Prudent Healthcare published by the Bevan commission in 2013 and the Well-being of Future Generations (Wales) Act 2015 and A Healthier Wales: Our Plan for Health and Social Care 2018-2030 represent the strategic drivers for health and social care transformation in Wales. Powys has taken this forward with the Health and Care Strategy for Powys: A Vision to 2027 and Beyond which was published in 2017.

The strategy was developed after extensive public and professional engagement and begins to add more detail as to how Powys will deliver its part of the A Healthier Wales Strategy. Our joint Health and Care Strategy for Powys demonstrates a high level of ambition of improving the health and wellbeing outcomes of our residents over the next 10 years. We want people of all ages in Powys to Start Well; Live Well; and Age Well through improved education and early help, right through a seamless journey of health and care support to more acute health and care services, and back home again. The place we most want to be.

### **Integration – a continued commitment to delivering seamless health care**

We know that people we support in the community want joined up care and support and that organisational boundaries really don't matter to people. This is why Powys County and Council and Powys Teaching Health Board have been providing integrated services, in various ways, for a long time.

Integration is a way of working that ensures that people get the right care and support according to their needs. Integration is a way of achieving seamless, co-ordinated working between a range of teams and services in the best interests of those who use our services.

Evidence suggests that people often experience fragmented services within the NHS and between health and social care. This is because people's care needs have changed faster than our health and care systems have been able to respond.

This well-known problem requires new ways of delivering services, where care is much more co-ordinated than it is today. This is often described as integrated care. Powys has the fastest growing elderly population in Wales and a new approach is required in order to

ensure support and services are sustainable and to avoid unaffordable increases in spending.

Integrating services means we can respond better to people's care needs arising from an ageing population and increases in the number of people with multiple long-term conditions.

We also know that supporting children to have the best start in life helps them to lead fulfilling lives into adulthood. Our collective working aims to support children, young people and their families to achieve this goal. By working closely together we can provide services that enable people to live more independent, fulfilled lives.

## **Engagement Approach and methodology**

In order to develop a new model of care, we first had to listen and learn about 'what matters most' to people in their home and community to further understand what is good now, and what they would like to see change in the future. As we were asking people to share a comment about their health and wellbeing, we needed to frame it in a way that would start a 'conversation' and then guide the response to frame it to home, community, region, or out of county.

A full programme of meaningful face to face and online engagement with residents on health and care related issues is paramount in the co-production of a new model of care for north Powys. Giving residents the opportunity to have their say on what they would like to see improved, their personal experiences, insights and own perspective on how that could happen, will ensure residents feel empowered in the knowledge that their feedback has contributed to the new service design and delivery of a new model of care. This programme of engagement has been guided by the National Principles for Public Engagement in Wales.

However, residents in north Powys recently participated in a number of consultations and engagement events that have included the Future Fit consultation (the future of out of county A&E services and planned care), Cemmaes Road Surgery closure (Primary Care), and Fan Gorau (closure of Mental Health Services in patient beds) which could potentially cause consultation and engagement fatigue for residents and local influencers on health and care related topics.

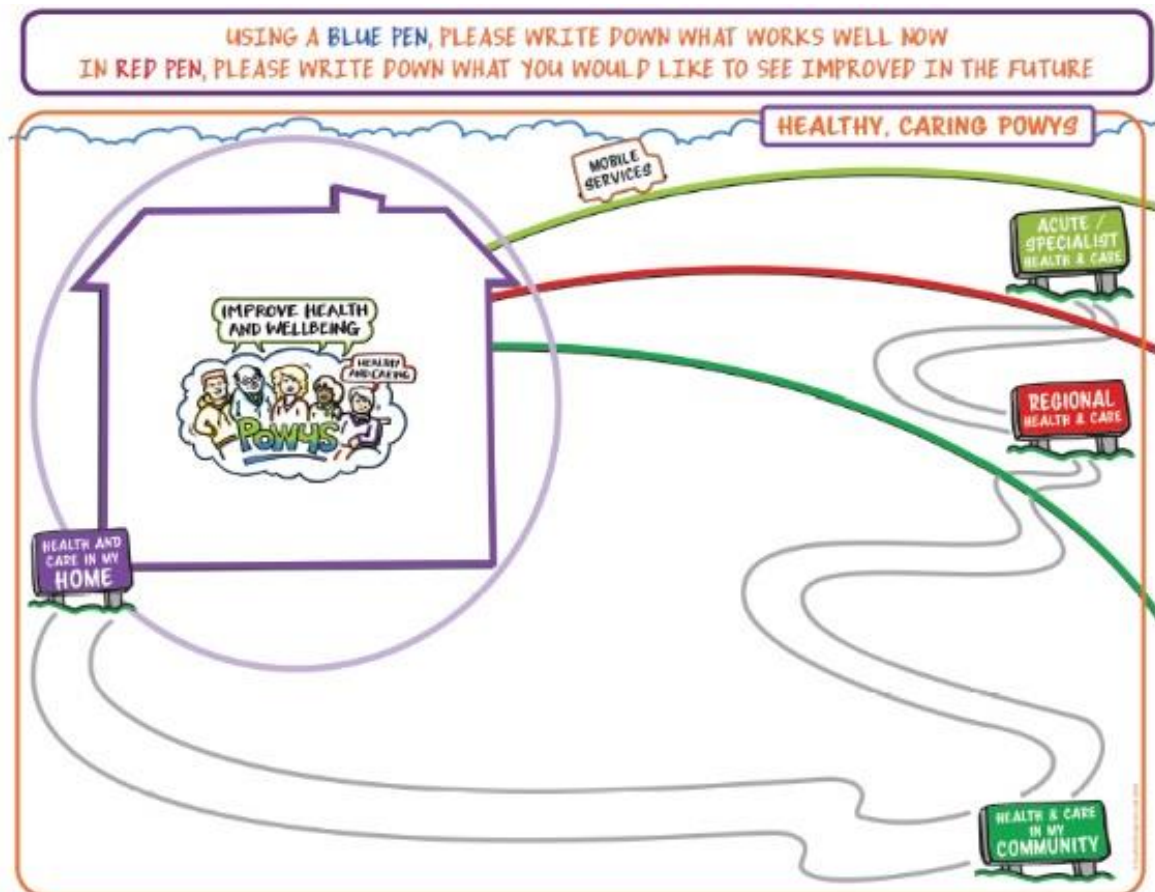
Add to this recent consultations from Powys County Council on the future of Library Service and day time activity opportunities (day centres) for older people. There is of course a link between the past consultations that have a direct effect on our resident's health and wellbeing, but many residents could potentially be repeating the same issues, and feeling they have 'been here before' and asking 'what is the point if you don't listen'.

As a programme team, we needed to carefully consider the way we engage, the frequency, what area/locality, including the look and feel of the materials we would use to start a conversation.

Using a 'road map' (see image) in line with our familiar Health and Care Strategy branding, we would encourage a 'conversation' to understand how we can support care closer to home, for example, what services could we move from acute settings back to the region or even home?

The key questions focused around:

- What is it like now?
- What keeps you and your community well?
- How could it change for the better?



Through this approach, the community and professional insights will support the 'Case for Change' to design and deliver a new model of care, and further understand the unconstrained "ideas" people have about the future health and care system, what the current provision is, and what barriers may exist. The 'conversations' were framed around model of care system components of home, community, region and acute/out of county care.



## Official Launch

The North Powys Wellbeing Programme officially launched on June 14, 2019, inviting members of the public and key partners to attend two events, one in Llanidloes, and one in Newtown. These two events gave people an opportunity to learn more about the programme and its aims, and an opportunity to share their valuable insights and experiences of what health and wellbeing means to them and their community.

A poster campaign was distributed via local libraries, town and community councils and to all 35 local members of north Powys calling on residents to 'have their say' at each event. Social media was also a useful tool in encouraging participation, with sharing from local town and community council pages, Community Connectors and Community Health Council.

**YNG NGOGLEDD POWYS**  
**HAVE YOUR SAY**  
ON THE FUTURE OF  
HEALTH & WELLBEING SERVICES IN  
**NORTH POWYS**

**DEWCH I'N GWELD NI:  
VISIT US AT:**  
Chatwood House  
Longbridge St, Llanidloes

Mehefin / June 14,  
10:30 - 1pm

**CYMERWCH RAN  
GET INVOLVED**

Byddwn ni yn eich cymuned i wrando ar eich safbwyntiau ac i sgwrsio am yr hyn sydd o bwys i chi a'ch ardal.

We will be in your community to listen to your views and have a conversation about 'what matters most' to you and your community.

f @LlesPowys  
f @PowysWellbeing

It was also a great opportunity for residents to meet elected members, in particular the then Portfolio Holder and Cabinet Member for Education, Myfanwy Alexander, and to speak with members of the executive team from Powys County Council and Powys Teaching Health Board about health and social care services in north Powys.

Community Connectors and representatives of the Community Health Council were also on hand to meet with members of the public to listen to their views, and signpost to information where appropriate.



Post launch, there was extensive engagement from the beginning of July to mid-September, with people across the north of the county. A series of 'open' events were arranged across north Powys both rural and urban, and a number of targeted engagement sessions with hard to reach groups/service users of all ages. Our aim was to draw out feedback that would reflect our long term vision of enabling people to 'Start Well', 'Live Well' and 'Age Well' through focus on well-being, early help and support, the big four health challenges and joined up care. The feedback we received was very rich in content, and would give the Model of Care work stream a strong baseline to support the Model of Care and Case for Change.

## **What the community told us - key findings**

Below is a summary of the key findings, followed by a selection of engagement events and a snap shot of comments that were captured from those sessions.

- Each community we visited was very different in their feedback as to what keeps them safe and well in their community. Some communities focussed on specialised services from a building/setting as an enabler to good health, while others focussed on green space, social networks, cultural experience and belonging.
- The opportunity to build a new health and wellbeing centre in Newtown was seen as a positive step in bringing essential health services to mid Wales, but not at the detriment of losing valuable green space at the two schools.
- The community in and around Llanfyllin feel they are both resourceful and resilient given their rural position in Powys. Access to green space, arts, local clubs and groups have had a positive social outcome for residents in and around the town.
- Libraries are a great place for people to visit, pay bills, attend a lesson, or even take a book out. Llanfyllin in particular was seen as a 'hub' of the community coupled with a Community Connector. Likewise in Llanfair Caereinion.
- Community Connectors are seen as a great person to go to in the community to find out where to find information or support. However this isn't the case everywhere, for example people in Llanidloes did not know of the service despite the library having information.
- Residents had very different experiences of GP Practices across north Powys, with many positive comments in one area, to very negative in another. Some residents found a triage system impersonal and not private when asking to see a GP in a waiting area. In comparison, some residents found they could get a same day appointment or a phone call back from another practice. The Cemmaes Road Practice closure was raised as an issue for some residents who visited the session in Machynlleth, waiting times and transport issues.
- Residents in both Llanidloes and Machynlleth have a strong connection with their Community Hospitals. Physio Therapy service in Llanidloes was mentioned as a great service, as was maternity/birthing pool and the new palliative care suite. However the issue of beds that were closed during essential works to the palliative suite have



not been re-opened due to staffing and recruitment issues. For Machynlleth, there was frustration at the delay to significant works and modernisation of the current community hospital, however residents were in favour of it being much more than just a hospital for care needs with the potential to further develop a wellbeing hub.

- New technology enabled care in the home was seen as a real positive and residents immediately recognised the benefits of home monitoring and digital aids/wearables. However some people explained that digital skills would be an issue, and that their parents would not understand how to use them.
- Transport was a theme at every engagement event, whether it was rural, or an urban setting. Visits out of county to neighbouring DGHs was difficult and expensive for many residents who had access to a car, including parking charges in England. Public transport was also difficult for residents in rural areas with frequency and access for both public buses and trains. Other modes of transport, such as cycling and walking were seen as positive steps to improving health and wellbeing, but town and main roads were not easy to navigate through. Dial a Ride was positive in most areas, but does not run on weekends, causing some issues for service users to pay for taxis. Car Share schemes such as Llanidloes were seen as a positive for people who were unable to buy a car, but would have access via this way.
- Access to timely information in relation to Mental Health Services for both children and adults in north Powys. Faster diagnosis and referral with reduced waiting times, coupled with more specialist services provided closer to home within community health centres. Residents commented on the importance of mindfulness and would like to see more classes, including mindfulness sessions for children. The setup of a 'Men's Shed' in Llanfyllin was seen as a very strong positive in the community for mental health services for men.
- Having access to green spaces for walking, cycling, horse riding, sports and leisure was a theme across all our engagement sessions, and was seen as a positive for both mental and physical health. In addition, more access to the arts was also a positive to wellbeing, including Yoga, singing and music classes.
- Activities for children and young people were perceived to be insufficient and a lack of variety. Views were shared that there is a lack of local youth centres in Powys, and would be good to upgrade to a 'youth learning centre' for disadvantage youths. Free play classes for children, including improved access to free swimming classes, clear and safe outdoor play areas, as well as access to arts and cultural activities for children and young people were also seen as being a positive move forward in offering more variety.
- Social isolation, in particular our older generation in rural areas was a concern for many residents. People who have moved to Powys without nearby family networks had travel issues due to health. However some residents explained that it was their 'choice' to live in remote upland areas, and felt they were self-sufficient with network in town when they need them. Maintaining day centres, and improved day time activities was also seen as being a lifeline for older people, social interactions and care. Travel to day centres between Llanfyllin and Welshpool was seen as

challenging, and what opportunity was there to do something more local? One suggestion was the multi-use of a library that could be open on days when closed at present; volunteers at library to do online food shopping for elderly who are house bound.

- Many residents would like to see a Minor Injuries Unit (MIU) in Newtown, and accept that A&E Services would continue to be delivered out of county closer to specialist acute care. Enhanced services that are local to communities. Day case and diagnostics, for example ultra sound would be a positive step forward in bringing care closer to home.
- Communications between health and care professionals was an issue for some residents, in particular the sharing of information between GPs and cross border services in Shropshire, Herefordshire and Ceredigion. Communication between health and social care services was also challenging, but some staff recognised that WCCIS was a good start in addressing this, and should be shared a wider ICT platform for GPs and third sector. Improving ICT services between PTHB and PCC corporate services was also recognised, SharePoint for both organisations as a joint system for example.

## Engagement events and key stakeholder management

### Official Launch

The official launch took place over two events at the beginning of June, one in Llanidloes, and one in Newtown. There was a very strong attendance at both events from the general public, and great opportunity for visitors to meet with elected members and executives from Powys County Council and Powys Teaching Health Board. Below are some example comments received from Chatwood House.

### Chatwood House, Llanidloes

What works well now?	What you'd like to see improved?
Dial a ride works well, helping people to get to hospital.	Having to travel to Shrewsbury for treatment. A centre or Llanidloes hospital could provide treatments closer to home.
Excellent workforce in hospital.	My son has autism, we have to fight for everything.
Health centre very good, Llanidloes pharmacy is excellent.	More facilities for people with disabilities - nothing is disabled friendly.
Llanidloes Car club is positive - but at a cost.	Consultants to come to Llanidloes hospital as oppose to patients travelling. Lack of communication PTHB/Llanidloes hospital.
GP surgery work well.	Don't want to lose Llanidloes hospital. Telemedicine could provide more access to services via Llanidloes hospital.

Health & care services here are brilliant especially DRs & DN etc.	More motor traffic calming and exclusion measures to reduce pollution and make walking and cycling safer. BIOPHILIA - impact of nature on wellbeing - fund more woodland activates.
Llanidloes chemist provides good service, identifying and prescribing.	Better public transport, particularly to hospitals and cut down on car use.
Hafal, Crossroads; caring for carers, providing blocks of time to support unpaid carers, excellent.	Let's have a 'flexible checking' service for the elderly in their own homes backed up by a local response service.
Llani Drs, have no problem getting appointment when I need one.	Lack of mental health support for teenagers 16 – 18. Progressive collaboration health and social care.
Some years ago only time needed ambulance first responders arrived very quickly and both they and ambulance people were very good.	Proactively 'flag' up individuals in virtual wards who may be vulnerable following life event such as bereavement.

### Open library events

Seven 'open' sessions were planned at local libraries during the daytime and evenings for people to 'drop in' and share their thoughts and experiences, and to learn more about the programme. Community Connectors attended many of the library sessions to give local support and signpost people who came to share their views.

These open events were spread across north Powys at:

- Llanfyllin Library
- Machynlleth Library
- Llanfair Caereinion Library
- Welshpool Library
- Llanidloes Library
- Newtown Library
- Llanfyllin Library (evening)



## Llanfyllin Community Centre and Library (daytime and evening)

What works well now?	What you'd like to see improved?
Home schooled children really value being able to access the sessions provided at the library, some sessions can include whole families and is a great way for whole families to feel included.	Transport is a problem, in Llanwddyn there is one bus service a week. People who don't drive find it hard to access GPs due to poor transport links in remote areas.
Services in the library; yoga, tai chi, creative writing, men's shed, singing, Mencap Llanfyllin, Art for health, Kaleidoscope, Mind, Library service, Housing, POBL, Art Club	Many services are currently available over the telephone only, it can be hard getting through to someone, most people like to be able to speak to individuals face to face. It is very hard to access services, council tax, housing benefit, often the best way of getting through for anyone is by email which can be problematic and a worry for the elderly.
Llanfyllin library and community centre is based on the same site as the primary and secondary school	Need for dementia social group in Llanfyllin, there is a Neuro café run by Stroke funded by PtHB but they do not welcome people with dementia only those with stroke related conditions.
Local library; valuable resource as difficult to get to Welshpool by bus, also vital to have medical centre here in Llanfyllin	It feels like those living in the rural areas are deprived of services being developed in outreach areas, over those group of people who either choose or are placed in areas of depravity; the balance of services at present doesn't seem fair.
In Llanfyllin we find it useful to use people of our community to lead on local activities, i.e. patients with a condition leading an activity session.	Wellbeing courses need to be run more often in our communities.
Leg club very good. Local, meet, chat	We need a day activity centre for older people in Llanfyllin rather than expect people to go to Welshpool day centre
Strengthen and support Llanfyllin's present community hub which is working surprisingly well.	It is a mistake to think that Newtown is a natural or actual centre servicing the people of Llanfyllin - therefore so very important to have a hub in Llanfyllin.
Local health and care in the immediate community has always been pretty good for me over 40 years period	More services, e.g. yoga, tai chi in order to keep the person active and then healthy.
Communal singing for pleasure in St Myllins - Sunday	Approaches in rural areas - need different planning to urban areas - be realistic. Newtown is impossible to reach from Llanfyllin for the elderly.

We have an active town council to support new investment	I would like to see community wellbeing services in the local area - things that people can access e.g yoga, meditation and other proven improvers of health and wellbeing.
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### Machynlleth Library

What works well now?	What you'd like to see improved?
I go to a weekly singing group which I think of as cheap therapy, mix with lots of nice people.	GP surgery - long waiting times for appointment.
Residential home is excellent	Consider 'key ring' housing scheme - worked well in England. Keep the West Wales/Mid Wales advice centres.
The community hospital is a bonus, good for recuperation.	More PAVO volunteers/befrienders needed to tackle loneliness. All those with dementia need routine audiology checks to help with communication.
Have good shops in Mach, can access healthy food, also there are allotments.	Better access to mental health services in Machynlleth. Enhanced services locally – Machynlleth.
Bus service to Dolgellau and Aberystwyth really good.	GP surgery - appointments that are available - not waiting 2 weeks.
Good walking, lots of local footpaths. Mountain biking - great for locals and tourists.	Transport issues in Machynlleth especially with few family members to support.
It's good to talk and sing, to bolster sense of wellbeing/psychological, especially important for those who live alone.	Problems with the Glantwymyn surgery; lack of transport, distance, need to inform people of any changes.
Asthma checks by GP practice work well and are reassuring.	Need strong links between RRC and the home/communities.
Outpatients good but need to be expanded. Good physio dept. - quick service and can self-refer.	Cross border issues; services working together in Gwynedd, Ceredigion and Powys.
Good access and quality of care from GP.	Mental health - avoid paying lip service - need to be proactive, psychological therapies, avoid medication, explain side affects, NICE licensing drugs with major but rare side affect.

## Llanfair Caereinion Library

What works well now?	What you'd like to see improved?
The NHS have helped me with a number of health issues, mental and physical - spot on.	A main hub in Newtown with smaller ones in the community may work but not at the detriment of the outside green space.
Experienced extremely good care & help from NHS locally during a crisis and ongoing care.	It would be lovely/beneficial to see mindfulness in our health/education system as a first stop to health improvement. Teachers would benefit from mindfulness too.
People receive care in their own homes, direct payments for personal care gives continuity of care and flexibility, better pay.	No car, no access to anywhere on a Sunday unless I get a taxi, bus service restricted.
Close family and neighbors, ability to drive.	Care provided by care agencies is often lacking, low pay, poor working conditions, lack of continuity of care, lack of flexibility.
People care for one another and look out for them.	Mental health services extremely poor, communication between doctor and kaleidoscope non existent.
Doctors very good.	Communication between patient, wife and continue plan of care very poor, no written plan of care for patient resulting in a failed suicide attempt resulting in severe head injury, still in Stoke 11 months later.
I walk and run as much as possible, yoga and Pilates.	Public transport in rural areas poor, Newtown 2 days a week, Welshpool nil.
The bus service is good friendly and reliable.	I live alone and have 3 storeys, I am a known sleepwalker and suffered a few falls.
Llanfair has sufficient shops for general day to day living.	More use of outside space would be beneficial.
Most referrals for myself to date have been local at Welshpool hospital.	Transport and car park charges poor.

## Welshpool Library

What works well now?	What you'd like to see improved?
Caring and supportive friends and neighbours.	Powys CC in order to spend millions of pounds in giving away Neuadd Maldwyn impacting on the Library, museum, Ponthafren, Bryntirion, Montgomeryshire wildlife and Rivers trust, local car parking etc., so how does this tie in with Powys Healthy and Caring? Powys is as healthy and caring as it is 'open and enterprising'.



Breast cancer and cervical cancer screening provided regularly.	One bus per day from home village to Welshpool. Train unreliable - need better transport.
Library, recreational spaces - parks for children - needs to be maintained though.	No longer can sit and wait to see GP.
Read, dog walking, see friends in town socially, started running to de-stress during GCSE's.	Love to have iron infusions in Welshpool rather than Shrewsbury.
Local library fabulous place to work, users love to come here and have made some great new friends.	Home care - mistreatment of carers - poor care of customers. Mental health/addiction - lack of support in area.
Welshpool hospital do a brilliant job of meeting the needs of the local community, even offering recovery beds for Shrewsbury patients.	Worried about lack of library facilities and shortening of opening hours.
Can't fault Welshpool GP practice to recommending patients for referral.	A community funded exercise class with advice on keeping healthy.
Local DRs surgery very good for emergency appointments.	Difficult to get a GP appointment
Care packages provided - the majority of carers excellent.	Most carers never abide by the time dictated by the agency to issue the basic care needed, I would love this to change
Excellent range of fitness service and pool at Flash leisure centre, Pilates, spinning etc., gym facilities.	Transport services poor - difficult to get into town from nearby villages.

### Llanidloes Museum and Library

<b>What works well now?</b>	<b>What you'd like to see improved?</b>
Day Centre's in Llanidloes excellent, Maesywennol/Sylfaen both used by my disabled brother who lives with me.	Cultural and outdoor area linked to health centre for both patients and their companions.
Social Services good once allocated a contact.	Ways to deal with isolation - local events, drop in centre's, teas etc.
Library is good base for community, excellent library service, first point of call for council services face to face.	Physio from NHS very basic, have to go privately to get proper remedy for chronic problems.
Llanidloes hospital is good, interim nursing care between Bronglais and home, also excellent palliative care.	Telford very far to travel with children and Moriston.
Cancer treatment at SaTH, keen to bring appointments closer to home - Parkinson's.	High staff turnover which isn't good in social services, had 3 social workers in 3 months.
Leg club Thursday - very good social.	Maesywennol Residential Care Home; increasing demand for respite beds as more people cared for at home. Have to look for

	respite bed in other towns as Maesywennol only has one room and is full.
Aberystwyth Eye Specialist - once a year in Llanidloes - it is good.	Long way to travel to larger hospitals to have test/scans and minor surgery.
Dylan and Claire at the Pharmacy are great, blood pressure check.	Place for medical providers and staff to have quiet when receiving treatments.
Dialaride - good service.	Community Hospital, 14 beds with palliative - dropped to 7 due to works. Not acceptable.
Excellent medical practice.	Shropdoc - limited visit, might need to travel?, delays not great, regular complaints.

### Newtown Library

<b>What works well now?</b>	<b>What you'd like to see improved?</b>
Being able to keep people at home with support from health provisions, e.g. DRs, district nurses, carers.	Move to Telford of specialist outpatient appointments means a longer, regular journey. We need a hospital and for consultants to come to us.
Lots of green spaces to play and wildlife clubs, Open Newtown. Good kid clubs - beavers, brownies.	Testing for glaucoma - opticians to undertake this rather than hospital eye clinics.
Nerve specialist at the leisure centre	Housing issues are huge, however councils don't take into account what people say, e.g. new buildings in Maesyrrhandie, large housing needed but they are built small.
Ponthafren - chair based exercise groups	Waiting for a GP appointment can be months! Children's dental services are poor, long waiting and no new admissions.
PAVO - dinner club/men's club - just 4 of us but have to travel to Welshpool. Third sector support. E.g dial ride, kaleidoscope, Pont hafren, Wellbeing First, Dementia friendly.	Should have a life skills club at school with a afterschool club that has a wellbeing officer to do groups of kids to learn to cook, pay taxes, write cheques, do a CV, apply for a job, clean house, learn to live.
Access to home visits by DNS etc reducing the need to travel.	Adults and children services need to share and talk to each other. Improve transitions. More support needed on support staff, need up to date training on mental health to help adults to help families to get back on track.
Open spaces - important due to hip problems. Referral to gym for exercise. Swimming - use of leisure centre.	Too long for appointments in Newtown GP. Not enough NHS dentists. Takes a long time for x-ray to get to GP, 2 weeks.
Powys local health board provide WG child measurement programme, INV - H?W	Minor injury service is bad. We need a Minor Injury Unit in Newtown.

vision and audio testing and children ref to opticians and audiology if needed.	
Age Concern are excellent for over 60's, have a wealth of free experience available at the Newtown office.	Local regular reliable transport links, to and from hub town. Reginal centre is not good if you do not have transport.
Cochlear implant services in Newtown hospital, patients used to have to travel to North Wales. Good links with hearing loss charities/drop in sessions across Powys in local libraries etc.	Hospitals in Powys are small and doesn't have many services.

### Harder to reach groups

There were a number of sessions arranged with groups who might have difficulty in attending the open events, so we arranged to meet in their area. This included adult learners, mental health, people with a learning disability, Syrian families, and children and young people.

- Syrian Families - Newtown
- Neath Port Talbot College – Newtown
- Learning Disability Forum
- Patient Forums – Machynlleth/Llanfyllin/Llanidloes
- Ponthafren Mental Health Association

### Syrian Families

What works well now?	What you'd like to see improved?
Schools have been excellent, children enjoy school, some in primary, some in secondary.	Supposed to have GP check up as soon as we arrive, one family member still waiting after 4 months.
Community is friendly, quiet, small house, houses are furnished, go to leisure centre for swimming all family members enjoy, play football, safe environment.	Triage system; not confident enough to go through that system with GP practice.
16 hours a week English classes.	Language barrier causes confidence issues in accessing services, advice, activities. Also affecting employment; opportunities, all people are skilled; PCC try to translate but not always accurate due to no of dialects in Arabic
Feel safe walking at night, except on a Saturday night.	Telford hospital is too far, Oswestry for regular appointments, families have had to leave the area due to ill health and hospital trips becoming too tiring.

Good contact with police.	Go to community dentist only reason allowed to go because support worker goes with them so they don't have to pay £200 for translator.
Hospital transport was great but not always available.	Small house, room difficult, 6 people 3 bedroom, but 3rd room is very small, mould, housing not fit.
Midwives was a good experience.	Emotional, leaving their community/country. Often sad - we miss our country. We have memories from home – emotional.
Good community. Coffee morning at Montgomery Church, nice to be invited.	Lack of childcare prevents some parents attending English classes.
Action for Children excellent.	Transport is an issue. Transport difficult not sure how to catch a bus, or access other transport. Taxi expensive.
Newtown hospital sometimes ok, interpreter needed.	PCC social services not good, social worker was poor, no support wider.



**A Syrian family who met with the team via the charity, Siwans Teg.**

## Neath Port Talbot College – Newtown Campus

What works well now?	What you'd like to see improved?
Newtown Parkrun brings communities together.	Better cycle routes would improve health and wellbeing, dangerous roads puts people off cycling.
Free community transport.	Public transport is an issue, hard to travel between towns to access services - infrequent and expensive.
Emergency dentist/shropdoc good.	GP appointments 3-5 weeks wait.
Walk/run/cycle routes established; parks green space.	Need more mobile services, needs to access people that may not have the money - use teachers to support this as a tool.
Access to GPs in Llanidloes is good.	Needs more collaborative services however also confidentiality.
Libraries are very important for the wellbeing of the community, its great that we've kept them so far, I really hope that we manage to keep them into the future.	Hospital appointments away from Powys in Gobowen, Stafford, Telford. Shrewsbury hospital at breaking point. England and Wales; hospitals not communicating with each other.
Powys schools tend to be good at promotions e.g. healthy lunch and breakfast.	Shropdoc absolutely useless for mental health. Consultant Neurologist for Flora myalgia patronising and useless at Gobowen.
Free GP health gym referrals.	Paying privately to see a therapist - should be on the NHS funded as no long term therapy available on NHS in Powys but funding request turned down.
The community supports minorities in a variety of ways.	PA's via direct payments would benefit from more social care hours.
Bryntirion mental health team keep me ticking over with regular contact. Help run an art group; volunteering makes me feel good.	Poor parking at Ynys Y Plant, small waiting room.

## Ponthafren Association (Mental Health)

What works well now?	What you'd like to see improved?
Gardening at Ponthafren has helped with my mental health and have done many good courses there.	Health and Wellbeing at every stage of life - across the life span, for all members of the community. Community participation/partnership/ownership - responsibility for own health and well being
I'm able to see a specialist in Newtown Hospital once a year which is good.	Accessible reliable transport; keeping cycle paths and walking routes accessible.

Pont very good for Art and Wellbeing and support; they help me.	Some form of acute provision locally rather than long journey to A&E. Access to consultants, specialist consultants/services remotely local without having to travel, more connected and integrated to help the timely sharing of information.
Been on a PTHB course – ‘wellbeing’ for about 6 weeks which was good, I valued the course and hope they continue	Bring back funding for the mobile drug abuse and alcohol abuse for this area, it is seriously needed.
Buses to Shrewsbury hospital are good but only at certain times.	Integrated services/activates that allow all members of the community to participate equally.
GPs will come for home visits if you are really poorly at end of surgery; phone calls are good and we have a good service if needed with calls back from surgery.	Being able to access appointments and participate in activates such as sport/clubs etc. around working hours.
Adult learning Wales classes.	Better access to GP surgery, e.g. appointments - 6 weeks is too long to wait for an appointment. Newtown GPs never communicate very well with Shrewsbury hospital; i.e. sending test results
I love doing gardening for wellbeing/yoga, singing and dance to music on radio etc.	Mental health care in the NHS has a very long waiting time for support. Some specialist services are too far to travel to and with limited public transport for people without cars.
MIU in Welshpool seem to help locals.	Children having to leave the town to access better six form education going to Shropshire.
Schools local and often small, ability to create relationship with parents/staff/children.	Accessible multi disciplinary approach to smooth transitions between services; stop people feeling 'dropped' or passed around; right service right time; could be physical or digital bureaucratic and logistic supporting transition.

**Staff and service users gave their views from Ponthafren Mental Health Association.**





There were also opportunities to engage with staff and residents through events that were organised by other partners; for example the Police Open Family Day in Newtown that attracts approx. 1100 people throughout the day. Other events included:

- Play Session (Integrated Family Centre)
- Montgomery Medical Practice Association – Charter Market Invite

### Play Session

What works well now?	What you'd like to see improved?
Children services at Shrewsbury Hospital are superb, always been treated and seen in a timely manner.	Travel/Public transport to hospitals
Excellent Teacher/Parent relationships.	More for children to do; youth clubs etc or all age groups
Good school (Hafren) good parent /teacher relationships.	Community meetings to discuss any issues
Quiet friendly community.	More visiting specialists at Newtown hospital
Good green spaces.	Need more ambulance/cars for hospitals appointments/operations out of town, e.g. Gobowen, Shrewsbury or Telford



### Our local stakeholders and influencers

Key stakeholder meetings were also used as an informal engagement mechanism with local partnerships. Updating and informing key influencers of programmes/projects of work in north Powys was a positive in keeping our partners involved, and listening to their feedback on the NPWB programme and potential cross over. Powys Association of Voluntary Organisations (PAVO) are a key partner of the programme, and their network of staff across

health and wellbeing services, both physical and mental health, play a big part in the gathering of local insights. We met with Newtown Town Council to learn more about their



Place Plan, and how the two programmes would complement one another in the long term planning of health and wellbeing.

Likewise with Open Newtown, a recreational development that seeks to improve outdoor activities in Newtown with a view to developing green and social prescribing. Both organisations going forward are key partners in improving the wellbeing of local residents not just in Newtown, but across north Powys. Local communication influencers from partner organisations were also invited to attend two networking cafes for health and wellbeing engagement leads across Powys.

It was an opportunity to learn more about ‘what’s going on’ in the county, where people are meeting, and how people are having their voice heard on health and wellbeing related issues. It was a great opportunity to identify new ways of working more closely together, and sharing information on health and wellbeing issues.

### **Our staff**

Members of staff from Powys County Council and Powys Teaching Health Board had an opportunity to have their say on service areas they are familiar with, and share reflections of what a new model of care could look like in north Powys. Staff from across a wide range of services contributed to the survey including Dietitians, Emergency Duty, Children and Adult Services that included Integrated Disability Service, Sensory Loss, Occupational Therapy, Physiotherapy to name but a few.

Professional input through the Model of Care workstream was another mechanism used from an engagement perspective to listen and learn from professionals during each

workshop, combined with public feedback supporting their work and underpinning the draft case for change and new model of care. A combination of services across health and social care from operational to business intelligence, GPs, third sector, emergency services gave valuable insights that have supported the first draft model of care. Other health and social care professional sessions included:

- PTHB staff drop in session at Montgomeryshire County Infirmary
- PTHB Staff Excellence Awards – Market Stall
- PTHB AGM – Market Stall to promote the programme
- Social Services staff drop in at Welshpool & Newtown in Park Offices and Neuadd Maldwyn
- Start Well, Live Well, Age Well Workshops
- Model of Care Stream Workshops
- PCC/PTHB Executive Workshop – Model of Care

<b>What works well now?</b>	<b>What you'd like to see improved?</b>
Small teams which have stable core staff to enable more cohesive working across different disciplines.	Information hubs in libraries, community centres, post office, pubs. Transport to hospital and other health services.
Allowing the wild flowers to grow to promote wellbeing and the pollinators.	Sustainable building technologies - combine health and wellbeing with showcasing environmentally sound structures/heating/insulation - work with CAT?
Local wards providing rehab/return to close to home.	Joined up communication between acute trusts, GP's and other services being able to access all systems.
GPs local and know patients in the rural communities.	Joining up with third sector services and community services such as Bike to the Future, cultivate etc to promote health and wellbeing.
MOAS groups & Neuro café's in local areas.	Encourage staff to be exemplars of health, encourage wellbeing breaks, yoga, mindfulness, gym - offer discounted rates.
Diabetes nurses, Respiratory Specialists, Parkinson nurses, Dietetics - staff who 'care'.	To cope with demand on services need increase in group education of patients with chronic conditions.
OT/Physio, Reablement teams.	Staff are stressed lack of support e.g. no counselling service available.
Diabetes specialist nurses and similar.	Skype or similar consultations to overcome transport issues or telephone consultations - quiet consultation rooms.
Resilient farming communities active and self-caring.	GPs not working with healthcare professionals in acute settings, causing



	problems with health care further down the line.
Excellent Health visitors and district nurses	All services on one computer system including GP surgeries and social services etc so all hospitals can see what is happening with patients, not just what patient tells them; it is meant to be a NATIONAL health service.



**Staff at Montgomeryshire County Infirmary sharing their views.**

### **Health Professionals**

Health and care professionals from both in and out of county were invited to contribute at a series of workshops. Clinical opinion from neighboring University Health Boards would give valuable insights to minor surgical operations from an in-reach perspective. The North Powys GP Cluster workshop also provided a platform in which to gather local insights for early help and support from a Primary Care perspective.

- North Powys GP Cluster Workshop (Primary Care)

- Mid Wales Joint Committee for Health and Care Workshop – (Secondary Care) Providers – Shrewsbury and Telford Hospital Trust and Hywel Dda University Health Board

### Online survey

People in north Powys were also given the opportunity to share their views online through a series of questions that asked what worked well now, and what could be improved in the future based around home, community, region and out of county. The survey ran for 6 weeks on the council consultation portal with 59 responses gathered.

From a digital perspective and our ageing demographic in Powys, paper copies of the survey were available from local libraries for those residents not wishing/able to access the survey online.

- Citizen Space online survey for all residents and staff
- Paper copies of online survey delivered to older people and staff at residential care homes in Llanidloes, Newtown and Llanfyllin

<b>What works well now?</b>	<b>What you'd like to see improved?</b>
Singing, dancing, complementary therapies, naturopathic therapy, walking in the countryside	Action for children. I think there should be a service provided for family's who have been through trauma or hardship. I think there should be a team who people can go to for help or advice regarding well being and mental health of a child without a diagnosis.
Doctors in Newtown even though I need to book an appointment a month ahead.	Ability to walk cycle to services such as shops for groceries etc. Close to green space for children and families to play in a relatively safe environment. There will also be an element of risk! Ability and knowledge that there are jobs to support income for the house. Cost of living is continually going up, and up.
The ability to access primary health care services and dentistry services in my local town. Being kept informed about any changes to health services - I currently find out most through my work role so am not sure how other people find out when changes happen. My access to a car which means I can drive to any appointments I have either locally or outside Powys.	Important factors are access to good quality education and affordable childcare services; green space access to both play and leisure facilities for the young and old. Good public transport would help - but services in Kerry for example are poor and public transport throughout the County in difficult that fits for work and study are poor. It becomes harder to stay at "home" in a village or rural setting when local facilities are not supported or are closed

<p>My digital know-how and access to a Broadband connection. I can easily search online for information provided either locally or further afield. My access to the Great Outdoors. Nature plays a big role in my mental wellbeing. My access to a local community. This too plays an important role in my mental wellbeing.</p>	<p>(post offices, village shops, bus routes, schools, nursery provision, tennis courts, play areas). Access to medical facilities is also crucial, alongside libraries as community hubs.</p>
<p>Decent neighbours. Access to superfast fibre-optic broadband. Views across the countryside.</p>	<p>We tried using NHS and mental health services but have been waiting for 17 months and 2 months respectively for any answer.</p>
<p>An excellent GP surgery in Caersws, growing as much of our own food as possible, taking sensible precautions over our own health.</p>	<p>Better recycling services for thin plastic as when we have rubbish most of it is cling film plastic and not actually non-recycleable goods.</p>
<p>Retired and live in bungalow which allows us to be mobile within our home. Pleasant rural area.</p>	<p>Consistent/dependable provision of full range of Health/Wellbeing services. All residents should feel completely secure that they can receive local provision. Basic service provision is lacking leading to a feeling of insecurity. For example, the non/lack of local provision of a Dental service for everyone is a national disgrace. All governmental /other agencies should be committed (in action not in words) to solving such basic problems by working together with underlying principles.</p>
<p>Good food, Clean air, Healthy lifestyle, GP services. Invested in our home to insulate and keep warmer, Availability of medical consultants in Shrewsbury and Telford.</p>	<p>Access to Broadband and Mobile signal - currently very sporadic and often not available. Speed maximum 0 - 2. Hopeless for running our business and for life today.</p>
<p>My husband as my carer, 8 week injection delivery from healthcare at home. This is prescribed by Robert Jones and Agnes Hunt hospital by my specialist, Our home has been adapted to my needs.</p>	<p>Access to hospital care - currently not available in mid Wales. Hopeless service in Hereford - waited 6 hours in A &amp; E overnight and was still not seen, so came home.</p>
<p>Local Doctor, local sports facilities, green spaces, education, street lighting, refuse services.</p>	<p>Access to NHS dentist - very few places available.</p>
<p>My hard work and determination to bring up my children to be happy and satisfied and to be positive. I get nothing from 'services'</p>	<p>Accessible health care Reasonable cost to leisure activities, promoting health and fitness</p>



## Older People – Maesywennol Day Centre

What works well now?	What you'd like to see improved?
Helps greatly with keeping my husband socialised as I rarely go anywhere else. Maesywennol Home gives me peace of mind while I take a break.	More hospital services in our area. Llanidloes Hospital is not used enough, and is used for storage rather than ill people.
Caersws Medical Practice is very good, and saves me having to travel.	Would be nice to have a local GP on call at weekends and evenings rather than ShropDoc.
Local chemist for advice, and a good GP Practice. ShropDoc waiting times are long.	It would be nice to have a volunteer to maybe call at my house just for a bit of company.
I love the social side of the day centre, it keeps me going, something to get up for.	I can't access my local community, rely solely on carers at home and the day centre.
Penrhallt Unit once a week, day centre twice a week, carers 4 times a day, Chiropodist in Llanidloes, pendant alarm. Optician comes to my house.	More frequent care plan assessments. More visits (not too many) from family and carers/helpers. More help in the garden areas.
My house is adapted to me, stair lift, grab rails around house. All keep me at home. Local day centre 3 times a week. Good access to GP and Podiatry.	More day care provisions. Easier access to respite care facilities, especially for couples together. More care at home, currently runs as home help. Rehab services provided locally, workshops for elderly – learning a new skill.
Carer services and Care & Repair. Dial a Ride and Community Day Care Services.	To be able to have specialist doctors appointments in Llanidloes Hospital rather than myself having to rely on family to take me to Swansea Hospital.
Day centre, Dial a Ride, Patient Transport, Local Pharmacy and District Nurses.	A bus/car out in the community to take us to appointments once a week. A local bus service to bring people in from a mile or so out of town for shopping would be good.
Leg Club is very good, chemist is wonderful, co-op home delivery service. Good local GP.	Having a good local hospital and ambulance service.
Having a lift in my home as I can't manage the stairs. Pendant alarm. I have a new accessible bathroom, hygiene is important.	If the stair lift breaks down, it should be fixed within a few days or I can't get out and about.

## The voice of children and young people

We have continually engaged with both Hafren and Ladywell Green Infants from the announcement that Welsh Government were awarding Powys £2.5m from the Transformation Fund in May 2019. Initial meetings included both heads of either school, teaching staff, school governors, who jointly agreed and signed off the first press release that the school site could potentially be developed jointly to include a single school and

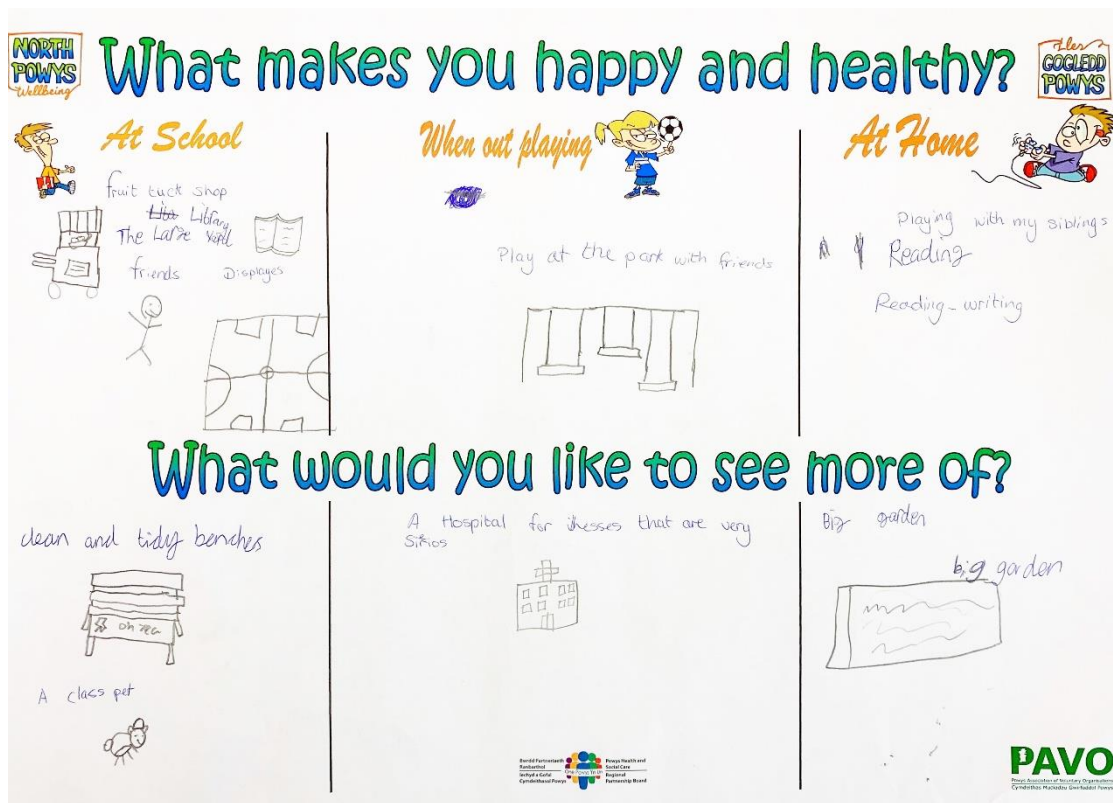
health/wellbeing centre. Users of the schools were understandably concerned over the potential development and its impact on children, in particular the playing fields and additional green space.

The NPWB team have continued to engage with the school and parents, and took an opportunity to further engage when they announced the start of their official consultation to merge the two schools by 2021 in September.

A wider schools programme of engagement has also been undertaken with both rural and urban school being asked to contribute. The methodology has been in line with the overall style and line of questions by asking 'what makes you happy and healthy at school, when playing, at home' and 'what would you like to see more of?.'

Further engagement with children and young people included:

- Brynllwarch School
- Hafren School
- Ladywell Green Infants
- Young Farmers
- Pennant





## Statistical Feedback

Below are a series of tables that have taken the qualitative comments and feedback received from 838 people, and coding them to reflect our health and care priorities by ranking them in order of incidence from 1-10 in relation to home, community, region and out of county.

	Home		Community		Region		Out of county		
	no	%	no	%	no	%	no	%	
Wellbeing	65	58%	251	43%	6	60%	6	4%	
Early Help	42	38%	260	45%	6	60%	9	6%	
Joined up care	37	33%	242	42%	9	90%	129	79%	
Big 4	7	6%	35	6%	0	0%	13	8%	
Innovative Env	12	11%	89	15%	0	0%	4	2%	
Workforce	8	7%	37	6%	0	0%	3	2%	
Digital	13	12%	21	4%	0	0%	8	5%	
Transforming	17	15%	87	15%	0	0%	2	1%	
Transport	7	6%	94	16%	1	10%	68	42%	
<b>Total respondents</b>	<b>112</b>	<b>13%</b>	<b>582</b>	<b>69%</b>	<b>10</b>	<b>1%</b>	<b>163</b>	<b>19%</b>	<b>838</b>

	Home		
	no	%	Rank
Wellbeing	65	58%	1
Early Help	42	38%	2
Joined up care	37	33%	3
Transforming	17	15%	4
Digital	13	12%	5
Innovative Env	12	11%	6
Workforce	8	7%	7
Big 4	7	6%	8
Transport	7	6%	9
<b>Total respondents</b>	<b>112</b>		

	Community		
	no	%	Rank
Early Help	260	45%	1
Wellbeing	251	43%	2
Joined up care	242	42%	3
Transport	94	16%	4
Innovative Env	89	15%	5
Transforming	87	15%	6
Workforce	37	6%	7
Big 4	35	6%	8
Digital	21	4%	9
<b>Total respondents</b>	<b>582</b>	<b>69%</b>	

	Region		
	no	%	Rank
Joined up care	9	90%	1
Wellbeing	6	60%	2
Early Help	6	60%	3
Transport	1	10%	4
Big 4	0	0%	5
Innovative Env	0	0%	6
Workforce	0	0%	7
Digital	0	0%	8
Transforming	0	0%	9
<b>Total respondents</b>	<b>10</b>	<b>1%</b>	

	Out of county		
	no	%	Rank
Joined up care	129	79%	1
Transport	68	42%	2
Big 4	13	8%	3
Early Help	9	6%	4
Digital	8	5%	5
Wellbeing	6	4%	6
Innovative Env	4	2%	7
Workforce	3	2%	8
Transforming	2	1%	9
<b>Total responder</b>	<b>163</b>	<b>19%</b>	

total respondents	%	Rank
<b>Community</b>	<b>69%</b>	<b>1</b>
<b>Out of county</b>	<b>19%</b>	<b>2</b>
<b>Home</b>	<b>13%</b>	<b>3</b>
<b>Region</b>	<b>1%</b>	<b>4</b>

## **Conclusion**

Firstly, no two communities in Powys are the same. Feedback at each of the events above, and online, have identified that people each have a different perspective as to what keeps them safe and well in their community, and what they feel needs to change.

There are a number of common themes where change is felt needed; improved access to GP; public and private transport, improved road and path infrastructure; mental health services; locally enhanced health and care services; and activities for young people and adults alike. But there are many deep rooted behaviours that keep many people well in their community, especially from a cultural perspective. This report acts as a baseline to support the co-production of a new model of care with citizen's insights central to improving the health and wellbeing of people in north Powys.

Hopefully these insights will lead to a new model of care that the community can truly feel they have contributed towards.