On 11 July 2022, Neyland and Johnston Surgery resigned their General Medical Services (GMS) Contract giving the contractually required three calendar months’ notice as a single-handed Practice. The Practice will therefore cease providing General Medical Services within the South Pembrokeshire Cluster on 31 October 2022.

Where a GMS contract is resigned, the Welsh Health Circular (WHC) General Medical Services Vacancies – A Guide to Good Practice (September 2006) process for establishing a Vacant Practice Panel is implemented. The Vacant Practice Panels, chaired by the Vice Chair of the Health Board and includes Health Board officers as well as Community Health Council (CHC) and Local Medical Committee representatives (LMC). The Vacant Practice Panel met on 14 July 2022 to consider an options appraisal as to how general medical services could be delivered to the patients of Neyland and Johnston Surgery from 1 November 2022. After detailed discussion, the Panel agreed a recommendation that a Health Board Managed Practice be retained for the patients where no other GP Practice registration was possible (circa 4000 patients in Neyland and the surrounding areas), and that those patients (circa 2000) who live nearer to a Practice in Milford Haven or Haverfordwest be re-registered with another Practice. This recommendation was presented to the In Committee Board on July 28, 2022, to provide an update on the situation, recognising the update was for information only at this stage.

A period of Public Engagement was undertaken from 1 August to 2 September 2022 to seek the views of patients and stakeholders as to how they would prefer services to be delivered in the area after 31 October 2022. All feedback was presented to an Extraordinary Executive meeting of the CHC on 5 September 2022. A second Vacant Practice Panel met on 13 September 2022 to review the initial recommendation in the light of the patient and stakeholder feedback received. As part of this process the CHC were invited to provide its response on the patient engagement feedback as considered by its Executive. In addition, the LMC was able to provide its view to the Vacant Practice Panel on behalf of its members.
In the light of the Vacant Practice Panel recommendation and the patient and stakeholder feedback received, the Board is asked to approve the recommendation made by the Vacant Practice Panel at its meeting held on 13 September 2022 in relation to how General Medical Services should be delivered to the patients currently registered at Neyland and Johnston Practice after 1 November 2022.

Cefndir / Background

**Vacant Practice Panel 1 - 14th July 2022**

Following detailed discussion at the Vacant Practice Panel of 14 July 2022, the Panel made a recommendation that in order to ensure the safe and effective provision of general medical services to the population currently registered with Neyland and Johnston from 1 November 2022, that:

- A Health Board Managed Practice be established to operate from St Clement’s Surgery in Neyland to serve those patients living in Neyland and the surrounding area (approximately 4,000 patients), and

- Those patients living closer by travel time to another GP Practice than they are to St Clement’s be re-registered with the Practice which is closest (approximately 2,000 patients). This is in line with the Health Board’s strategic aim of delivering care closer to home.

In coming to its decision members of the Vacant Practice Panel considered the ability to delivery safe and efficient services to the Practice population which included the ability to fill a clinical rota as well as the premises available.

No Expressions of Interest were received from existing GMS Practices in Pembrokeshire to take over the provision of general medical services for Neyland and Johnston Surgery from 1 November 2022.

A briefing paper for discussion was presented to Hywel Dda University Health Board (HDUHB) Executive Team on 27 July 2022 and to a Board (In Committee) meeting on 28 July 2022, which set out the need to enter a period of patient and stakeholder engagement between 1 August and 2 September 2022.

**Vacant Practice Panel 2 – 13 September 2022**

During the second Vacant Practice Panel, members were asked to consider the initial recommendation, as detailed above, in light of the feedback received during public and stakeholder engagement phase. It was noted that a number of people who responded to the public engagement raised concerns about the increasing cost of living and the impact that this could have on their ability to access services if they needed to travel further to see a GP. In response it should be noted that the proposed managed transfer would place patients with Practices that are geographically closer to their home addresses therefore reducing travel. Furthermore, as part of a managed transfer there is a support package in place for the receiving Practices which would not be available if patients naturally migrated from the Practice to register elsewhere.

From the stakeholder engagement it was noted that the Johnston Community Pharmacy had expressed concern around reduction in service delivery, however the Panel felt that as the current contract holder has not been delivering GP appointments from the Johnston Surgery since pre-COVID-19 pandemic, that it would be unlikely that there would be a reduction in
current services. Also, it is assumed that there will be no reduction in the number of prescriptions dispensed by the Pharmacy, assuming that patients will continue to have the ability to decide where they wish to have their medication dispensed. It was also noted that with the changes introduced into the Community Pharmacy contract in April 2022 that there is a contractual drive to move the focus away from items dispensed (prescriptions) to wider service delivery which would be an area in which the Pharmacy could develop and grow enabling patients to have access to a wider range of Pharmacy enhanced services. This is a direction that the Health Board would proactively seek to work with the Johnston Community Pharmacy on developing in line with the Pharmaceutical Needs Assessment.

Three of the four GP Practices who would be affected by a managed dispersal provided written responses to the stakeholder engagement. Two Practices were particularly concerned about the impact additional patients could have on their Practices, and therefore rejected the proposal. The LMC, as representatives of these Practices, did not feel that they could support a partial list transfer and therefore rejected the proposal however were supportive of a fully Health Board Managed Practice.

CHC feedback acknowledged the challenges of the current situation and whilst the CHC Executive wanted to see services remain the same, there was an acknowledgement during the discussion that GP appointments have not been available at the Johnston branch since before the COVID-19 pandemic. There was a request to consider an appeals process for patients who may be unhappy with the Practice they were allocated to, however it was noted that during the time period (one month) to secure the ongoing provision of services for this population it would be difficult to manage an appeals process and ensure onward stability of service provision from the four receiving Practices.

The patient and stakeholder feedback, along with the concerns raised about the ability to deliver safe and sustainable general medical services that would meet the requirements of the General Medical Services Contract 2004 to the circa 6,000 Practice population were considered in detail. This included the risk associated in being able to fill a clinical rota from 1 November 2022, with one months' notice to do so (following Board decision), as it is unknown if the current workforce would be available (TUPE discussions are also pending the decision of the Board). In considering the clinical requirements for the management of a 4,000 patient list as opposed to maintaining a Practice with the current list size it was noted that there is a variance in the number of GPs and other clinicians required for a 4,000 patient list when compared to a 6,000 patient list, and therefore it was recognised by the VPP that clinical cover would be easier to secure for a smaller Practice. Consideration was also given to the locum workforce and the perceived impact on neighbouring Practices if the Health Board needed to pay enhanced rates to secure GP cover. Whilst there has been some enhancement to the clinical rotas within Health Board Managed Practices for November as a means of assisting in providing cross cover if needed this is minimal and cannot be relied upon.

The size and state of the current premises was also noted as they do not allow for modern multi-disciplinary team working which would be the model that the Health Board would need and want to pursue in line with the Primary Care Model for Wales. It was noted however that with the current GP workforce and issues in securing GP locum cover there remains a risk that there could be some days where there are no GPs available to work at the Practice and this could be an issue regardless of Practice size. Therefore, taking all of this into account the recommendation of 14 July 2022 was upheld.

This was a challenging decision for the Vacant Practice Panel to make in light of the strength of feeling of patients and stakeholders alike. However, in the opinion of the Vacant Practice Panel the need to balance the level of risk of onward service delivery outweighed the public and stakeholder feedback as the desirability to have safe, sustainable services that meet standards
of good governance were considered more important.

**Current Position**

Work continues to support the Practice team through their notice period, recognising the challenges that this period can place on both staff and patients. There are weekly meetings with the Practice Manager who reports continued concern among the staff about the security of their employment after 31 October 2022. Two staff members left to take-up posts elsewhere soon after the Practice submitted its resignation. The majority of staff continue to remain in post. The Practice has been asked to disclose information of its current staff employment in line with The National Health Service (General Medical Services Contracts) (Wales) 2004 Regulations Schedule 6, Part 5, Paragraph 76. Due to the timescales of the contract resignation and the associated decision-making process, there will be restricted time to run the TUPE process for any staff transferring to Health Board employment. This information has yet to be received from the Practice however it is noted that they are prepared to work with the Health Board on this matter.

Whilst there has been no GP service provision at the Johnston branch surgery since early 2020, it appears that this has further declined. Following reports that Johnston branch surgery is open only two mornings a week, a contractual Remedial Notice was issued to the Practice on 5 September 2022 with a response due by 3 October 2022. A remedial notice is issued by the Health Board where it has been identified that a Practice is not meeting the full terms of its contract. A remedial notice will set out the issue that has been identified and will give direction on what needs to be done to put the situation right within an agreed timescale (not less than 28 days from the date of the notice being issued).

**Asesiad / Assessment**

**Patient Engagement**

A Power Point presentation of the feedback from the public engagement exercise is at Appendix 1. This summarises the approach, methodology and key themes to emerge from the feedback. Anonymised verbatim feedback from patients is provided at Appendix 2 and Appendix 3 including the Engagement HQ response report containing online feedback via ‘Have Your Say / Dweud eich Dweud’, uploaded patient questionnaires and feedback direct to the CHC. The letter, questionnaire and equalities monitoring survey are at Appendix 4.1, Appendix 4.2 and Appendix 4.3.

The Equality Impact Assessment is at Appendix 5.

**Stakeholder Engagement**

In parallel with the public engagement period, a number of stakeholders were identified and were sent a letter to invite feedback. These included other services within the Health Board which could be affected by changes such as the Community Pharmacy team, Dental and Optometry Team, County team, the North and South Pembrokeshire Cluster Leads, Women’s and Children’s Services, the General Manager at Withybush and Out of Hours service. Stakeholders external to the Health Board included neighbouring GMS Practices, local Community Pharmacies, local and national politicians and community councillors. Feedback was received from the Health Visiting team for Pembrokeshire (Appendix 8).

Feedback from the CHC is at Appendix 10.

Two virtual meetings have taken place with various Parliamentary, Senedd, town council and
community council representatives (11 August 2022 and 1 September 2022). These meetings provided an opportunity for representatives to have a briefing on the situation, the public engagement exercise and the process by which the Health Board will reach a decision on how services will be delivered after 31 October 2022. Written feedback was received from Llanstadwell Community Council (Appendix 9.1) and Johnston Community Council (Appendix 9.2). Whilst the majority of the feedback throughout this process was that local representatives wanted to see services remain as they are, there were some more pragmatic conversations acknowledging the challenges ahead for the Health Board and recognising that change was inevitable.

Of the three Community Pharmacies that serve the Practice area, feedback was received from Johnston Pharmacy (Appendix 7). Correspondence has also been received from Neyland Community Interest Care (CIC) which is a Community Interest Company established in 2021 (Appendix 9.3) which is currently a domiciliary support service. A number of meetings have taken place since the letter was received which have enabled Neyland CIC to better understand the challenges involved in their proposal and the necessity for intermediate action to be taken by the Health Board. These discussions are ongoing.

**Engagement with neighbouring GMS Practices**

Integral to the recommendation of the Panel on 14 July 2022 was that ‘those patients residing closer by travel time to another GMS site than to St Clement’s be transferred to that Practice which is closest’. This recommendation relates to the four neighbouring GMS Practices, namely Winch Lane Surgery and St. Thomas’s Surgery in Haverfordwest and Barlow House and Robert Street Practices in Milford Haven.

Detailed software modelling of patient numbers based on travel times and postcodes was developed which informed face-to-face discussions with Partners and managers from these Practices. The number of patients to be allocated to each of the four Practices was determined by the minimum travel time from the patient’s home address (by postcode) to one of sites operated by these Practices. This included to the two branch surgeries operated by St Thomas’s Surgery in Llangwm and Broad Haven. Barlow House and Robert Street Practices are co-located in Manchester Square in Milford (same postcode) and for the purposes of the allocation to the Haverfordwest Practices, the same postcode was used for the Practices in order to neutralise the effect of one being seconds closer to patients in the Johnston area in travel time than the other.

Based on the revised software modelling the numbers for allocation are as follows:

<table>
<thead>
<tr>
<th>Practice name</th>
<th>Current list size</th>
<th>Allocation of patients from Neyland &amp; Johnston</th>
<th>% increase in list size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Street</td>
<td>8,158</td>
<td>248</td>
<td>3.0%</td>
</tr>
<tr>
<td>St. Thomas’s Surgery</td>
<td>13,032</td>
<td>768</td>
<td>5.9%</td>
</tr>
<tr>
<td>Winch Lane Surgery</td>
<td>15,057</td>
<td>758</td>
<td>5.0%</td>
</tr>
<tr>
<td>Barlow House Surgery</td>
<td>9,058</td>
<td>148</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

Feedback in writing from the four practices is at Appendix 6:

- Feedback from Robert Street Surgery, Milford Haven – Appendix 6.1
Face-to-face meetings have taken place with all four Practices. These meetings have been characterised by realism about the limited options available to the Health Board and the recommendation of the Vacant Practice Panel of 14 July 2022. However, the Board should note that two of the four Practices have strongly expressed their disagreement with any decision by the Health Board to transfer patients to its Practice.

**Data transfers**

The electronic transfer of patient records from the Neyland & Johnston system to the receiving practices for their allocated patients is intrinsically complicated and this is added to by the five Practices running a combination of Vision and Emis clinical systems and scanning solutions. A plan is being developed with Shared Services Partnership (SSP) and Digital Health and Care Wales (DHCW) for the transfer of electronic records at or around 31 October 2022.

**Transitional support funding**

An offer of discretionary transitional support is available to eligible Practices to provide additional resources to assist in this process:
- the ongoing assimilation of the new patients;
- the assessment of their health needs; and
- integration into the receiving practices’ model of care.

This is claimable at £30 per patient and is addition to GMS income associated with each patient.

Winch Lane and St. Thomas’s Surgeries have also requested additional Medicines Management support targeted at specific groups of patients with complex needs on certain medications.

**Future Ambition**

In acknowledging the addition of a fifth Managed Practice to the Heath Board portfolio, and with the implementation of Accelerated Cluster Development, it is now time to consider the future aspiration of the Health Board for its Managed Practices. Whilst this will need to be undertaken on a case-by-case basis, it is proposed for all new Managed Practices that a review is undertaken within 12 months of them coming under Health Board management with a view that the market will be tested to reinstate independent contractor status, either through a standard General Medical Services Contract, or through an Alternative Primary Medical Services (APMS) contract with potentially a Community Interest Company (CIC).

This 12-month period allows the Health Board to review and stabilise service provision, whilst working with the Pan Cluster Planning Group to consider options for growth and development of the Practice to ensure, as far as possible, that its advertisement on the market ensures that it’s a viable option for future independent contractor status.
Argymhelliad / Recommendation

The Board is asked to:

- Note the outcome of public and stakeholder engagement following the period of engagement;
- Approve the recommendation from the Vacant Practice Panel to transfer the registered population that reside closer to Practices in Milford Haven and Haverfordwest;
- Approve the recommendation from the Vacant Practice Panel for a smaller Health Board Managed Practice at Neyland;
- Approve the recommendation that the Managed Practice will be taken to the market to assess the desirability for a future independent contractor model, through a GMS or APMS contract within 12 months.

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<tr>
<th>Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:</th>
<th>1451  Risk of increasing unsustainability of GMS Practices</th>
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<tbody>
<tr>
<td>Safon(au) Gofal ac lechyd: Health and Care Standard(s):</td>
<td>All Health &amp; Care Standards Apply</td>
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<tr>
<td>Amcanion Strategol y BIP: UHB Strategic Objectives:</td>
<td>All Strategic Objectives are applicable</td>
</tr>
<tr>
<td>Amcanion Cynllunio Planning Objectives</td>
<td>All Planning Objectives Apply</td>
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<tr>
<td>Amcanion Llesiant BIP: UHB Well-being Objectives:</td>
<td>4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives 8. Transform our communities through collaboration with people, communities and partners</td>
</tr>
<tr>
<td>Ar sail tystiolaeth: Evidence Base:</td>
<td>Engagement HQ software</td>
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<tr>
<td>Rhestr Termau: Glossary of Terms:</td>
<td>CHC – Community Health Council LMC – Local Medical Committee GMS – General Medical Services</td>
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<td>Impact: (must be completed)</td>
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<tr>
<td>Ansawdd / Gofal Claf: Quality / Patient Care:</td>
<td>Potential impact on quality of patient care in the short-term as the Practice stabilises after the transition to Managed Practice eg. prescriptions. Potential short-term impact on those Practices receiving patients from the dispersal as the patients transition over to them.</td>
</tr>
<tr>
<td>Gweithlu: Workforce:</td>
<td>Potential impact on staff at the Practice through eligibility and application of TUPE.</td>
</tr>
<tr>
<td>Risg: Risk:</td>
<td>Risks associated with Managed Practice including operational risks of staffing a medical rota and likely locum reliance.</td>
</tr>
<tr>
<td>Cyfreithiol: Legal:</td>
<td>Not applicable</td>
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<tr>
<td>Enw Da: Reputational:</td>
<td>Reputational impact on the Health Board of change to how services are delivered to those patients being allocated to a new Practice. Anticipated media interest locally.</td>
</tr>
<tr>
<td>Gyfrinachedd: Privacy:</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Cydraddoldeb: Equality:</td>
<td>EqIA in appendices.</td>
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</table>
On 11th July 2022, the GP Principal at Neyland and Johnston Surgery resigned their General Medical Services Contract and will cease providing services on 31st October 2022. The three-month notice period for single-handed Contractors has necessitated timely engagement to support decision-making on the future of services for patients. This is a very challenging timescale for all parties to work to.

The Practice provides General Medical Services to approximately 5,930 patients across two sites:

- St. Clement’s Surgery, St. Clement’s Road, Neyland, SA73 1SH : main site
- Johnston Surgery, Church Road, Johnston, Haverfordwest, SA62 3HE : branch site, closed in early 2020 at the start of the pandemic and now used mostly for office space for administrative staff with a very limited range of GMS for patients (no GP appointments, open two mornings a week only).

There are no Community staff based in Neyland or Johnston (based in Milford or Haverfordwest). There is one Community Pharmacy in Neyland, one in Johnston, and one in Llangwm.
The purpose of this engagement exercise was to **raise awareness** and **provide opportunities** for feedback, to **target** those who use the service through engagement methods that are most appropriate, and to use appropriate engagement and communication **tools and methods** to do this effectively.

The engagement activity was led by the Health Board Primary Care team supported by the Patient Engagement and Communications teams, and was undertaken from **Monday 1st August – Friday 2nd September**, with an extension to Friday 9th September 2022 for online feedback and FREEPOST submissions. This report includes feedback to 9th September.

All communications, including letters and questionnaires, were sent by post to all registered patients and were bilingual.

A weekly meeting was held to support team working (Primary Care team, Patient Engagement, Communications, CHC representative) and to regularly review the plan and its roll-out.
Ways patients could engage

- by dropping-off hard-copy **questionnaires** at collection points at any one of five community locations: St. Clement’s Surgery in Neyland, Neyland Pharmacy and the public library in Neyland, Johnston Surgery and Johnston Pharmacy
- by **telephone** to the Communications Hub. All callers were spoken to by the team at the Hub or were individually responded to by the Primary Care team
- by **email** to the Communications Hub, responded to where necessary
- in **writing** (hard-copy questionnaire or by letter) to FREEPOST address
- **online** through ‘Have Your Say / Dweud eich Dweud’ site, using the same questions as the hard-copy questionnaire,
- through **virtual meetings** (Teams, Zoom) with members of the Primary Care team
- feedback direct to the **Community Health Council** online which mirrored the Health Board questionnaire and equality monitoring.
3 open questions:

1. How would you prefer GP Practice services to be delivered in your area after October?

2. How would you be affected if you had to access services elsewhere?

3. What views and concerns do you have about GP services locally?
All the patients who completed the questionnaire (online or by post) were asked to complete an optional equalities monitoring survey - very many patients chose not to complete some or all of the questions in the equalities survey, so the profile data is limited:

- 67% of respondents were aged over 55
- 26% of respondents considered themselves to have a disability
- 23% of respondents were carers
569 respondents provided their postcode

- 76% of (430) respondents providing their postcode were from SA73 (southern part of the practice area around Neyland and Milford)
- 21% of (118) respondents providing their postcode were from SA62 (Johnston and Haverfordwest area)
1315 patients have fed back - 22.17% of the registered patients.

How did patients feed back?

- Questionnaires (online / paper / CHC): 1279
- Telephone Calls: 14
- Emails: 21
- Letters: 1

1315 patients have fed back - 22.17% of the registered patients.
A number of cross-cutting themes emerged during the analysis of responses, including:

• concern about any changes to the current services, especially for the elderly and those with a disability or poorer health. Broadly positive comments about the existing practice, alongside concerns about changes to the access model following the Pandemic which are universal.

• a higher level of concern expressed by residents of Neyland and the surrounding area (SA73 postcode and number of references specifically to Neyland) than Johnston. The importance of local communities and the role the GP practice plays within a community, particularly in Neyland.

• concern about travel to other locations for services, alongside acknowledgment that GPs only available currently in Neyland. Transportation issues, including public transport, parking and the cost of these.
Many patients want services to remain broadly the same as they are, with minimal change:

- 'I would like continuation of the surgery we have now'
- 'In Neyland as they are now'
- 'Still from Neyland & Johnston Surgery'
- 'With a like-for-like replacement'
- 'I would like to see a continuation of GP and accompanying health services in Neyland to service the area with its large population'
- 'Remain as it is!'
Q1. How would you prefer GP Practice services to be delivered in your area after October?

Other comments related to the current service - support for the current Practice team mixed with some negative comments about access to appointments.

Of all the responses to this question:
• Neyland or St. Clement’s Surgery was named 416 times
• Johnston Surgery was named 105 times
Q2. How would you be affected if you had to access services elsewhere?

- 52% of patients live more than a mile from St. Clement’s Surgery in Neyland and it's thought this group is already using transport to access the majority of services including GP appointments.

- Transport (or associated words e.g. distance, bus) was mentioned 539 times (a single respondent may have made multiple references).
70 respondents cited the cost of transport as an issue for them (fuel, taxis, public transport)

- ‘With the cost of living crisis it could be difficult to fund travelling further afield for a gp appointment’
- ‘The cost of living is bad enough as it is now! If we had to travel further to see gp or nurse it would make it harder’
- ‘I would find it extremely problematic to access services outside of Neyland. Having to rely solely on public transport and taxis. Accessing a public transport system that at its best is adequate’
'Neyland has always had a doctors surgery for as long as I can remember, to lose this service would be devastating to the community'

'I feel strongly that it is of the utmost importance that Neyland retains its GP surgery in the town, for the continued good health and well being of local residents!'

'Neyland is a constantly growing town and community... It needs town based doctors surgery'

'It is essential that we retain services – Neyland has grown rapidly over the years.'
Some patients expressed concern about how to access to services post-Pandemic, remote consultations and getting an appointment at Neyland & Johnston Surgery. The triage model was adopted very widely by Practices across the board in 2020, and has become embedded.

Others commented on pressures in Practices more widely and talked about GP recruitment, access and wait times, underfunding and demands on other Practices. Some patients commented positively on services in their local Community Pharmacy.
Q2. What views and concerns do you have about GP services locally?

'If Neyland service goes then that means patients being added to other services that are already overwhelmed and would mean appointments get even harder to get'
'I know all surgeries are struggling but we need Neyland doctors'
'Not enough GPs locally. Long waiting times to access services, difficult to get through to some surgeries to get an appointment'

Other patients expressed their concerns about changes at Withybush and the siting of the new hospital, and ambulance response times.
• CHC feedback on the engagement received
• Vacant Practice Panel on 13th September considered the public and stakeholder engagement – extant recommendation
• Board on 29th September to make the decision on how services will be delivered to the Practice population from 1st November
Neyland and Johnston Surgery – the future of services for registered patients

SURVEY RESPONSE REPORT
01 August 2022 - 11 September 2022

PROJECT NAME:
Neyland and Johnston Surgery – the future of services for registered patients
SURVEY QUESTIONS
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<td>Local, even if this meant less days per week but it needs to stay local</td>
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<tr>
<th>Screen Name Redacted</th>
<th>8/01/2022 12:10 PM</th>
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<tbody>
<tr>
<td>Still in Neyland. Either face to face or option for online appointments</td>
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<td>To stay the same</td>
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<td>Has it is now because there is no other option</td>
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<tr>
<td>More face to face appointments better ways of booking appointments more appointments before 9am and after 6pm due to working people better options to be able to book future appointments e.g. bloods smears etc See same doc so knows past history and not wasting time explaining everything over and over</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
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<tbody>
<tr>
<td>At the surgery, we have lost one surgery, why lose another, this is a service that will be greatly missed if closed</td>
<td></td>
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<tr>
<th>Screen Name Redacted</th>
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<tbody>
<tr>
<td>Surgery to remain in Neyland &amp; Johnston</td>
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<tr>
<th>Screen Name Redacted</th>
<th>8/01/2022 08:23 PM</th>
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<tbody>
<tr>
<td>Same as they are as I joint care with GP and hospital</td>
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<tr>
<th>Screen Name Redacted</th>
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<tr>
<td>I would still like services to be delivered at aboth Johnston and Neyland surgeries. If that is not possible, at one of the surgeries, with access 5 days per week.</td>
<td></td>
</tr>
</tbody>
</table>
Still from the Neyland and Johnston surgery. They are fantastic - all staff, nurses, receptionists, physio said well as Doctors

At the same place

Preference would be for local surgery as currently operating with a new team of Doctors, perhaps the Health Board should consider paying Doctors a bonus to take up posts.

I'm person

Continue service in Neyland as before

In Johnston where i live

By a local GP practice

From the current surgery who understand my needs

Would prefer them to remain as they are across two sites. What would be an massive improvement would be the ability to book a gp appointment that doesn't require me to sit on a phone at 8am to book an appointment. I am a shift worker and would like to be able to prebook an appointment to suit my work schedule.

As they were before. Stupid question

Locally within Neyland or very nearby

Full time local gp
At Neyland Surgery
Continue as a local doctors surgery
As it is now
To actually keep our gp surgery in Neyland
to stay as it is
To stay the same as it is now
To stay as they are
Neyland Surgery
Still at Neyland
In Neyland
Surgery stay open
To stay in Neyland
To have a GP practice in Neyland complete with nursing staff and various clinics. This is even more essential if Withybush hospital is downgraded and everyone will then have to travel to Carmarthenshire for treatment. We will desperately need excellent, accessible, local, comprehensive health care, with longer opening times, to prevent us needing hospital care as much as possible.
Screen Name Redacted  
8/11/2022 09:39 PM

I would like the continuation of the surgery we have now.

Screen Name Redacted  
8/11/2022 09:43 PM

I hope the GP's already there will continue

Screen Name Redacted  
8/11/2022 09:51 PM

In Neyland as they are now.

Screen Name Redacted  
8/11/2022 10:19 PM

face to face in our Drs surgery in Neyland

Screen Name Redacted  
8/11/2022 10:44 PM

Face to face

Screen Name Redacted  
8/12/2022 06:45 AM

To continue a similar delivery of services from the town of Neyland with opportunities to see a doctor when needed in the same day; a doctor who knows the needs of their patients.

Screen Name Redacted  
8/12/2022 09:32 AM

Same as they are now

Screen Name Redacted  
8/12/2022 09:57 AM

Local surgery

Screen Name Redacted  
8/12/2022 11:07 AM

Remain in Neyland and Johnston

Screen Name Redacted  
8/12/2022 12:28 PM

Neyland surgery to REMAIN OPEN !! Sort your recruit drive out !

Screen Name Redacted  
8/13/2022 12:29 AM

As they are currently

Screen Name Redacted  
8/13/2022 11:24 AM

With a like-for-like replacement for

Screen Name Redacted  
8/13/2022 08:53 PM

I would like to be able to carry on going to the same GP as it has been before now.
Screen Name Redacted  
8/14/2022 11:01 AM  
I'd prefer it to remain in these surgeries as getting to other places is hard enough... every other Dr's surgery's are full and over flowing so this would just add to the waiting times.

Screen Name Redacted  
8/14/2022 03:45 PM  
Normal surgery and doctor availability

Screen Name Redacted  
8/15/2022 08:23 AM  
Would like to keep surgery in Neyland

Screen Name Redacted  
8/15/2022 10:46 AM  
Locally in Neyland by trained Doctor's

Screen Name Redacted  
8/15/2022 06:15 PM  
As they should be, easily accessed local surgery - #in Neyland

Screen Name Redacted  
8/15/2022 06:25 PM  
With a surgery in Neyland. Well staffed and easy to contact

Screen Name Redacted  
8/15/2022 07:38 PM  
We need a practice within Neyland. Being an ever growing community, we need a practice dedicated to residents in our town and not for us to be added to another practice and their patient quota, drastically spreading resources thinly and increasing GP:Patient ratios.

Screen Name Redacted  
8/15/2022 10:59 PM  
I would like to see a continuation of GP and accompanying health services continue in Neyland to service the area with its large population.

Screen Name Redacted  
8/16/2022 10:09 AM  
To continue to have access to a local based surgery More face to face access than currently available Easier telephone access - recent contact, I had to tel 100 times before getting through More appointment availability - being told no appts, have to ring back daily is unacceptable, nobody wants to be ill and I only contact as a last resort, will use pharmacy and other options beforehand

Screen Name Redacted  
8/16/2022 05:11 PM  
Stay as they are with our local Johnston surgery to be open. Be able to book an appointment to see a doctor for the following day and not having to ring at 8am and line being constantly engaged.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>I would prefer for Neyland surgery to continue for the local community.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>Same as it is now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>The same as it is currently, locally.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like them to stay similar to what they are now, possibly with locum GPs helping out as well?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>When you phone up for an appointment at 8am, to at least see a doctor! Receptionists not to be soo rude! Have a decent doctor that will understand and listen to you!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Face to face and over the phone and home calls</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As they are now. In a surgery where you can make appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As they are now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Having a NEYLAND base with enough resources for the community</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To stay where they are Johnston and Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>GP services should remain in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Through local surgeries in Johnston and Neyland - as they are now.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>In person at Johnston surgery</td>
</tr>
</tbody>
</table>
As it is now

To be able to have a surgery within the same area but also have virtual options for when the health issue does not require a physical examination

To continue with GP services in the area preferably provided within Neyland

I expect services to be delivered to my area

The same as current

I'd prefer a GP service similar to what we have at the moment. It's difficult enough to get an appointment as it is without being part of a huge practice.

By a surgery that is fit for purpose to serve the needs of approx. 7000 people. The doctors and nurses at the surgery have been superb, especially in their response to Covid vaccinations. The problem lies in the support staff who are of very little help at all, with regard to making appointments, understanding peoples needs( especially the elderly), and not responding to phone calls etc. I fail to understand what a doctor or nurse can learn of a patients needs in a five minute phone call, usually at the end of the day, surely some reassurance is due to patients that the service is there in the first place to help them in times of need, not just to satisfy the needs of administrators by “ticking boxes” which have been created in the first place by people who have no first hand clinical or medical experience, but have to do something to justify inflated salaries that in most cases are more than a nurse would hope to earn. I know that this is prevalent in all parts of the NHS, but the fact remains that we are faced with a possibility of losing a vital service that should have had new larger facilities many years ago. The towns of Neyland and Johnston, are growing every year, and need a properly functioning Surgery, we are very fortunate that we have superb pharmacies in both towns, without which we would be in a much worse situation than we are at present.

Locally by a GP lead designed surgery open six days per week
I would prefer to have a fully staffed doctor's surgery at Neyland, as it has been previously.

I would prefer a GP service to be provided locally and easier access to a GP rather than being told to call after 8:00 am and then when you actually get through being informed that all the appointments are taken and to try again the next day. (very frustrating)

There should be a surgery, fully staffed and efficiently run. There should also be adequate home visits for the housebound and those who cannot get to the surgery due to the type of illness they have. There should also be a coordinated community nursing provision. The GPs should be committed to providing a responsive and professional service to their patients and should follow up referrals.

I feel it is essential that Neyland retains a fully functioning surgery, adequately staffed. Given the population, anything less would be an insult.

At Neyland surgery! As they have been, with the employment of GPs, D/Ns nurse practitioners etc to acceptable levels. Not to do so would be unacceptable!

I would prefer the services of our own GPs.

Back to face-to-face consultations and not having to explain to receptionists what is wrong.

With a doctors surgery

I would like the surgeries to remain as they are, even if this means we have locum doctors, much better than being sent to a different surgery within Pembrokeshire.

Services should remain as-is, with a local surgery within the bounds of the Neyland town. It would be preferred to have a dedicated service based in Neyland, the existing facility at St Clements has
served the town well and should be retained.

Screen Name Redacted
8/20/2022 02:43 PM
Via Johnston Surgery

Screen Name Redacted
8/20/2022 02:43 PM
As they are

Screen Name Redacted
8/22/2022 10:35 AM
Need to have a surgery that is within walking distance.

Screen Name Redacted
8/22/2022 12:09 PM
I would like to see an enhanced local service in the area for myself and family with the opportunity being taken to move the practice from its current location to the Neyland Hub.

Screen Name Redacted
8/22/2022 02:08 PM
Efficiently, professionally, flexibly! Online services should be much more widely utilized, this is a huge missed opportunity at present. We do however still need easier access to in-person appointments, in particular GP appointments.

Screen Name Redacted
8/23/2022 01:59 PM
Stay the same or home visits

Screen Name Redacted
8/23/2022 02:10 PM
Preferably with registered GPs in place, but failing that with locum GPs, if possible, which will cost the Health Board a lot more! Alternatively, GPs employed by the Health Authority. When we moved here 36 years ago, the surgery was a single doctor practice. Not ideal, I know, but it worked.

Screen Name Redacted
8/23/2022 02:17 PM
Either a new GP to help run the practice, or a salaried GP to be brought in by the Authority

Screen Name Redacted
8/23/2022 04:34 PM
Ideally, remain as they are

Screen Name Redacted
8/24/2022 01:03 PM
Face to face appointments if possible but a telephone call from the doctor or nurse practitioner works well.

Screen Name Redacted
Via Johnston surgery as a full time surgery AND Neyland as a full
8/24/2022 05:39 PM

time surgery.

Screen Name Redacted
8/24/2022 08:18 PM

Johnston GP surgery to remain open!!

Screen Name Redacted
8/25/2022 07:32 AM

By a GP surgery in Neyland

Screen Name Redacted
8/25/2022 08:59 PM

From our own GP surgery in Neyland.

Screen Name Redacted
8/26/2022 06:02 AM

Of course we’d like our surgery to stay local as it is now. I fear for the older generation who are unable to travel long distances. …I’m not actually sure what you mean by the question…

Screen Name Redacted
8/26/2022 09:36 AM

This is a vital service it is desperately needed and it should stay in Neyland There are a lot of people moving to Neyland to live from all over the country

Screen Name Redacted
8/26/2022 03:40 PM

In Neyland. So we will have a surgery here. This is ludicrous!! We need our surgery here in Neyland (full stop).

Screen Name Redacted
8/26/2022 03:45 PM

Keep our St Clements Surgery open. We should have a surgery. Don't know what you are thinking of at all!!!! This is crazy.

Screen Name Redacted
8/26/2022 03:49 PM

Keep our surgery open. That is the best thing to do for us!!! All of us. The worry you are causing.

Screen Name Redacted
8/26/2022 03:53 PM

Open as they should be we are the people desperately need our with or without a doubt. OPEN. What a state.

Screen Name Redacted
8/26/2022 03:57 PM

It is essential to have a General Medical Practice in Neyland. It is important to be able to see a Doctor. The population has grown quite considerable over the years. It is quite essential.

Screen Name Redacted
8/26/2022 03:59 PM

I would prefer the services that are in place in Neyland, it is very important to me.
Please, please keep some sort of GP services in Neyland. Some people including myself are very concerned.

I would like to see our surgery staying open

The practice we have had in place has been excellent. something similar needs to be in place.

Much as it is now. Neyland needs a surgery. To leave Neyland residents without a surgery or doctor services is ludicrous.

The current service has worked well so it needs to be continued similarly

I think the Neyland services should be allowed to continue with the number of people in the area, it is an absolute necessity and this also includes the outlying districts.

To continue GP Practice in Neyland.

We feel that they should carry on as they have been doing because we have had excellent service from our surgery especially through the pandemic when we were always contacted and seen if necessary.

We have always counted ourselves very lucky to have such an excellent GP Surgery as Neyland and Johnston. We would like it to continue as close to its present form as possible.

Carry on as usual but with improvement to services to patients

Stay as we are.

By attending a surgery
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>I would like there to be continued provision of GP services in Neyland but don't really care about the &quot;red tape&quot; to enable this.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>The same as present</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To have a surgery in Neyland.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Preferably as it has always been</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>In Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To remain in Neyland and to see a doctor or nurse when needed.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Continue G.P. Services as present</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To see a doctor when needed and not just a phone call. Neyland Surgery needs to be saved.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Continue from the surgery - offering both telephone &amp; face to face appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Preferably as it stands now but with improved levels.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To be able to have face to face appointments and regular check ups and medicine reviews prescriptions done on time</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>More efficiently than it has been in recent years.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Pills delivered as before from surgery to home. GP services at Johnston.</td>
</tr>
</tbody>
</table>
Stay as we are

Not sure of options available. But if it could continue as is now, with access to local surgery and pharmacy for prescription collections.

To the local pharmacy.

To continue at Johnston surgery

Via a local surgery, in Neyland

In Neyland

Via Neyland/Johnston surgery, full time, through face to face, and phone appts, but also, I really think HOME visits should be available when necessary, from doctors and nurses.

Locally

To have the service locally in the town where me and my family. Have the access locally and not have to travel miles out of my home. Able to access the GP service easy and straight forward

As a minimum 2 doctors more than at present

I would prefer GP services to be delivered from a local Surgery/Medical Centre as I have done since moving to Pembrokeshire in 1977.

As long as GP services are delivered in some way in my area, then how I am not able to comment on.
Continue to access them in Neyland or Johnston, ideally being able to make appointments in advance rather than trying to get a same day appointment as if you aren’t on the phone by 8 in the morning there’s no chance of getting seen.

I would like to keep the GP and staff as they have looked after us very good all the time I have been with them

We would like to keep the services of our GPs they are excellent

Access to see a doctor and the full range of support you get from a GP service

Local - the present system from my perspective in Neyland and Johnston is good. So a similar working would be good

I would prefer GP services to carry on as normal in Neyland with enough doctors and nurses to serve a ever growing community. Neyland has always had a doctors surgery for as long as I can remember to lose this service would be devastating to the community.

As they are now but with more doctors/nurses. Neyland has always had a doctors surgery and has already seen one closed down.

I personally would like to see our surgery in Neyland to sat open. I have no transport and family has moved away (work)

Would like to see a Doctor or nurse if needed locally

Keeping GP service in Neyland

Neyland Surgery stay open with all the patients that they got. They have got enough doctors/nurses to care for forever growing community in Neyland. It would be absolutely devastating.
I would prefer that the service be delivered in Neyland Medical Centre, preferably with Dr R Phillips and Dr S Ghealy as the professionals looking after me.

As they are now.

As is : with access to a GP.

Retain access to all services now offered via the Neyland Surgery. Be able to make contact i.e speak to and face to face meeting with a GP when necessary.

To have a local GP rather than have to travel to another town, especially if unwell or with complex health needs. Continuity is essential for complex issues and trust in a local GP helps this.

Similarly to now.

As it is now, local surgery.

With Doctors.

To carry on with surgery in Neyland but to improve service as is a job to see a doctor at the moment.

(Blank)

Virtually, telephonically and in person.

Hopefully better than it is now. I now we are all going through a bad phase but hopefully Hywel Dda will act very quickly.
<table>
<thead>
<tr>
<th>Name (Redacted)</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/30/2022 10:16 AM</td>
<td>As they are in St Clements Surgery</td>
</tr>
<tr>
<td>8/30/2022 10:22 AM</td>
<td>The same as they have been at the St. Clements, Neyland they have always provided first class service. With GPs, nurses, phlebotomist and nurse practitioner in place.</td>
</tr>
<tr>
<td>8/30/2022 10:22 AM</td>
<td>Well it would be nice to be able to visit a Dr on occasion when I needed one.</td>
</tr>
<tr>
<td>8/30/2022 10:24 AM</td>
<td>I would prefer if they kept Johnston &amp; Neyland surgery. I live down the road from Johnston Surgery and many times I’ve gone to the surgery with both worries about my son and my mum. When my mum found out she had cancer over the phone, she went into shock. I was the only one there with my 3 month old and I ran straight to the doctors for help. Dr Phillips came down to see my mum straight away. If it wasn’t for the surgery being so close, I wouldn’t be able to go and get help.</td>
</tr>
<tr>
<td>8/30/2022 10:29 AM</td>
<td>I would like the GP practice to continue to offer appointments with GPS and nurses at the surgery in Neyland. I would like morning and late afternoon appointments and flexibility to make appointments in advance, not just same day. It’s hard to take time off work to try to make an appointment and be unsuccessful day after day.</td>
</tr>
<tr>
<td>8/30/2022 10:32 AM</td>
<td>At least as they are at present but really the current service doesn't meet the needs of those registered.</td>
</tr>
<tr>
<td>8/30/2022 10:30 AM</td>
<td>Continue in Neyland as have regular health checks for BP and prescriptions</td>
</tr>
<tr>
<td>8/30/2022 10:33 AM</td>
<td>To be able to still attend Neyland Surgery</td>
</tr>
<tr>
<td>8/30/2022 10:39 AM</td>
<td>I would still like to be able to access services in Neyland</td>
</tr>
<tr>
<td>8/30/2022 10:43 AM</td>
<td>I would like the services to remain the same. This surgery and all of its staff are an excellent asset to the community. It will be a travesty to lose it</td>
</tr>
</tbody>
</table>
I would prefer to be able to access my GP in Neyland as sometimes my illness stops me travelling.

It would be a great benefit if another GP was employed and the surgery in Neyland could stay open and treat all their patients as they have been doing over the past few years.

I would prefer GP services to remain in Neyland please.

Same as present but with more GPs.

In Neyland.

By keeping a GP Surgery in Neyland.

Would like a surgery convenient to my home address.

To have access in Neyland more convenient times so 8 don't have to take time off work.

Dear Sir I am 82 and my wife is 79. We have been at our present address for 20 years since moving to Pembrokeshire. The Johnston practice has been our doctors since you placed us with them. We were very concerned on receiving your letters saying they were closing. I would ask you to bear the following points in mind. Public transport is poor we need to be able to access the surgery. We need a good doctor Hospital services are poor and long distant Ambulance service are poor.

To continue as they are.

In such a large town and area we need a reliable doctors surgery that people of all ages to access.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 11:10 AM</th>
<th>As it is now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:13 AM</td>
<td>I would like the health centre to continue being there for us and I would like to be able to get appointments easier so more doctors are needed unless they can start doing online appointments that would be great</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:15 AM</td>
<td>I would like to see the service continue as they are. An extremely important and valued asset to the community. They are supported here in Neyland by a brilliant community pharmacy if need be.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:17 AM</td>
<td>Face to face. Available on both telephone and online for urgent advice</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:19 AM</td>
<td>Online with option of in person</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:21 AM</td>
<td>To remain in Neyland with new doctors in place. The town is getting bigger and a surgery is a must!!!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:22 AM</td>
<td>We would like to keep the same GP services as we got now and also the staff</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:24 AM</td>
<td>We would like to have the same services as we got now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:26 AM</td>
<td>To remain local in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:47 AM</td>
<td>We need a doctors surgery in Neyland to remain and give same day appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 11:49 AM</td>
<td>I would like my surgery to be kept in Neyland with daily appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 12:20 PM</td>
<td>The same as its always been with doctors and a surgery a a nurse practitioner and also nurses to carry out the blood tests and other services that are needed</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 12:21 PM</td>
<td></td>
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<tr>
<td>---------------------------------------</td>
<td>--------------------</td>
<td></td>
</tr>
<tr>
<td>Preferably at Neyland and Johnston Surgery</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:24 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like them to remain in St Clements Surgery, Neyland</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:25 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>As it was before and be able to see GP when needed</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:30 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>To continue with a surgery locally e.g. Neyland or Johnston. It is only in recent times that we have had a surgery that is really effective in its supply of services locally. If it were to close would we have to travel to either of following, Milford Haven, Haverfordwest or Pembroke Dock. All these are unacceptable</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:32 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would prefer being able to physically go into the doctors surgery. The way it was pre-2020.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:36 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would like it to remain at St Clements Road, Neyland. Otherwise it's 6 miles to any other GPs I believe which is hardly local.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:38 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>As they currently are</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:41 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would like to be able to make an appointment and see a doctor on the same day</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:41 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>As before</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:42 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better with more non urgent appointments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:43 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would prefer the services to be delivered as it is now from Neyland Surgery</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 12:44 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Like as before</td>
<td></td>
</tr>
</tbody>
</table>
Screen Name Redacted 8/30/2022 12:46 PM
Prefer the organised appointment system as is. Would like this style to continue with more telephone and possible video appointments available.

Screen Name Redacted 8/30/2022 12:56 PM
A hell of a lot better than they have been for the last few years in Neyland. Even pre-Covid, the surgery was completely unfit for purpose and then the 'service' has been so disappointing that my household has grown up altogether trying to get any form of medical support or assistance.

Screen Name Redacted 8/30/2022 01:01 PM
In Neyland

Screen Name Redacted 8/30/2022 01:00 PM
Locally by phoning a Dr to get an appointment either to see or speak to a Dr the same day

Screen Name Redacted 8/30/2022 01:05 PM
Efficiently! This is a pointless question unless you offer possibilities.

Screen Name Redacted 8/30/2022 01:12 PM
Would be nice to actually see a dr not fobed off over the phone

Screen Name Redacted 8/30/2022 02:38 PM
Just the way it was. Staff were always so helpful & friendly.

Screen Name Redacted 8/30/2022 02:39 PM
Another practice opening locally would be ideal.

Screen Name Redacted 8/30/2022 02:45 PM
We would like to have a gp in our town.

Screen Name Redacted 8/30/2022 02:41 PM
To be able to go to Neyland Surgery to see a GP or Nurse in person.

Screen Name Redacted 8/30/2022 02:43 PM
Continue as much as they are now if this is possible

Screen Name Redacted 8/30/2022 02:46 PM
PERSONALLY I DON'T THINK ANY INFORMATION I GIVE WILL MAKE ANY DIFFERENCE TO YOUR DECISION. WHICH HAS ALREADY BEEN MADE. (THIS IS OBVIOUSLY JUST A PAPER...
We need a practice in Neyland, I changed from Argyle when they closed in Neyland to this practice and am happy with the service and staff.

to carry on as normal

As it is now

As efficiently as Neyland do.

GP SERVICES WILL BE GREATLY MISSED

Ideally an easy to obtain appointment system with the possibility of booking advance appointments for less serious but still worrying issues

I would need a GP Surgery in Neyland. That is accessible up to 6pm. A phone option would be OK only if appointment could be made the same week.

Face to face appointments

I feel strongly that it is of the utmost importance that Neyland retains its GP Surgery in the town, for the continued good health and well being of local residents! Being diverted to already overstretched services is at most environmentally unfriendly, not acceptable and not the solution! The G.P. practice at all cost must stay in the town.

Prefer to stay with my GP of over many years - Dr Phillips (Johnston Surgery)

To stay the same in Neyland
I would like it to go back to being able to make future appointments as well as having access to emergency appointments on the same day as some things I would like to discuss are not emergencies and don’t need to be dealt with on the same day as ringing for an appointment.

I would prefer a surgery in Neyland altogether. I need a surgery for my INR clinic as well as needing normal GP services.

Would hope the practice would continue locally as it is now.

Living in hope that our surgery will stay open.

A CONTINUATION OF THE EXEMPLARY SERVICE I CURRENTLY HAVE.

I would like to be able to get an appointment with the doctor in Johnston surgery.

As present/past.

I would prefer the status quo.

Remain as is!

Remain as is!

TO HAVE A RESIDENT PRESENCE OF GP’s THAT THE PUBLIC ARE ABLE TOO SEE FACE TO FACE.

Locally to Neyland and with easier access to a GP in person. I have not seen a GP face to face for over 3 years.
local access to doctors/nurses when necessary.

Keep the same services at the same venues. Other local practices are extremely busy, to have to take more patients would result in longer waiting times to see GPs and access services.

From a local accessible surgery

As normal to be kept in normal without joining argyle medical group

By opening Johnston Surgery again and keeping it open as it has been for the last 70 years

Surgeries in Nyland & Johnston with access to doctors and nurses as required.

A local surgery in Neyland within walking distance and offering an immediate telephone response

A service where your able to get to see a GP without having to go through hoops e.g. phoning a specific time in morning, unable to get thru, then eventually being told- no appointments available.

I would like the GP Practice to continue in Neyland. They are a fantastic practice and and would be disappointed should it have to close, particularly when it serves a large population in Neyland and the surrounding villages.

From a surgery in Neyland

To continue to use the Neyland surgery and current dr

All services available at my GP in Neyland
Continue at Neyland Surgery

Continue efforts to attract GP(s) to the surgery. If this is not immediately successful, continue with nurse practitioners while recruitment efforts for GPs continue.

Continue to be a provision locally

As they are now

I would like myself and my family to have continuity of care. A Doctor who remembers past visits and a surgery that I don't have to drive more than 5 minutes from my door. Everyone's time is precious and judging traffic, parking and time from a job is hard to do.

At the current premises in Neyland

We need a GP surgery in Neyland

The same way we have been accessing GP services. Telephone the surgery (local) given an appointment or a GP calls back that day with advice or an appointment to be seen.

I would like sufficient Doctors to be resident in the Neyland Area, regular appointments for patients. There are currently 7,500 patients within Neyland and Johnston surgery so where in earth will alternate practices accommodate this number?

To have a surgery in Neyland as if you don't drive it would be very difficult to get to the doctors

We need medical services in Neyland, even if it was a nurse-led or junior doctor led unit.
A doctors surgery where you could have face to face contact

As they are now with more nurse practitioners

MOST DEFINATLY

To continue in Neyland surgery

I would prefer to have all GP services available to me at Neyland Surgery

In the same setting as it is. Neyland needs access to an in town surgery if not all Drs maybe nurse practitioners

I like phone consultations but like to see a GP, NPor practice nurse if need be

TO STAY THE SAME (UNDERLINED)

I would prefer it to stay the same. I actually like the telephone appointments

I wish them to remain as they are if possible with new doctors.

As it has been for the last how many years

Would like to have a local doctor we could see when we need to, like we've been able to for the majority of the last 40 years

As they have always been. Dr Tobin is a huge loss to the practice
At our local town as now

Neyland Surgery not in Pembroke Dock

To keep the surgery open and to be able to see a doctor

In Neyland like always

We need a full service 8am-5pm Monday-Friday. Be able to see a doctor when you need to

From the Neyland surgery by appointment

To stay in neyland

To continue the same way as currently been delivered

Just as it was prior to covid

At St Clements Surgery

As they are now

We have a newly built building on St Clements Road, if at all possible, any provision provided would be easier to access for the most people there.

Would like the same type of cover as is already in place. Do not want to be amalgamated into a very large practice
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>I would prefer it if the service were in Neyland as now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>No</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Want to have the same as we do now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would prefer to have GP services continued to be provided at the Neyland Surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>The same way as it was before</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As now but with more Doctors</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would prefer GP services to remain the same. To have to register at another surgery will be difficult (I have severely autistic son who does not cope well with change)</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>similar as they currently are</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like the G.P. services to stay exactly as they are, definitely keeping the surgery in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like the service to be reinstated as it is. Always have, for the past 21 years received very personal care one to one attention, very much appreciated and my utmost respect</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like the GP service to stay exactly as they are. Definitely keeping surgery in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Locally I wouldn't mind if it was nurse led</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It is essential that a GP service be maintained at Neyland and Johnston for the benefits of those who live in these communities and</td>
</tr>
</tbody>
</table>
their surrounding areas.

To stay as it is everywhere else are overloaded with patients so where are we supposed to go

I would prefer to be near to a GP. I have health issues & find this all concerning as I don't want to be missed through the system.

Translated from Welsh - GP services in Neyland or Johnston or both

Still within same area

As per normal, as it has always been

Locally & of the same high & excellent all-round service which is given to me @ neyland

Accessible appt. to see a Doctor/Nurse as with our current neyland surgery, excellent frontline service, nurses, Doctor. Not all people have "zoom"/Apps etc

If Johnston & Neyland close I would like to be transferred to Winch Lane Haverfordwest Pem.

In-person appointments

Through a local surgery either in Neyland or Johnston

Not on medication

OK
From Neyland & Johnston Surgeries whose dedicated teams provide vital access to the overall healthcare system, they have existing premises a linked pharmacies which are fully functional & conveniently sited for local access.

With a doctors surgery in our town

We need a doctors surgery in nayland

Continue as they are now

To keep our surgery in nayland

At a surgery in person not by phone

In Neyland

Same as above great service

A full working local surgery

Locally, the GP practices in Haverfordwest, Pembroke Dock and Milford are already oversubscribed and additional patients will affect both ourselves and the patients of the other surgeries.

Choice to pick either, Pembroke Dock or Haverfordwest

IF POSSIBLE TO KEEP THE SERVICES IN JOHNSTON SURGERY AND PHARMACY.
PREFER TO KEEP THINGS AS THEY ARE WITH SURGERY IN JOHNSTON.

Continue with phone calls even Zoom calls so it is more like a face to face. Definitely needs a service in the area.

To carry on as normal as possible.

There were two surgeries in Neyland later reduced to one. It should not be reduced any further!

By attending a GP practice in Neyland.

IN JOHNSTON AS BEFORE COVID

HOPEFULLY A CONTINUATION AS BEFORE COVID 19

VIA A PRACTICE IN NEYLAND

Another practice opening locally would be ideal.

As they are now hopefully.

I would prefer to still have a surgery in Neyland - our community is expanding.

Preferably in Neyland Surgery

IN PERSON AT THE SURGERY
IN AN ACCESSIBLE SURGERY IN PERSON

In my case as I am housebound I would like to see a GP or nurse at home. I would also like the surgery to be more efficient and repeat prescriptions.

To still to be able to access a doctor when required without an outdated booking system which you have at present.

I WOULD PREFER MY G.P. SERVICES REMAIN IN NEYLAND

WOULD PREFER TO REMAIN AS CURRENT. DON'T WANT TO BE PART OF A LARGE PRIMARY CARE GROUP

I would prefer to have a local surgery as is the case now. It works! One gets to know the practitioners and vice versa.

To stay as it is now

A return to the model with GP services i.e. a building in the facinty

I would like a dr Surgery in Neyland. It would be upsetting to see them go

To stay as it is now.

I would like to have a GP surgery in the area or do house calls

THE SAME AS IT IS NOW WITH NEYLAND AND JOHNSTON SURGERY

VIA A SURGERY LOCALLY
I would like them to continue to be available at St Clements Surgery, Neyland

To continue in St Clements Surgery in Neyland (as present)

Yes, age and disability makes travelling difficult

Locally

Surgery in Johnston to remain open. Be able to make appointments easier than have to ring at 8am and continue to ring until the line isn't engaged but by then all the slots for appointments are full

I was happy the way it was. It would be better to be local

Neyland is a constantly growing town and community with new builds and a large school in the town - It needs a town based doctors surgery and to not have such a facility would be a terrible decision and could cost lives. A doctors surgery with nurse facilities is a fundamental requirement for a town like Neyland. Its vital that we do not lose our surgery....it cannot be allowed to happen!!

At Neyland Surgery (St Clements)

As it is now

To remain in Neyland and not to be moved elsewhere. Other practices are already filled to capacity with patients

At our local surgery
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 09:56 AM</th>
<th>My local surgery to remain open and still provide the services we had before Covid!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:58 AM</td>
<td>Carry on as before</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:59 AM</td>
<td>In Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:57 AM</td>
<td>As they are now. Being able to visit a GP Surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:59 AM</td>
<td>As it is currently</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:00 AM</td>
<td>Same as before</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:59 AM</td>
<td>Fine as it is</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:02 AM</td>
<td>Sam as before - surgery with available Doctors &amp; Nurses</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:05 AM</td>
<td>Still in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:06 AM</td>
<td>Still in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:06 AM</td>
<td>As it is now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:07 AM</td>
<td>IN A SIMILAR MANNER TO HOW THEY HAVE BEEN IN THE PAST</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:07 AM</td>
<td>SAME AS NOW</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 10:08 AM</td>
<td>As close as possible, surgery and staff know mw well. I have no transport to go anywhere else, difficult to walk without frame</td>
</tr>
</tbody>
</table>
As it is now

I HAVE RECENTLY SUFFERED A SEVERE STROKE AND WILL RELY ON MY LOCAL SERVICES MORE THAN EVER.

I would like to move to Manchester House Milford as this is easier to get to than Neyland

As they are now!!!

With a surgery in Neyland and to be able to see a doctor

From Johnston Surgery

I WOULD PREFER FOR THERE TO BE A CONTINUED SERVICE LOCALLY.

Face to face still as well as over phone consultations, home visits for patients housebound

Easier access. Online is a good option but having to go through receptionists questions is off putting. Maybe drop ins and having quicker access

As local as possible

The same or even than before Dr.Tobin retired

Locally

SAme
Concerns on how far we will have to travel to see a doctor how long it would take to get an appointment etc

Preferably by attending services in the Neyland town area

Would prefer GP services to return to Johnston

Sam as now. There has always been a Doctors surgery in Neyland.

To be kept in Neyland

There should be a surgery in Johnston/Neyland

In an ideal world they’d remain the same!

I would prefer the GP services to be delivered in Neyland as it has been for many years.

I would like Neyland Surgery to be kept open, also it would be helpful to see a doctor

AS IT IS NOW IN NEYLAND

Same as they are now

Stay the same

I would like for it to run as it has been. As its an important part of the community
At Neyland with the same surgery, with no changes.

To stay in Neyland

As before from Neyland Surgery we have had access to a surgery in Neyland my entire life, Hywel Dda & the Sened need to encourage GPs to the area

at the same place where it is

We need a doctor in Neyland we cannot rely on John at the chemist

As a normal working surgery as it is at present

At the same address with more doctors and nurses

Prefer to still have a surgery in Neyland

I would prefer is we can keep the service in Neyland, we have had a surgery here as long as I remember. It would be devastating to loose this. I don't know how we would manage

Continue to have GP services in Neyland that are easily accessible to all in the Neyland area. Neyland is an ageing population who rely on having services on their doorstep.

Really! this is so wrong for Neyland you need to keep the surgery open!

I would like GP services to remain in my area
Continued local service

I would prefer it to be the same as current

No different from now

I would like them to continue in Neyland and as a face to face appointment or at least video appointments

To be able to see a doctor

I live in Neyland, and am within walking distance of its GP Surgery. I hope that it will be possible to retain this surgery in the community, beyond 31st Oct 2022.

Face to face, plus being able to get an appointment easily

To have a doctors surgery still in Neyland with doctors able to see patients on the day if necessary

With a surgery in Neyland

better than it is now

We need the surgery available to us

To remain with a GP in Neyland

Want to keep them at the practice
Locally at a surgery or online assessments

To continue at the doctors surgery and return to face to face appointments when needed

Still @ Neyland or Johnston

Exactly the same as how they are delivered now. there shouldnt be any other option

Availability is a must

"I would like a GP Practice to remain in Neyland as I attend the surgery on a monthly basis as do other patients also I live in Neyland and don't see why I should have to travel elsewhere at a cost, which myself and most patients could ill afford"

Every town needs a surgery

By keeping a doctors surgery in Neyland and seeing a doctor face to face for an appointment rather than a telephone call

I LIKE THE SERVICE PROVIDED BY TELEPHON. IF I THOUGHT IT WAS SERIOUS THEN TRY TO GET TO THE NEAREST SURGERY OR A+E OR EVEN WATSAPP, WITH AN ANSWERING SERVICE JUST FOR THE PATIENTS

It is vital that Neyland has its own GP Pratice, there are many who will struggle to have to travel to a different town to receive the medical care they need.

I'd like it delivered as accessible as possible- so i could have a taxi to see GP

I would like them to continue to be delivered as they are now, there
are thousands of patients registered to Neyland Surgery and they cannot be expected to travel elsewhere for basic healthcare. Also another surgery with thousands of their own patients cannot be expected to absorb these patients, it will put them in the same position Neyland and Johnston are now.

Screen Name Redacted

As an older person the thought of no practice in Neyland is frightening, personally I would like to see a GP practice remain in the local area.

Screen Name Redacted

From neyland would be preferable booking in advance instead of ring on the day

Screen Name Redacted

Would really like it to remain lots of elderly people we have had a service in Neyland for years it would be a disaster to loose it..

Screen Name Redacted

At the surgery premises in Neyland

Screen Name Redacted

IF POSSIBLE FROM THE SAME SURGERY + GP

Screen Name Redacted

Continue to have our medical services locally as they are currently.

Screen Name Redacted

? For the current surgery to be accessed but recognise it would be a 'pooled' service

Screen Name Redacted

MUCH BETTER THAN AT THE MOMENT

Screen Name Redacted

WITH A SURGERY IN NEYLAND

Screen Name Redacted

Be able to see a G.P. when needed.
I WOULD PREFER TO BE ABLE TO GET AN APPOINTMENT WHEN I REQUIRE ONE RATHER BE TOLD TO PHONE AT 8AM THE FOLLOWING DAY AND THEN NOT GUARANTEED AN APPOINTMENT

LOCALLY

Locally being able to see a GP

AS LOCALLY AS POSSIBLE, WITH G.P. APPOINTMENTS AVAILABLE WITHIN A DAY OR SO OF REQUIRING ONE (A LOCAL GENERAL HOSPITAL IS ALSO A NECESSITY)

AT THE VERY LEAST TO BE ABLE TO SEE A GP

I would like things to stay the same, it is very concerning we might not have a gp that we have known and trust for years.

Anywhere as close to home as possible

Be able to speak to a Dr or Nurse to prevent having to visit Surgery

To remain the same: Have a surgery in Neyland

Would like access to an online chat facility

Stay as things are I am very worried and stressed about not having the care I need

I would like things to stay the same, it is very concerning we might not have a GP that we have known and trust for years.
Anywhere as close to home as possible.

Yes

SAME

local surgery with doctors where you can actually get an appointment

To remain the same: Have a surgery in Neyland

The same as they are now

Would like access to an online chat facility

To continue as they are now! Pembrokeshire cannot afford to down???? services that are already struggling.

Stay as things are I am very worried and stressed about not having the care I need

Face to face with a Doctor or Nurse, but would like to speak to a dr/nurse for advice if needed.

I am very sorry that we wont have a surgery in Neyland

Preferably as they have been doing so.

As it was

In person at another surgery/, and within reasonable distance
I am happy with the current situation.

would like to still be able to have access to see a GP and nurse

This cannot be a serious question!

I would like to know if I'm going to get medical assistance if I need it.

This cannot be a serious question

there should be a 1 year grace period when the Health Boards manage the practice. This will allow for an effective decision to be made

To remain at Neyland

As it now, ring up local doctors and get to see 1 immediately, not everything can be sorted over a phone call, and many people can't drive and public transport is a joke in the area!

Same

The surgery should remain open and be run by the Health Board, even if this is not permanent. 3 months is not enough time for the Health Board to decide

I would like to be passed to St Thomas surgery Haverfordwest

same as now
Need a surgery that will see patients

Accessibility the same as before covid

In Neyland.

The same as it is run now

To stay in Neyland at the surgery

I would prefer a 'drop in' system rather than appointments as these are usually difficult to obtain. Prefer face to face consultations

With a surgery that we can visit

A surgery that was local to where I live, adequate slots for pts to see GPs, and up to date online booking system, being seen efficiently + effectively without having to stay on the line for a receptionist only to be told "phone again in the morning" or "is it an emergency".

I would prefer to have a GP surgery in Neyland - if there is an option to close Johnston or Neyland. I would also prefer if appointments could be booked online (in advance preferably).

A GP in easy reach of where I live

To be able to phone locally for a Dr's appointment to see or speak to a Dr on the same day.

Efficiently
At the usual surgery. I am writing on behalf of my Mother who has dementia, so change is difficult for her to cope with.

Via my local surgery.

To continue in the excellent way they have always carried out their duties and also the general running of their surgery.

At Gp practice with named GP.

The present surgery to remain available.

I don't want them to change.

To stay at the practice in Neyland.

I would prefer it to remain as is, as I have been at this surgery for 60 years.

The same as they are now.

FROM SURGERY IN NEYLAND

Surgery and phone.

Would prefer to keep Neyland surgery open and even better if I could actually see a GP!

Stay at Neyland.
In my surgery

Prefer them to stay in Neyland where they are now. It would be helpful with some sort of incentive to have more GPS at the surgery. Not keen with locums as they don't know the patients they would serve.

Stay open for people who depend on the surgeries

As currently delivered providing constant coverage in view of my illness (long term)

At the same locations as at present

As they are now and have been

DOCTORS IN NEYLAND

No changes - 2 doctors serving Neyland and surrounding areas: Neyland is not a small town!

Similar to now but with less difficulty in getting access to a doctor

Continue services with the staff available ar the surgery. Nurse practitioners etc. with online services they could consult GPs online

face to face, over the phone and house calls an in Neyland!!

Local

at the moment i have to go all the way to ?, which is too far would like
it to be in johnstown

A practice in Neyland adequately resourced. We have had 2 surgeries in Neyland

face to face, over the phone and house calls in neyland!

More appointment available on same day, maybe emergency walk in

I WOULD PREFER IF THE SURGERY REMAINED OPEN.

A local surgery providing a range of healthcare and regular access to a GP

I'd like to be able to decide whether I get a face to face or online (via Zoom) or a telephone appointments with a GP or other health professional at my local surgery. I'm sure everyone wants the NHS to operate in the way we imagine it should.

In a similar way, with a surgery in Neyland

If possible, a GP practice providing local service would be desirable. Lots of elderly residents in Neyland and Johnston rely on public transport, so access to a doctor could be difficult.

A locally based central surgery where timely services can be delivered on an appointment basis.

Probably the surgery remains open as it would make appointments difficult

Using a local GP

I moved from Haverfordwest to Neyland a year ago. I'd be very happy
8/31/2022 01:31 PM to return to St Thomas Green Surgery.

8/31/2022 01:33 PM To be able to book an appointment in advance instead of the lottery of the first come first serve phone queue race. come

8/31/2022 01:36 PM I would like to keep a GP in Neyland

8/31/2022 01:36 PM Try keep the doctors surgery local in Neyland

8/31/2022 01:39 PM I would like to see our surgery staying open

8/31/2022 01:42 PM A mixed approach - online, via phone and in person but with patients not receptionists deciding an individuals access routes. Good online access to health advisers to reduce pressure on GPs.

8/31/2022 01:42 PM If possible, as they are. We need a Drs surgery in this town. We need a reliable service to ensure that people can get the medication that they require

8/31/2022 01:44 PM i like to be in Neyland

8/31/2022 01:45 PM Would like to continue with a GP surgery in Neyland

8/31/2022 01:44 PM BY KEEPING THE SURGERY THAT WE ATTEND OPEN, BY MOVING TO ANOTHER PRACTICE COULD BE PROBLEMATIC FOR MOST PATIENTS.

8/31/2022 01:48 PM A surgery + Doctor in my Town

8/31/2022 01:48 PM i like to be in neyland

8/31/2022 01:48 PM Obviously I would prefer the surgery be able to stay open. Failing
that, if possible I would be very happy if I was able to be registered over at argyle street surgery in Pembroke Dock, as I live in Neyland and have been seen as a patient over there many times.

I WOULD LIKE THE SURGERY TO STAY OPEN. I WOULD LOVE TO GET TO SEE A DOCTOR WHEN I NEED TO, NOT A PHONE CHAT, ITS VERY DIFFICULT TO GET AN APPOINTMENT AT THE MOMENT. TRYING TO GET THROUGH OR AN ANSWER IS IMPOSSIBLE!

I would like it to remain close to our area

Obviously I would prefer the surgery to stay open. Failing this, I would like to be able to register over at Argyle Street in Pembroke Dock, where I have been a patient before.

Neyland Surgery

Desperately need a doctors surgery in this area, many older people without transport and support

Be registered in another surgery as soon as possible

As now provided by Neyland and Johnston Surgery.

Try to keep all services local in Neyland for all patients.

Plenty off appointments, GPs on house calls, job share! Minor ailments dealt with at the chemist, GPS to have more perks to encourage staff to live here

I would prefer GP services to resume as they were before, actually being able to consult them face to face in my area.

As they currently are with appointment availability in Johnston
Locally

much the same it beggars belief that one GP although a good one would cause all this

To be able to be in Neyland

From the local surgery

In a local surgery. Happy to have initial phone consultations for some issues

As they are now

I want the surgery to stay the same. As we don't have transport but there needs to be at least 3 doctors.

The same as they are

I would like a regular service and my surgery to remain open

Same as now.

I would prefer my GP services to say where it is

Same as now.

Not far to travel from my home SA33 1NY
As it is now

i would prefer to keep the surgery open

As it is now

GP SERVIECs TO BE DELIVERED AT ST.CLEMENTS SURGERY WITH FACE TO FACE APPOINTMENTS OFFERED VIA A PROPERLY RESOURCED AND ADMINISTERED BOOKING SERVICE.

To be more efficient

To stay as it is

ideally still in neyland as it is now

As improved GP service with a GP holding GP sessions at Johnston and not just at Neyland. Ability to get a GP appointment in a timely manner.

The use of a doctors surgery as near as possible

In Johnston

Happy where I am.

I would like them to continue as they are because I rely on them greatly re condition of my heart and need regular access for my INR checks. Plus we are in our late 70's and local access is a necessity
I would rather stay in Johnston as Neyland is too far away at my age.

Local surgery to remain open in Neyland and Johnston. As the majority of local population are elderly it is imperative that these remains a local doctors surgery.

Go back to just Johnston surgery as it was before they took over Neyland Surgery.

As they are now from Surgery

Face to face at the surgery

From a surgery I am able to access easily by public transport or car without paying large amounts for taxis.

I would like them to be still the same. It is essential we retain our general medical services. Neyland has grown rapidly over the years. When one is older it gives us peace of mind that the Neyland Surgery is there for us

To remain as now but with more doctors

As they are now but with more doctors

By keeping Johnston surgery open as it has been for the last 70 years plus.

To continue to be delivered at Neyland Health Centre

As it is now.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>As it is but more face to face appointments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>The same service as at present. (Get it sorted Hywel Dda). Face to Face appointments.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>The same as it is now except would like face to face at surgery, not telephone consultations.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To stay in our village</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As they were before, Neyland and Johnston Surgeries</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Local surgery is essential.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>A fully serviced new surgery in Neyland which would cover Johnston as well.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>AS per normal</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like access to be within walking distance. i have friends who don't have a car and won't be able to access services adequately. i am also concerned for the elderly.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>GP services delivered from St Clements Surgery with face to face appointments offered via a properly resourced and administrated booking system</td>
</tr>
</tbody>
</table>
From the local surgery

The NHS must do more to attract GPs to Neyland. We must keep our local surgery

Local

Local doctor

At Neyland surgery

Keep as it is Neyland surgery

we need a surgery with a better answering service not be cut off 4 times

Would prefer service to continue as it is now with more GPS would help

To continue as they are

LOCAL ACCESS TO A GP SURGERY. Access to a face to face appointment when needed. I have 2 children, husband and mother in law. Any of us might need a GP anytime so access is essential and and stop visits to other services which are also struggling e.g. A&E

Local Surgery (Johnston)

The same as they are now
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Would prefer to have a sugery in village</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>Preferably the same as it was</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Remain in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Clinic based in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would like the service to remain in Neyland Surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Close by</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Keep Neyland surgery open</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>By appointment in surgeries not online or by telephone</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would prefer GP services to remain in Neyland at the current location</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To have a permeant GP to be able to see</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>as they are now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Continuation of current services for an indefinite period.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Face to Face</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As it is now</td>
</tr>
</tbody>
</table>
I would like it to be delivered in the same way or very similar

A local GP service i.e. in Neyland. Continuity of care with all staff would be a bonus!

I would prefer a GP for Neyland

I have been happy with how the Doctor's surgery has been run so far. So something similar would be fine.

Prefer a surgery in village

By competent GP's & Primary Health Care Staff when the practice operated from Charles St, it was the best GP practice in Pembrokeshire. The present situation goes to prove that big is not best. Neyland is ideal for where we live. It needs to be patient centred and for small areas.

TO HAVE THE FULL SERVICE AS RUN FROM ST.CLEMENTS SURGERY NEYLAND WITH DR'S + NURSES TO ADMINISTER CARE

I would prefer our GP service to stay exactly where it is based in Neyland! Neyland and Johnston is a brilliant service. All the staff are kind and considerable. It is a practice with good and professional practice. I cannot praise the staff enough!!

As they are pre-October

Would prefer to have a surgery in Neyland

Winch Lane Surgery
by a qualified GP and nursing staff

Continue as it has been for many years. I worked in the original practice from 1968-1999. very happy days!!

at least keep surgery open with nurses for vaccinations and any questions people may have

In person locally face to face

A local surgery must be retained in Neyland.

As it is now which is very good

I would prefer they remain. Employ more advanced nurse practitioners.

locally Neyland

There is a critical need to retain a GP Surgery, as you cannot register for other GP's.

Availability to attend the surgery and actually see the local GP

IF POSSIBLE TO MAINTAIN SURGERY IN NEYLAND. HAPPY TO TRAVEL TO ARGYLE STREET. HAD BETTER SERVICE WHEN ARGYLE RAN ST CLEMENTS

I would prefer to being/ keep all current services. As a mum of 2 children under 5, I find myself at the doctors most months.

I would like the GP services to be delivered as before. I choose to live in Johnston because of the surgery which has been excellent, was in
the village and within walking distance

Screen Name Redacted
8/31/2022 03:48 PM

GP Services to be as they were 10-20 years ago!!!

Screen Name Redacted
8/31/2022 03:49 PM

Prefer an accessible surgery within 5-7 miles of my home.

Screen Name Redacted
8/31/2022 03:49 PM

Need a DR here as there’s no way you can get an appointment in P/Dock DR surgery

Screen Name Redacted
8/31/2022 03:51 PM

I would prefer to see a GP face to face

Screen Name Redacted
8/31/2022 03:53 PM

The same as at present.

Screen Name Redacted
8/31/2022 03:55 PM

In Neyland.

Screen Name Redacted
8/31/2022 03:56 PM

As far as possible, the same as present.

Screen Name Redacted
8/31/2022 03:59 PM

Hopefully we don't have to move surgery and or some other can be found to resolve the problems present.

Screen Name Redacted
8/31/2022 03:59 PM

I would prefer for things to stay as they are. We need our surgery in Neyland

Screen Name Redacted
8/31/2022 04:01 PM

Same as they are now or better not WORSE

Screen Name Redacted
8/31/2022 04:05 PM

Local. It's not fair we may need to travel. The last thing anyone wants to do when you’re unwell is travel a distance to see a GP.

Screen Name Redacted
8/31/2022 04:06 PM

VEY HAPPY WITH THE CARE I RECIEVE AT NEYLAND/JOHNSTON AT THE MOMENT

Screen Name Redacted
8/31/2022 04:06 PM

I would like to see them based locally and be more accessible.
BACK IN JOHNSTON

Through a GP practice or Health Centre

Locally available in St Clement's surgery moving forward. Including access to nurses, doctors and other professionals.

I would prefer it to be still running, maybe a mobile unit for patients.

Robert Street, Milford Haven.

Preferably to be continued through the local surgery, mainly Johnston

See number 3 below - surely patients must be their first priority - what is a GP for? They should be accessible on more occasions - they are very well paid for doing less work - who else can sick people go to as a starting reference.

A GP PRACTICE IN THE TOWN PREFERABLY AT THE CURRENT LOCATION

have appointment by face, quicker appointment.

Many elderly people in Neyland - the present service are needed to continue.

Home visits.

At a Neyland based surgery.
The same as it's always been.

Same as it is now. There has always been a doctors surgery in Neyland and I wish for that to continue.

I expect to be able to make an appointment and SEE a doctor when needed in NEYLAND.

Every town should have access to their own GP surgery and be able to see a Dr on appointment basis not ringing early basis!

St Clements's surgery to continue providing the excellent care and support they have always given.

To stay in Neyland.

A Neyland based surgery for easy access to health services.

Services need to be local for local people to access without having to travel.

Would like to keep the GP service as it is now.

I would like to have the same GP service.

Just as they are now.

To be truthful I'm not quite sure as I have been part of Neyland surgery all my life and they have been brilliant.

By a local GP or Hospital.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 05:01 PM</th>
<th>As a few years ago. Also ability to make appointments for non urgent visit in advance. Avoid the half hour phone call at 8am.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:03 PM</td>
<td>Somewhere within a 5 mile radius. Ability to submit repeat prescriptions online and collect from pharmacy locally. Ability to book appointments easily.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:05 PM</td>
<td>To be continued in Neyland, a new GP to hopefully be recruited.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:06 PM</td>
<td>Don't know.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:07 PM</td>
<td>Continue as is now.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:09 PM</td>
<td>Locally</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 05:11 PM</td>
<td>I would wish there to be a surgery in Johnston.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:28 AM</td>
<td>To continue as the GP surgery provides as it is</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:30 AM</td>
<td>To keep Neyland and Johnston surgeries as they are but be able to get an appointment with a doctor or nurse practitioner</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:31 AM</td>
<td>I would prefer them to remain as they are now, but with better access to obtaining appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:33 AM</td>
<td>Remain the same. Current service is consistent and well located</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:34 AM</td>
<td>To stay the same as it is now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 08:35 AM</td>
<td>A surgery within 5 miles</td>
</tr>
</tbody>
</table>
At the premises already provided

As close to current level as possible

A local P surgery with easy access to appointments

For some other provider to take on the contract or the current provider to be supported to continue to provide their excellent service

Preferably with Doctors and Nurses based in the Neyand area

Would rather it continue as has been

I WOULD PREFER THAT ACCESS TO GP REMAIN IN NEYLAND. HDUHB SHOULD ASSIGN A GP TO THE PRACTICE

HAVING BEEN A PATIENT AT NEYLAND SURGERIES FOR 70 YRS+ AND DEPENDANT ON WARFARIN. I STILL USE THE SURGERY FREQUENTLY FOR TREATMENT AND MONITORING MY I.N.R. LEVELS. NEYLAND SHOULD MAINTAIN THE USE OF THIS FACILITY.

Staying the same as it is now.

To return to the running of it as it used to be. Phone then get an appointment

Same as it is now

To be continued as it is now

stay the same
SERVICES SHOULD REMAIN IN NEYLAND.

I would prefer to still have local services. it would be nice to be able to order medication online

In the same way

I prefer a small local GP surgery that is contactable and available Monday-Friday

I would prefer them to remain as they are

I would prefer to have a local doctor that I can talk to when I need to

Continue as normal

Locally in Johnston

Locally in Johnston

yes

We need a doctors surgery in Neyland

To remain same service in Neyland

Require salaried GP's to keep running local practice for benefit of the community to prevent travel to a GP, especially if unwell.
We need a Doctors Surgery to continue in Neyland

To remain open.

A surgery in Neyland.

Definitely MANAGED practice.

Same as now or better.

Its vital we have a Surgery, there are no Surgerys to have, we need our doctors.

I expect Hywel Dda to provide a GP based in Neyland. I have paid National Insurance since 1958 and expect some help now.

To stay in Neyland

I would like a replacement doctor in Neyland.

To have a surgery in Neyland

Face to face

We need to keep our surgery.

Preferably I would like a continuation of the same set up of services that we have in Neyland.
Same as now but with more FACE TO FACE

Yes!!

We need a Doctor and a Surgery to continue in Neyland.

On a like for like basis.

I would prefer a local hub

Access to a similar practice within a similar geographic distance

Obviously I want them to stay in my area. I am not in very good health and this could be a problem for me to get to another area.

In Neyland or Pembroke Dock

To be able to have a face to face appointment with a regular doctor at the same surgery.

As near to the present system as possible

prefer services to be continued

To have access more to our local GP

Would like to have an appointment face to face with my GP

We need a doctor in our hand, because I have 3 children (including
one baby) under the age of 18. So they can't travel on their own.

I would like it to remain the same I have always received excellent care from this G.P. surgery.

NOT by telephone. One to one with doctor at a local clinic

We need a surgery because we have 3 children that needs a doctor on hand.

Locally

By the current GPs

To have a decent service would be good. present services next to non-existent

I would prefer the surgery to stay open. I would prefer to access services in the same location, by a dedicated team. other surgeries are already over stretched - I do not want to join these.

To remain in the town of Neyland.

To continue.

At a doctors surgery in Neyland with doctors and a team offering face to face appointments. Surgery also able to offer blood tests etc. by nurses

I WOULD LIKE TO CONTINUE BEING ABLE TO USE NEYLAND HEALTH CENTRE.

Stay with Neyland Surgery
prefer a surgery to be situated in Neyland

To remain at current surgery location. Service needs to be provided in Neyland.

To still deliver an emergency programme where medical attendance can still be given if needed

Services to be carried out at Johnston surgery by both GPs and Nursing staff.

Ideally as close as possible if not in walking distance or a short trip by car

Same as now

I WOULD WISH TO CONTINUE WITH THE PRACTISE WITH HOPEFULLY DOCTORS WORKING FROM THAT PRACTICE FULL TIME

Revitalised as before both Neyland/ Johnston surgeries. No other alternative is feasible.

LOCALLY ACCESSIBLE SURGERY

In a GP surgery similar to what Neyland currently has

SAME AS NOW

On preference, I would choose to stay with my surgery.
I would like my GP practice in Neyland. I would also like continuity.

At local surgery.

I would like the problem sorted, and obviously keep surgery's open in Neyland and Johnston, otherwise I would have to go elsewhere.

I would like to be able to access a GP locally, face to face. I would like to be able to book either an emergency same day appointment or make an appointment in advance. For me local, friendly and helpful staff is very important.

To maintain the status quo. To have a local practice adequately staffed to serve the very large community in order to return face to face consultations if the condition requires it.

Back to normal appointments which can be booked at any time of the working day - not just in the first 30 minutes between 8-8.30am.

WITH A LOCAL SURGERY OR ONE WITHIN ABOUT A 5 MILE RADIUS.

To continue as if is at present- at Neyland Surgery.

As they are now.

To remain where they are in Neyland surgery. When the surgery was part of Argyle street a number of years ago, it was difficult to get through, difficult to get appointments and I would not want to go back to this.

At a traditional GP centre that has served a local area for many years.

face to face.
Screen Name Redacted  
9/01/2022 10:25 AM

NEYLAND + JOHNSTON ARE EXCELLENT WOULD LOVE FOR IT TO STAY.

Screen Name Redacted  
9/01/2022 10:28 AM

As local as possible

Screen Name Redacted  
9/01/2022 10:30 AM

Stay at Neyland + Johnston Surgery

Screen Name Redacted  
9/01/2022 10:36 AM

In Neyland, with a pharmacy in Neyland.

Screen Name Redacted  
9/01/2022 10:39 AM

The practice should continue as it is. There are enough patients in the area and the surgeries exists and are in good condition.

Screen Name Redacted  
9/01/2022 10:42 AM

Unsurprisingly. A GP surgery with nursing staff in the local area, i.e. Neyland.

Screen Name Redacted  
9/01/2022 10:47 AM

Neyland - local surgery

Screen Name Redacted  
9/01/2022 10:51 AM

To remain the same as it always has bee for the last 50+ years.

Screen Name Redacted  
9/01/2022 10:52 AM

Same as now.

Screen Name Redacted  
9/01/2022 10:56 AM

To be able to have access when needed with good doctors.

Screen Name Redacted  
9/01/2022 10:57 AM

Sooner the better. Not been able to make appointment for years.

Screen Name Redacted  
9/01/2022 10:59 AM

Preferably within a distance of 5 miles.

Screen Name Redacted  
9/01/2022 11:00 AM

I would like to see the service remain in Neyland.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:05 AM</th>
<th>Locally</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:06 AM</td>
<td>Local.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:10 AM</td>
<td>Efficiently and a bit better managed (whoever manages). Current a admin sadly does not explain workload to their customers.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:15 AM</td>
<td>Great effort must be made to provide some level of service in Neyland.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:17 AM</td>
<td>hope the service could continue as it has always been</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:17 AM</td>
<td>I want to see my own Dr in my own surgery in Neyland.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:19 AM</td>
<td>from surgery in nayland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:24 AM</td>
<td>to be able to access a doctor in my area (nayland) to be able to have an appointment quickly. to book a longer appointment if to enable discussion with a GP not just 10 mins or less when you have other issues.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:27 AM</td>
<td>As it is now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:28 AM</td>
<td>how about access to a GP in nayland, you have one you can call in the morning and be seen the same day</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:29 AM</td>
<td>Yes</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:29 AM</td>
<td>would prefer to have a surgery in nayland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:29 AM</td>
<td>As they have been - locally, efficiently</td>
</tr>
</tbody>
</table>
In person GP and nurse service available within walking distance within Johnston area, Neyland or Milford Haven. Also prefer surgery if not as now in Milford not with a female GP available.

Stay in Neyland

As previous

Face to face in a surgery in Neyland.

As they are up until now

doesn't matter what we say if the GP's are not going to take on Johnston. Will have to do what the board say.

Phone/video consultations to continue where appropriate. More availability

Dr R Phillips, Neyland.

As it is, it works well

to keep Johnston surgery open

I would prefer to have a GP surgery as local to me as possible with practice nurses on site too

At a local surgery in Neyland.
Stay in Neyland

A local surgery in Neyland.

I won't have a surgery in my town

As a traditional GP service

GP consultations via phone or in person at least 3 days a week in Neyland plus nurse practitioner or practice nurse appointments daily

as it is now

yes

To continue as they were. Please find a partner

I prefer to visit a GP in person

as they have been, locally efficient

I am thinking of the wider picture i.e. services being initial diagnosis (GP in person) follow up nurse at a venue (maybe village hall) medication (chemist that can deliver when you can't pick up)

please can we keep Dr Phillips Neyland Surgery

Do not mind - within 15 miles ideally
I would prefer them to stay the same as they are now.

Ideally a doctor in a surgery within 5 miles of my home.

As they are now. Both in Neyland and Johnston surgeries are easy for me to get to.

in person GP + nurse service available within walking distance

stay in n neyland

I am unable to understand this. (As his mum and carer - I think he needs a small, non-busy surgery).

as previous

as they are up until now

As now!!

phone/video consultation to continue where appropriate. more availability.

Would like it to be within a 5 mile radius and easily be able to make an appointment within a few days (up to a week) of needing one.

i would prefer to have a GP surgery as local to me as possible with practice nurses on site too

I would like to be able to choose what alternative surgery I will go to. I do not want to be automatically assigned one as I know the service of many are poor, i.e. Robert Street/ Argyle Street. The Neyland surgery has been fantastic. Happy to do telephone/ video calls if it helps.
health board to take over neyland surgery

Face to Face appointments.

AS IS NOW!

Access to GP to remain in Neyland.

i would like an accessible surgery within 7 miles of my home

Stay the same.

to stay in neyland

Face to face appointments at surgeries. Easier to make appointments. Maybe more nurse practitioners.

The same or similar to that existing.

A surgery in Neyland/ Honeyborough

to be able to get an appointment when i need to, to access a GP service easily not how it is now

i do not drive, neareast surgery for me

i would prefer to still be able to use the neyland and johnston surgery
| Screen Name Redacted | 9/01/2022 12:34 PM | to stay in neyland |
| Screen Name Redacted | 9/01/2022 12:36 PM | I would prefer to continue with a GP run practice in Neyland. |
| Screen Name Redacted | 9/01/2022 12:37 PM | face to face appointments with a GP at another practice. repeat prescriptions and minor problems covered by local pharmacist |
| Screen Name Redacted | 9/01/2022 12:37 PM | I would like an accessible surgery within 5-7 miles of my home. |
| Screen Name Redacted | 9/01/2022 12:37 PM | as at present |
| Screen Name Redacted | 9/01/2022 12:39 PM | Just to know we have a doctor would be a blessing? |
| Screen Name Redacted | 9/01/2022 12:41 PM | Via Johnstons surgery. Certainly not amenable with any Haverfordwest practices. |
| Screen Name Redacted | 9/01/2022 12:42 PM | Doctors in surgery that I have access too. |
| Screen Name Redacted | 9/01/2022 12:43 PM | Within Neyland. |
| Screen Name Redacted | 9/01/2022 12:45 PM | Have face to face appointments not telephone. |
| Screen Name Redacted | 9/01/2022 12:55 PM | Local doctors in area |
| Screen Name Redacted | 9/01/2022 01:00 PM | What do you think we need to have full medical staff in surgery - Drs, nurse practitioners, nurses. More fulltime less part time staff. So much money being paid for locum services!!! |
| Screen Name Redacted | 9/01/2022 01:01 PM | Locally- in person |
Preferably by Neyland Medical Centre who are brilliant. It would be a travesty to lose them.

In the same practice in the same way.

As they are now.

To have face to face appointments.

As usual, via dace to face appointments or a phone call if this is appropriate.

Would be lovely to go abck to seeing Drs face to face.

Easily accessible to all. If possible to stay as it is.

I found Johnston Surgery and it is on my doorstep to lose this would let a lot of people down.

Face to face as it should be!!

I would like a GP in Neyland.

We need to have a surgery in NEyland for the young and the old how will someone who is old be able to go to another surgery that maybe a good journey away.

A local doctors surgery with doctors providing face to face appointments. And a doctors assigned to me so I can build relationships with them.

Naturally it would be preferable if there was a GP service in Neyland.
Screen Name Redacted  9/01/2022 01:23 PM
Local Surgery

Screen Name Redacted  9/01/2022 01:27 PM
face to face or over the phone

Screen Name Redacted  9/01/2022 01:28 PM
as they are now

Screen Name Redacted  9/01/2022 01:28 PM
Still able to go to St Clements

Screen Name Redacted  9/01/2022 01:29 PM
as they are now

Screen Name Redacted  9/01/2022 01:31 PM
visit a surgery near me

Screen Name Redacted  9/01/2022 01:33 PM
I WOULD PREFER TO RETURN TO BARLW HOUSE SURGERY, MILFORD HAVEN, WHO I WAS WITH FROM BIRTH TO 2020 (50 YEARS). WHEN I MOVED TO NEYLAND, I WAS FORCED TO CHANGE TO NEYLAND SURGERY, AGAINST MY WILL, EVEN WITH NEYLAND BEING MILFORD HAVEN SA73 POSTCODE

Screen Name Redacted  9/01/2022 01:33 PM
if possible i would like to see johnston/neyland surgery to stay as as surgery, there are a lot of elderly people in the community and they rely on having a GP surgery close at hand.

Screen Name Redacted  9/01/2022 01:34 PM
I would live the GP practice to remain as it is today.

Screen Name Redacted  9/01/2022 01:39 PM
I DONT WISH ANY CHANGES!! i would like neyland and johnston surgeries to stay as they are now. they and the staff give very very good service but need a new doctor!!

Screen Name Redacted  9/01/2022 01:41 PM
I WANT THIS SERVICE TO CONTINUE IN NEYLAND AND JOHNSTON.

Screen Name Redacted  9/01/2022 01:41 PM
the same as they were 12 years ago
If possible home visits if and when I needed has I have walking issues

a return to pre-covid service, working from Johnstown surgery as well as Neyland. There are many older residents living in Johnston who struggle to get to Neyland

I would like a Dr in my local area I can easily get to and for my elderly parents. Prefer face to face consultations

As at present

I WANT THE SERVICE TO CONTINUE FROM NEYLAND AND JOHNSTON. THIS IS A LARGE POPULATION OF PEOPLE AND TO DISPERSE THEM TO OTHER LOCAL SURGERIES WOULD BE UNFARE TO THE EXISTING WORKLOAD THEY ARE EXPERIENCING AND PUT EVEN FURTHER RISKS TO A PATIENTS SAFETY AND WELLBEING.

Face to face appointments

A Neyland surgery

Local - appointments more available

Ability to have face to face appointments with doctors when needed

At the same practice

As local as possible to Johnston current surgery

Ideally with the same Drs and staff
same as now

same - at neyland surgery

Locally as before, by excellent doctors as before. The ability to see a doctor face to face without having to travel too far as we are both pensioners and sometimes can't physically travel far

as they are provided now

As it is as the present time it is a small local practice with a personal service with easy access and part of the local community

By telephone appointment, where you can call any time the surgery is open (not between 8 & 9am only) I am also happy for the Dr to call back if required.

Locally

No change at all

In person

STILL TO HAVE A SURGERY IN EITHER NEYLAND OR-AND JOHNSTON. EASE OF ACCESS IS PARAMOUNT.

Exactly the same as they are now.

I would like a GP in Johnston and Neyland
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:27 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue as before but easier to have face to face contact</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:28 PM</td>
</tr>
<tr>
<td>Access to another practice in a similar geographical distance</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:28 PM</td>
</tr>
<tr>
<td>Via GP locally in Neyland and Johnston</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:29 PM</td>
</tr>
<tr>
<td>Via GP locally Neyland and Johnston</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:29 PM</td>
</tr>
<tr>
<td>Local surgery/centre in Neyland</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:30 PM</td>
</tr>
<tr>
<td>Local doctors in Neyland</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:31 PM</td>
</tr>
<tr>
<td>Would prefer GP services to stay in Neyland</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:31 PM</td>
</tr>
<tr>
<td>close to home</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:32 PM</td>
</tr>
<tr>
<td>As normal, and just let them do their job</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:33 PM</td>
</tr>
<tr>
<td>Access to GP</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:34 PM</td>
</tr>
<tr>
<td>Same as they are now only better meaning actually getting an appointment instead of phone calls.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:34 PM</td>
</tr>
<tr>
<td>The same as it has been for many years</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:36 PM</td>
</tr>
<tr>
<td>Via a surgery located at Johnston, Neyland or Milford Haven or Pembroke Dock NOT Haverfordwest. Via telephone also acceptable</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 02:36 PM</td>
</tr>
<tr>
<td>Same as they are now</td>
<td></td>
</tr>
</tbody>
</table>
By having access to the surgery in Johnston

As close to the service as we currently have!!

that services are maintained and that we retain a local gp service

local surgery as in the past

every effort should be made to maintain some level of service in neyland

face to face with a doctor sat at the desk #BROKENBRITAIN

the same as they are now

I AM 83 YEARS OF AGE WITH CANCER, BLOOD AND BONE. I ALSO GET EXTREMELY OUT OF BREATH AS I SUFFER WITH COPD. I NEED TO HAVE GP SERVICES LOCAL

STAY AS IT IS

As it is now! Local, easy to get to without public transport.

In my local area.

Given my mobility problem and ongoing health problem I would like Johnston surgery fully staffed with a GP

LOCAL ACCESS TO MEDICAL HELP AS NOT HAVE TRANSPORT
I would prefer the service to stay in Neyland until enough GP's to serve the area- failing that it could perhaps be staffed by Nurse Practitioners as a first port of call

PREFER IT TO REMAIN UN-CHANGED

DONT KNOW

A normal surgery as provided in the past.

as currently available at neyland

GP service in Johnston as it is at present

as they have been in the past

IN PERSON

Prefer to go to a GP surgery

the same as they are now

i expect to have GP services in my home town, at the very least. with over 3 1/2 thousand residents in this area it should be a priority!! argyle surgery also having its own problems and cannot help us.

we all need access to health care as human beings. we all deserve to be treated as some. i would like to be the same as it is now.
keep the surgery open and make every effort to recruit more doctors maybe advertise the benefits of living in Neyland

telephone consultation and video call surgery consultation only when necessary online prescriptions

I'm 87 and hate change

Local GP surgery- within a few miles of home

As at current levels

By attending a Dr's surgery

face to face in a local surgery preferably in walking distance

I would prefer as they are now with a surgery and a pharmacy IN NEYLAND (and Johnston)

In person rather than over a phone maybe??

with a health centre in Neyland as we have now

same as before

Ideally within a local surgery that has room to accommodate new patients if a new partner cannot be found for Johnston and Neyland Surgery

maintain local surgery in Neyland and Johnston
| Screen Name Redacted | I WOULD PREFER THAT A GP SURGERY REMAINS IN TOWN. I UNDERSTAND THERE HAVE BEEN RECRUITMENT ISSUES BUT MAYBE GPS FROM OTHER SURGERIES COULD BAND TOGETHER + GIVE A MORNING/AFTERNOON OF THEIR TIME ONCE A WEEK IN ORDER TO KEEP THE SURGERY OPEN. |
| Screen Name Redacted | Enough doctors available to obtain proper appointments with out those doctors being stressed with overwork. House calls available if necessary |
| Screen Name Redacted | Like to see Drs 24/7 |
| Screen Name Redacted | Return to face to face consultations away from phone consultations - I have hearing problems and find phones difficult |
| Screen Name Redacted | To continue with access already held. Improvement to access appointments and telephone contact would be good |
| Screen Name Redacted | perhaps we need to go back to queues in surgeries, with no appointments and visiting Gps/nurses. |
| Screen Name Redacted | I would prefer to still be able to access the surgery in Neyland. Its a vital part of our community by having one GP retire, we still have 2 fantastic drs in Neyland/Johnston, surely having one or 2 is better than having none |
| Screen Name Redacted | I would prefer the services to remain as they are, it is an excellent practice and can easily get appointments when needed. |
| Screen Name Redacted | Same as previously |
| Screen Name Redacted | I would like GP services to be available and responsive |
| Screen Name Redacted | By a doctor who can see you in person |
I would like the Neyland and Johnston Surgeries to continue where they are.

1. By locum doctors 2. By doctors from adjacent surgeries on normal Neyland/Johnston hours+ days.

Neyland service only.

I would prefer to still have a GP surgery in the village. For personal contact with a GGP.

To stay in Neyland.

To be continued at either Johnston or Neyland surgeries.

I would prefer to be able to attend a local surgery when necessary.

As before, in our local surgery.

To remain within Neyland but with more access to a doctor.

Access should continue locally- surely there is a responsibility by Hywel Dda to provide this? Improved face to face access made easier.

Access to a GP by an appointment system plus emergency appointments available when required.

GP SERVICES SHOULD BE DELIVERED IN NEYLAND, ALL TOWNS SHOULD HAVE ACCESS TO A GP WHERE THEY LIVE NOT HAVE TO TRAVEL TO ACCESS THESE SERVICES (SAME GOES FOR WITHYBUSH HOSPITAL.
BY GP’S BASED IN MY TOWN

face to face in Neyland as present.

I would still prefer to have a surgery in Neyland. If it snot going be, I would prefer near as possible

Same as it has been up until Dr Zangoras left.

By a GP surgery in my local area

Obviously would like services to continue in the area or as close as possible

TO HAVE 3 LOCUMS IN NEYLAND/JOHNSTON SURGERIES, 5 DAYS A WEEK, FULLTIME.

TO STAY LOCAL

To remain the same

I Would still like to be seen by a GP, face to face

TO MAKE AN APPOINTMENT TO SEE A DOCTOR ON THE DAY ANY TIME

BY ST CLEMENTS SURGERY AS AT PRESENT

To remain the same
I WOULD STILL LIKE MY PRESCRIPTION TO GO TO NEYLAND CHEMIST OR DELIVERED TO HOUSE I WOULD LOVE TO BE ABLE TO GET AN APPOINTMENT

As they are now Dr. Phillips is an excellent GP

1. By telephone without having to call + wait at 8am. I have a ‘pay as you go phone’ so it's hard to make a telephone appointment. 2. By visit to surgery subject to conversation with Doc on phone 1st.

I would require the same service as now if not better

in a more improved way!

filling this on behalf of my son who is 4. It is such a worry to think we will not be able to access a Dr as local as Neyland or Johnston as a parent it is such a worrying time & I think we will struggle to get a GP appointment if our kids are ill. KEEP NEYLAND SURGERY.

as they were pre-pandemic, when you are sick, you phone for an appointment face to face with a GP

the same as it is now

I prefer the GP service to remain local to me, this is the reason I registered with Johnston, I have never had a problem with the service they provide, always been a good standard of care and I wish this to continue. This make logistical sense for the service to remain local to the people that access it.

In a local surgery in the town of Neyland. To all equally regardless of age, gender, disability, race, orientation, marital status or religious belief!

i will most likely move to a different local practice - ideally there would still be a GP available in Neyland, but if not, the choice to move to
another surgery of our choice would be ideal

LOCUMS AT OUR SURGERY

i want to be able to call anytime of day and arrange a call back from a dr. will accept next day.

AS THEY ARE NOW

as a normal practice i.e where it is delivering as the service, face to face time with dr. i contracted vestibular vertigo and i have now been seen by any dr since the beginning some 2 years ago

Would like the practice to remain and carry on like it always has

i would like to contact for GP services

I WOULD LIKE EASY ACCESS TO SEE A DOCTOR

Works well so as now

for young people online dr is may be good for people that who want to see the dr

face to face

FACE TO FACE INSTEAD OF A PSYCHIC ASSESSMENT OVER THE PHONE

local surgery
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/02/2022 10:49 AM</th>
<th>TELEPHONE CONSULTATIONS AND VIDEO CALL HOME VISIT WHEN NECESSARY ONLINE PRESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:49 AM</td>
<td>face to face</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:50 AM</td>
<td>face to face</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:50 AM</td>
<td>Local GP</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:51 AM</td>
<td>another gp practice to be made available to patients within the area</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:51 AM</td>
<td>Local and accessible with GP + Nurse practitioner</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:54 AM</td>
<td>A GP in the local area and a nurse practitioner Open Mon-Friday + Saturday morning</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 10:58 AM</td>
<td>reduce the time it takes to answer the phone when you call the surgery make it possible for consultation appointments before something becomes painful or serious the surgery is under resourced moving it will not change that</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 11:00 AM</td>
<td>make it easier to make appointments. perhaps a non-emergency line. allow patients to see the same doctor who is familiar with their medical history</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 11:00 AM</td>
<td>in the same building</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 11:01 AM</td>
<td>as it is now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 11:01 AM</td>
<td>access to a doctor at neyland surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 11:01 AM</td>
<td>I really would prefer if there were no changes to how GP services</td>
</tr>
</tbody>
</table>
would be delivered in my area. I think that's the only way I can answer this question.

AS AT PRESENT

Near as possible to Neyland. With access to GP, preferably like the old days when you can speak face to face

THE SAME AS THEY ARE BEING DELIVERED NOW, LOCAL SERVICE FOR LOCAL PEOPLE

IDEALLY WITHIN A 3 MILES AREA AROUND NEYLAND

I would prefer services to remain in Neyland even if that is with locum doctors

The same, with the hope to recruit more GPs.

Remain the same by recruiting GPs or provide the same in a local practice.

I want my surgery to be in Neyland.

I would like to be able to see a Dr when i need one.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/02/2022 02:45 PM</th>
<th>Still based in Neyland.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 02:48 PM</td>
<td>Back to face-to-face with DRs ASAP at all times.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 02:52 PM</td>
<td>To keep our surgery + to actually be able to see a Dr face to face.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 02:54 PM</td>
<td>As they are delivered at present.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:08 PM</td>
<td>Existing system was very good with nurses on site to do tests + save long journey to hospital. But Covid method of obtaining GP appointment be removed (see below)</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:10 PM</td>
<td>As previous prior to retirement of Doctor.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:29 PM</td>
<td>By Doctors and Nurses from Neyland Surgery. And improved phone contact.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:33 PM</td>
<td>Hopefully to stay the same.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:40 PM</td>
<td>I would prefer for new Gp to take over the existing practice. Neyland needs its own Gp practice. To foist thousands of people unto other GP practices in other towns is unrealistic.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:43 PM</td>
<td>No different. A GP in my own town. I don't want to travel elsewhere.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:45 PM</td>
<td>Same as now.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:47 PM</td>
<td>Locally</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/02/2022 03:50 PM</td>
<td>ummm- Locally</td>
</tr>
</tbody>
</table>
From Neyland or Milford Haven.

Continuity of present day arrangements

As they are at present from a recognised doctors surgery.

Prefer to stay the same.

In the ideal world i would like a Gp practice within working distance, staffed by knowledgeable + friendly staff. I'd like to be seen the same day for emergencies + within a reasonable time frame for non-urgent matters.

Face to face as i have trouble on the phone explaining.

The same way as they are now.

To stay in Neyland or Johnston and to see the Doctor more than on the phone.

Face to face with a Doctor in our local surgery.

We need our surgery and to see our doctor face to face. Life is hard enough without having to journey even further than i do at the moment.

For the GP practice in Neyland to continue with more Gps (new). GP services are already stretched to maximum capacity in Pembroke Dock. Many thousands of people will suffer if Neyland GP practice shuts.

Local Surgery
By a local GP practice situated within Neyland

With full time GP's not just locums as patients need to build trust and confidence with a regular practising GP as it is at the moment. Also, the surgery needs to be local within my area again as it is at the present

The same as it is in Neyland/Johnston.

Locally, with one to one appointments. No telephone interviews or diagnoses by telephone staff. Regular medical check ups, follow ups on blood tests, extrays, scans etc.

As is the current provisions at present. Phone calls then face to face if need be.

Local surgery in Neyland.

As pre Covid.

Would like a face to face appointment with the doctor.

would like a face to face appointment. Regular check ups.

Would like a face to face appointment.

By a local GP surgery.

As pre Covid.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Time</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9/06/2022 01:13 PM</td>
<td>With Gp Surgery that is open and preferable with a new health board. HUHB is not fit to serve the people of Pembrokeshire.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:16 PM</td>
<td>At local surgery with doctors.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:22 PM</td>
<td>In a surgery with full access to GP, nurses, and over-phone advice. Also, i have repeated prescription and would prefer not to travel too far for them.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:27 PM</td>
<td>I would like a surgery kept in Neyland because my health requires the need for doctor to be within walking distance.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:29 PM</td>
<td>Continue as service is now at St Clements.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:31 PM</td>
<td>In Neyland at a surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:34 PM</td>
<td>Like to see DR's 24/7</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:41 PM</td>
<td>I would like to see Johnston surgery remain open as it si easier for me to travel/ get to the surgery to see a doctor as and when required.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:51 PM</td>
<td>I would like GP practices to remain in Neyland and even if another practice is serving the clinic i would like there to be some continuity of personnel to ensure consistency of treatment.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:54 PM</td>
<td>Access to a GP by an appointment system + emergency appointments available as required.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 01:57 PM</td>
<td>The same.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:01 PM</td>
<td>As they were before the pandemic. To be able to see a doctor in person.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>For a surgery to remain in Neyland.</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Local surgery</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Why can't things be like they are. NHS should take over the clinics. Not everybody cannot pay private, i can't.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would prefer Neyland health centre to remain open.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>In Neyland! Most other surgeries are full or struggling. We shouldn't have to leave our town for care.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would prefer GP services to continue as they are, or within a reasonable distance, owing to work commitments.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Continue as before and aim to improve accessibility. Make the position more attractive. Advertise more widely. Offer more pay &amp; pecks. (The area needs better schooling, better housing, better transport, that's why you can't find new GPs)</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To have a surgery in Johnston.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Would prefer more face to face, but video call, email + WhatsApp should be more available. Most people are use to remote communication these days.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>At a local surgery.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>With a population of over 3,700 people in Neyland, It desperately needs a fully operational doctors surgery.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As they are now from a recognised doctors surgery.</td>
<td></td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:50 PM</td>
<td>Would prefer Robert Street GP services as my wife is registered there.</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:54 PM</td>
<td>Very concerned. As we really appreciate the service we already get, it would be sadly missed if no longer available.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:57 PM</td>
<td>Continue to be local.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:07 AM</td>
<td>Very concerned. As we really appreciate the service we already get, it would be sadly missed if no longer available.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:10 AM</td>
<td>To still be able to come to Neyland surgery and see a Dr.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:14 AM</td>
<td>GP services at Johnston as it is at present.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:17 AM</td>
<td>As a surgery as it is now.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:20 AM</td>
<td>We need a surgery here in Neyland.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:23 AM</td>
<td>To be continued at Neyland.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:27 AM</td>
<td>Face to face with GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:29 AM</td>
<td>At a clinic and able to make appointments.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:31 AM</td>
<td>At a clinic and able to make appointments.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:36 AM</td>
<td>I would prefer the surgery to remain open, but maybe change options on how you can visit the surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:40 AM</td>
<td>I would like a surgery kept in Neyland because my health requires the</td>
</tr>
</tbody>
</table>
need for a doctor to be within working distance.

I would be quite happy with the services provided for the last 20 years.

Local to where I live.

To be able to see a doctor if I feel I need to.

I would prefer to see a GP in a surgery locally.

A face to face doctor.

Locally by a surgery that let you make appointments and answers the phone.

Locally

GP practices need to be within a short drive from home.

I'd like my GP services to be delivered through Neyland and Johnston Surgery

As locally as possible.

Would prefer GP service in Neyland to continue. As a tax payer for 65 years, I (foolishly it seems) expect my taxes to go to the NHS services and to continued here.

In person or via phone call
IN person or over the phone where this is necessary.

Still in Neyland

It would be easier to answer this question if available options have been provided. In the absence of this I can only base my answer on my previous and existing experience of GP services. I would much prefer future GP services to be delivered locally, ideally in my hometown (Johnston) but I suspect that, in light of the current recruitment problems, this is unlikely. I have limited mobility and although I can drive, I think that in the future I would become dependent on public transport to access face to face services. The current system of telephone access to obtain an appointment is not ideal; if you're feeling unwell, or even when feeling OK, repeatedly trying to get through on the telephone is onerous, time-consuming and unsatisfactory. This is made worse by the need to call so early in the morning and then becoming dependent on a triage situation. Young patients may find this system satisfying but older people like myself find negotiating telephone triage and consultation difficult and impersonal. It occurs to me that access to advice could be initiated via email in combination with the telephone. Most people these days can use email and GP staff could deal with them in chronological order to make the system fair. The GP practice could provide a template for emails so that patients can provide the minimum information required. My main concern is that the NHS in trying to use up to date technology, may disenfranchise older or vulnerable patients. If services cannot be initially provided face to face, where the triage process is delivered from is irrelevant. It could be a remote warehouse dealing with multiple GP surgeries in the back of beyond. The pandemic has made most of us more circumspect about contacting the GP not wanting to use services wantonly. So that when we do try to access the system it has to take our needs seriously and provide a user-friendly approach. The important part for me is that when I need to actually see a GP this is available locally and within a clinically appropriate timescale. Ideally, I would also like to see GP surgeries offering extended hours—evenings and weekends. Working patterns have changed massively throughout the world of work and GPs need to provide a service that accommodates these changes.

Stay the same if possible.

Not having to travel far
Taking away Neyland surgery would have a huge impact on our community. It is a vital part of our town.

We would like GP services to remain in Johnston and Neyland, I would also prefer if politicians stop downgrading services in our local hospital.

Nurse led clinics in the surgery. Therapies in the surgery. HDUHB ought to appoint GP.

Face to face doctors appointment.

As no with a local GP service.

As they are at the moment locally

Hopefully to get an appointment if needed.

Face to face meeting with doctor or nurses.

I would like to be able to access GP services locally, the way i did before the pandemic.

I would like to be able to access GP services locally, the way i did before the pandemic.

More face to face appointments

More face to face appointments and routine appointment so don't have to take emergency appointment on the day.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Date/Time</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9/08/2022 12:09 PM</td>
<td>Carry on as before.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:21 PM</td>
<td>The same system as we have. (a) accessing GP, nurses etc from Neyland,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>via telephone or direct contact at my GP surgery. (b) If practice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>was amalgamated with Argyle still keep the surgery for visiting doctors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>such as a satellite GP practice.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:24 PM</td>
<td>Do not wish the service to change at all.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:29 PM</td>
<td>As is currently.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:34 PM</td>
<td>Need to be more GPs to access and a surgery at Neyland and Johnston.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:36 PM</td>
<td>To continue as they were as before.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:41 PM</td>
<td>Not having a surgery means i will have to rely on lifts from family +</td>
</tr>
<tr>
<td></td>
<td></td>
<td>friends, as i dint drive.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:44 PM</td>
<td>Remain a local surgery with familiar staff and doctors.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:48 PM</td>
<td>Locally, within a walking distance to my home.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:50 PM</td>
<td>Within the local community.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:54 PM</td>
<td>As they are currently (or have been). I'm aware of any alternatives.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>So thanks for all the transparency and additional information.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/08/2022 02:59 PM</td>
<td>To continue in the way they have been delivered previously. No change</td>
</tr>
<tr>
<td></td>
<td></td>
<td>needed. A local practice delivering an excellent service to local</td>
</tr>
<tr>
<td></td>
<td></td>
<td>residents.</td>
</tr>
</tbody>
</table>
Local services with access to a GP face to face at Neyland and Johnston surgery.

Local as it is now.

Same as now in St Clement surgery.

Hopefully the same Doctors who are very good.

As before with a fulltime surgery nearby with good access.

Same as present.

Remain as they are please!

Remain the same!

I would prefer it if the surgery remain open. How else do you expect to deliver a service? Everyone is struggling to access the care that they need.

I hope the GP service increase access to GPs specific to Neyland community.

I would hope that the service can find a way to remain.

In Neyland.

To stay in Neyland Get on with the promised medical centre.
Having a functioning and efficient GP surgery that offers phone calls to deal with less severe appointments.

Stay local to our area.

Do we have a choice A or B?? All patients want what NHS promised- a doctor available when needed at a local well run surgery.

IN our village- very worried.

Locally, preferably in Neyland.

Need to be able to walk to surgery.

From Neyland and Johnston surgery.

At one of the surgeries or somewhere local like community centre. Haverfordwest surgery if no other place available.

Would like GP services to remain in Neyland.

Carry on in existing location. Develop better online services.

Being able to access a GP locally

From a surgery based in Neyland.

Local services to stay open.

Same as they are !!!
Similar to what we have now. A medical centre in Neyland.

OK

Be good if services are local and accessible on bus route.

Back to opening Johnston surgery properly again.

I want a GP practice to be available.

To stay in Neyland.

As before.

I feel that a local surgery is essential, rather than any form of amalgamation, considering the size of the surgery’s current population.

I prefer a face to face consultation with a GP.

To be continued at current location.

We need local services. I have an elderly mother who is also registered at this practice.

Neyland surgery

To continue as they currently are.
I would still like to attend a doctors surgery in Neyland.

By a local surgery.

Ongoing.

Would be good to recruit more doctors etc.

I would still like a doctor surgery in Neyland. Would Argyle medical practice take it on?

I don't know the options.

?

As they are currently. Surgery needs to remain in Neyland.

Same as normal.

I would like it ot be the same as normal.

As local as possible.

Optional question (1259 response(s), 20 skipped)
Question type: Essay Question

How would you be affected if you had to access services elsewhere?

Travel is a consideration.
Both myself and family members rely on the surgery and would be affected travelling elsewhere.

It is hard enough getting appointments now so I dread to think what it would be like if merged with an already busy surgery. You have to take time of work just to be able to make a call. If I don't work I don't get paid and there doesn't seem to be any understanding of that. You can make no appointments in advance.

With great difficulty

Wouldn't be able to get there without relying on the awful public transport we have here in pembrokeshire

Great difficulty

This has already happened when we were part of Argle street bridge closures were a pain and if really poorly tracellibg was a problem

Not having access as and when needed

Travel and access to alternative practice as which practice is able to take on all of Neyland & Johnston patients if this practice ceases

Struggle with mobility, currently have joint care with GP and rheumatology

Driving further when unwell is not helpful.

Travel inconvenience. Potentially moving to a larger surgery which lacks the personal service and wait times are longer than we’re used to
It depends where elsewhere is, my wife does not drive, so if I am incapacitated she would not be able to attend without using a taxi or some other means of transport, so definitely not ideal.

We need local services.

Difficulty getting into another practice, difficulty getting to appointments that are further afield.

I would need taxi at a cost of 16 pound round trip.. and if ill taxi can refuse, if ill youd not be well enough to take bus unless its for something routine such as bloods e.g

I would be greatly inconvenienced.

Previously registered in a surgery in England and care and delivery of medical needs were much lower.

With the cost of living crisis it could be difficult to fund travelling further afield for a gp appointment.

More travel, more financial strain on me and my family. Stupid question

It's difficult to travel if you're ill

Unable to get to as non driver

Difficult as I am the primary carer for a person with severe mobility problems.
working couple with 3 children. And one of which is disabled. Require access to local doctors for the children's appointments. Having to travel would cause a logistical nightmare. Also partner doesn't have a car so would be unable to attend appts if I'm not there.

Not affected but my Dad will

Where else would you like us to go? All the local gp surveys are full! What about the elderly and non drivers

with difficulty as my husband is battling cancer

Well I can drive but others who can't would have a terrible time as busses are quite erratic.

I don't drive and have mobility issues so I would find it difficult

Less likely to bother.

We would lose the trust between us and gp

It would add stress and expense and mean that driving elsewhere would be necessary if I was ill

Would be hard when don't drive

I would be devastated and would struggle to go to a health care provider in a different area. I am in a difficult position health wise and rely on my local surgery. The staff are so helpful and know their patients incredibly well so I only have to pick up the phone to ask for help. It saves me having to get help from A and E.

It would be, not only, inconvenient but stressful, difficult, awkward and upsetting. Especially if I was feeling unwell and/or in pain or
discomfort. It can be difficult enough getting into the current surgery in Neyland. Also the impact on my elderly parents and relatives who do not have transport of there own and have difficulty walking. As we currently have to phone at 8am in the morning to make an appointment, and cannot make one for a future date, if an early time was given there could be great difficulty making the appointment in time which may have an adverse affect on the practise, other patients and me. The more difficult it is going to be to access a GP the less likely I am to bother a GP for what may seem like a small worry but is in fact more serious. I am also afraid my dependent family members may don ask for a lift to be taken to the surgery and may be suffering in silence

Screen Name Redacted
8/11/2022 09:39 PM

Very badly with a wife who is barely mobile and housebound.

Screen Name Redacted
8/11/2022 09:43 PM

Prefer not to

Screen Name Redacted
8/11/2022 09:51 PM

I would find it difficult to attend appointments

Screen Name Redacted
8/11/2022 10:19 PM

My Husband had complications from covid pneumonia and has brain damage. getting him any where is a chore but our Drs is only 5 mins from our house. to travel further would be a real challenge. Due to my increasing lack of mobility I probably won't be driving much longer. Busses are definitely not possible.

Screen Name Redacted
8/11/2022 10:44 PM

Would not be able to get to another gp as I don’t drive

Screen Name Redacted
8/12/2022 06:45 AM

I am a carer for my husband who cannot drive due to his health condition. He is reliant on me to drive him to appointments as there is no regular bus service. Getting an appointment in surgeries in Milford or Pembroke Dock would be impossible as these surgeries are already oversubscribed and not giving appropriate levels of care to the patients they already have! It would be impossible to get appointments when needed.

Screen Name Redacted
8/12/2022 09:32 AM

Travel costs

Screen Name Redacted
8/12/2022 09:32 AM

I work on the refinery about 25 mins from Neyland so travelling further
would mean me losing more time off

Screen Name Redacted
8/12/2022 11:07 AM
be more difficult with travel, fuel costs

Screen Name Redacted
8/12/2022 12:28 PM
I don’t drive the surgery is behind my house. Our child also has autism and would struggle if the surgery were to close.

Screen Name Redacted
8/13/2022 12:29 AM
Inconvenient

Screen Name Redacted
8/13/2022 11:24 AM
Totally impossible as I am unable to drive because of epilepsy and the local bus service is very poor

Screen Name Redacted
8/13/2022 08:53 PM
It would mean travelling further as well as trying to fit in to another GP surgery that already has issues with getting all its preexisting patients in

Screen Name Redacted
8/14/2022 11:01 AM
I would struggle I suffer with severe anxiety going new places and the staff at this surgery have always been so kind to myself ... once again we’d be adding more wait times to other already full surgery’s.

Screen Name Redacted
8/14/2022 03:45 PM
Inconvenient and high fuel costs

Screen Name Redacted
8/15/2022 08:23 AM
Would have to drive to any appointments

Screen Name Redacted
8/15/2022 10:46 AM
Time. Money. Convenient All surgeries are full possible and real problem accessing the service when you want it which would lead to more health issues and serious problems being delayed in being seen /treated

Screen Name Redacted
8/15/2022 06:15 PM
It would be an inconvenience

Screen Name Redacted
8/15/2022 06:25 PM
I have mobility issues and if I am unable to drive for any reason I would not be able to get there.
Not everyone in Neyland drives or has access to a car. Having to rely on public transport, that is not as frequent as larger towns and cities, makes the thought of travelling an extra stress/worry to add to possible ill health.

It would mean travelling outside the area (wherever our designated GP would be based) to access necessary appointments. Moving into the 60 age group, that would prove to have additional concerns, pending on health issues.

Travel could be an issue and if this means combining with another surgery then access would be even more challenging.

Travelling to the surgery for tests and treatment.

Losing continuity of care. Having to start over again at a new surgery and the logistics of getting to the surgery may be an issue for some.

Can not travel

Waiting times for appointments etc.

Harder to get appointments and I work for a GP surgery so would have to be careful as to where me and my family are registered in case of conflict of interest

I suffer with mental health issues so I’d like to have a certain doctor that can deal with my issues cause I have to explain my situation to a different doctor when I see them! I wouldn’t like to travel to a doctors when neyland surgery is local and it’s only up the road for patients.

I find it difficult as it is being housebound and public transport is not very good as I live just outside neyland and I have a child too. Making it even further away again would make it very difficult:

Not able to drive or access public transport after 5 o'clock in the evening. Not everyone has the luxury of affording taxi's to and from
Screen Name Redacted 8/18/2022 01:04 AM
I cant drive, and no local taxi company so I would have to relay on a family or friend to take me

Screen Name Redacted 8/18/2022 07:11 AM
Hugely. Lack of public transport and no way of getting around taxis are to expensive (one of the highest prices in wales) by closing or moving the surgery I would no longer be able to access the JP service.

Screen Name Redacted 8/18/2022 09:08 AM
Working full time with two children in school, would be a nightmare to have to travel and book appointments based around work/ school

Screen Name Redacted 8/18/2022 10:12 AM
Would be difficult

Screen Name Redacted 8/18/2022 10:31 AM
At present I would be able to go to a surgery in another area if I needed an appointment - this may not always be the case. Would a GP in another area be prepared to do a home visit if needed is the question?

Screen Name Redacted 8/18/2022 11:22 AM
Transport would be difficult.

Screen Name Redacted 8/18/2022 11:42 AM
As someone with Epilepsy I cannot drive, I would be unable to access services outside of the village without support

Screen Name Redacted 8/18/2022 12:21 PM
I would find it very difficult to go elsewhere as I care for my wife

Screen Name Redacted 8/18/2022 01:15 PM
I do have a car but wouldn't want to drive much further from home as I currently have to.

Screen Name Redacted 8/18/2022 01:59 PM
Difficulty in travelling to access services

Screen Name Redacted 8/18/2022 04:01 PM
i would probably die
Would not

More difficult to get an appointment and ti an appointment.

Fortunately, I would be able to travel locally should that become a last resort, but it would be interesting to know what surgeries in the area would have the spare capacity to take on an extra 7000 people, as I understand that some practices have closed books, and are not able to register any new patients.

I am disabled and would find public transport out of area very stressful and not meeting my needs due to poor mobility

That depends on where the service is sited

This would be acceptable to me at present as I am able to drive but if I had to use public transport I am not so sure I would be able to access services else where

I would not be able to. I have not been able to see a GP at Neyland when I have needed to for over four years. Even when I had a stroke, the GP totally ignored me. I know that the level of service from Neyland has been very poor for longer than that.

Poor mobility, insufficient transport links and, following the last time Neyland patients had to have Argyle Street Practice, bridge closures over the winter.

Very unhappy - this has been tried before at Argyle Street Surgery and proved to be extremely difficult - poor transport links to the surgery/ bridge closures over the winter.

Would not be happy without our local services

I would be fine if I could go to Manchester House in Milford Haven, it is closer than Neyland. Closing the Johnston practice has caused
issues.

Screen Name Redacted
8/19/2022 08:28 PM
No good for me I don't drive and the buses are very unreliable

Screen Name Redacted
8/20/2022 02:00 PM
I think this would affect me and many others, its hard enough now trying to see a doctor, but think it will only get worse if they close. Will take even longer if the other surgeries have to take on even more patients.

Screen Name Redacted
8/20/2022 12:16 PM
It would create significant challenges if the services are removed from the local area. My wife doesn't drive and I work overseas for extended periods. Local public transport is not particularly good or regular. Travel to surgeries further afield result in unnecessary travel by car and induce additional stress when trying to obtain appointments which fit in with available transport.

Screen Name Redacted
8/20/2022 02:43 PM
There has already been a reduction of services at Johnston surgery, meaning having to travel to Neyland. Although I am currently fit and healthy and drive, I am concerned by the travel distances in the future.

Screen Name Redacted
8/20/2022 02:43 PM
I would not have a problem but as I am able to drive but many in the community do not drive and the public transportation is limited

Screen Name Redacted
8/22/2022 10:35 AM
Wife has short term memory loss that is getting worse. If I needed GP services, she would have difficulty managing.

Screen Name Redacted
8/22/2022 12:09 PM
It depends where 'elsewhere' is! Locally in Neyland it would not be an issue.

Screen Name Redacted
8/22/2022 02:08 PM
It would not be a particular problem; having access to a better service is a much higher priority for me than its proximity.

Screen Name Redacted
8/23/2022 01:59 PM
It would be hard

Screen Name Redacted
8/23/2022 02:10 PM
I would have to travel 7 miles to either Haverfordwest or Milford Haven to visit a doctor, meaning I would have to drive there or ask
someone to take me as there is no regular public transport to those areas. That’s presuming either practice would take me on. However, as I’m now in my 70s & the state of our health service is in decline, I am seriously considering moving away from the area to access better health care.

As we live in this rural area, I would find it very difficult to travel a great distance to avail myself of a GP service elsewhere!!

Building relationship with new practice. Travel concerns.

Transport costs and time could be affected

I already have to pay £30 a visit via taxi to either surgery. I would only avoid this if I was registered in Haverfordwest surgery.

I work full time as a manager and it is not easy to access appointments in normal working hours let alone having to travel to make an appointment outside of my catchment area!! Further more, why have a pharmacy in a catchment area without a GP close by?!

It would take up more time and resources to travel further afield

Travelling would be decidedly inconvenient/dangerous when unwell. It would be nigh on impossible to get an appointment if we have to join another surgery in another town, they are hard pressed as it is to see the patients currently registered there, a documented fact.

It would become more expensive if I had to use the car, or take a taxi or bus. It would also take more time out of the day. I think the bottom line is we’d like our surgery to stay local. I care for an aged relative, who would find it more exhausting to travel greater distances …

I would have to travel further to get to a GP

Could not get there, I’m disabled, don’t drive nor computer. I am OAP.
Need surgery in Neyland. Absolutely a must.

Could not get there. Don't drive, don't go by bus, to far to walk for bus. This is out of the question. We need our surgery here in Neyland. Oh yes!!!

Would not be able to get there. Out of the question. Please think about that!! This is a lot of people at Neyland cold not get there. No!!

Could not get there. Period. You do know how desperate the people are of Neyland town. Very in fact!!

I am 81 years old, recently widowed. I do not drive, so would find it extremely difficult if I had to travel further a field. One cannot always rely on the buses. It is vital to retain the services.

I would be greatfully affected if my GP services when elsewhere. I do not drive, my family lives a great distance away.

It would have a major affect on myself. I don't drive, my walking is very limited and very concerned to other (??) access to other services (do they want me)

I am a pensioner living on my own I cant drive so I would have to catch a bus to see a doctor if we loose Neyland Surgery

Because of my health condition, I would benefit from a practice that isn't a distance away, which would only add to my condition.

As a non driver, a surgery in Neyland is essential for me as I have ongoing health issues and need to give blood regularly.

As a pensioner it would be problematic - added issues are not what I need

Unfortunately, I am a patient that needs our local surgery regularly and have no complaints with service received from our existing
surgery with either the Doctors or Nurses. Both my wife and I are in our late 70's and would find access to other surgery very difficult.

Screen Name Redacted  
8/26/2022 04:11 PM  
Lack of transport - my family all live abroad. I don't drive.

Screen Name Redacted  
8/26/2022 04:12 PM  
Greatly, at present we are able to access Neyland quite easily and would find it very difficult to go anywhere else. Neyland needs their own surgery.

Screen Name Redacted  
8/26/2022 04:15 PM  
We are now in our late 70s. My wife has just had a severe stroke, so it would affect us greatly.

Screen Name Redacted  
8/26/2022 04:21 PM  
disabled. access to traveling, making appointments visiting surgery

Screen Name Redacted  
8/26/2022 04:23 PM  
Got no transport.

Screen Name Redacted  
8/26/2022 04:25 PM  
Whilst I can drive I don't see a problem

Screen Name Redacted  
8/26/2022 04:29 PM  
I am 74 and currently in good health and able to drive, however going forward this may not continue so local provision is important as there is very little public transport from Burton.

Screen Name Redacted  
8/26/2022 04:30 PM  
Just a general inconvenience

Screen Name Redacted  
8/26/2022 04:32 PM  
I feel Neyland is far enough to travel.

Screen Name Redacted  
8/26/2022 04:33 PM  
I am fortunate I drive and have a car not everybody locally has

Screen Name Redacted  
8/26/2022 04:36 PM  
I don't drive. It would be very difficult for me, I'm an elder person who suffer with bad nerves and walking problems.

Screen Name Redacted  
8/26/2022 04:38 PM  
Inconvenient
My nerves could not stand it. I need my doctors to be close at hand.

It would a massive inconvenience as I have a 2yr old plus pregnant. I accessed the GP at Neyland regularly in the first few months of my daughter being born. It was invaluable.


I would struggle

It would be difficult.

With difficulty - aged 80 years. Would have to drive to Johnston surgery.

Got no transport

Depends on how far away. Fuel costs, carbon footprint etc. But is travelling is the only option would have to arrange accordingly.

I am 87 years old, I cannot walk very far due to my heart condition. I will be very restricted.

Would be severely affected due to mobility and transport issues.

Transport is going to be a major problem sometime soon - I am approaching 90

Cannot drive - dependent on family etc

Very much so, I suffer from sever anxiety and find it very difficult to
leave my house and be around strangers, neither me nor my carer drive which means taking expensive taxi’s to get to any other surgery in the ‘nearby’ towns. I am also disabled and use a wheelchair while outside, which makes travel even more difficult. I am also very very anxious about having to talk to new doctors that I have never met and may not read, look into or understand my rather complex medical history.

Screen Name Redacted
Prefer not to travel when unwell. More impersonal service with potentially much larger patient list.

Screen Name Redacted
not able to have the access to the service locally and have to travel out of town to miles away is expensive and costly, when feeling ills and not able to see the GP locally.

Screen Name Redacted
Would need to travel by vehicle to access already overloaded services elsewhere

Screen Name Redacted
It depends on what is meant by elsewhere. Seeing a local Pharmacist would be ok for minor problems/ailments, but if elsewhere means travelling out of the area, that would be extremely difficult as it would require arranging longer time off work to travel to appointments, the cost of travelling would be a worry, and getting to appointments could be difficult e.g. if too unwell to drive myself. Also I have only driven locally and never on a Motorway.

Screen Name Redacted
That depends on what elsewhere means, obviously it is more difficult and costly to have to travel further to access services.

Screen Name Redacted
I have a car so could access another surgery however they are all so oversubscribed that I am sure this would then mean even longer waiting times to be seen

Screen Name Redacted
It would affect us because we do not have to travel to far.

Screen Name Redacted
The staff is wonderful as well we have a lot to thank them for as they saved my life last November and we don't want to travel too far.

Screen Name Redacted
Would have all hassle of changing GPs - medication and a new GP
would not initially know you and your health needs. Most inconvenient!

Inconvenience - Neyland and Johnston are easy to park. The pharmacy is close by and other pharmacies wouldn't know initially your requirements causing delays.

Greatly affected as I strongly disagree having to access services elsewhere. GPs in other practices are already under pressure and to have to cope with more patients would put them under greater pressure

Greatly affected because why should I go elsewhere when Neyland already has a GP Practice. Other surgery's are currently under insane amounts of pressure without adding thousands more patients putting more strain on doctors/nurses

That this is a big concern for me. I am a widow. I do not drive and what will happen to our Chemist

I don't know. I do not drive. My close family do not live locally. I would need transport.

I do not drive and bus service not easy

I would be greatly affected as I don't drive and it would be very worrying to thin k that I may have to go elsewhere. I have grown up in Neyland and to think that there will be no surgery is very distressful for the community. Disgusting.

It would be more expensive as an OAP to afford to travel elsewhere.

Old aged pensioner, can't afford to travel

Difficult
Screen Name Redacted
8/30/2022 10:06 AM
OK for now. Difficult if no longer able to drive

Screen Name Redacted
8/30/2022 10:11 AM
Issues with cost and time travelling. Over burdened GPs having to take on the patient lists. Lack of continuity and trust issues with seeing different GPs and having to repeat everything, thus much more time consuming and distressing for patients and the new GP. Considering moving now to an area with a GP surgery locally.

Screen Name Redacted
8/30/2022 10:07 AM
Struggle with public transport. Very poor where I live

Screen Name Redacted
8/30/2022 10:07 AM
No buses where I live

Screen Name Redacted
8/30/2022 10:09 AM
Difficult to get to other surgeries

Screen Name Redacted
8/30/2022 10:11 AM
We are elderly. Husband has Parkinson's. I'm his carer, makes it hard travelling. Neyland is on the doorstep

Screen Name Redacted
8/30/2022 10:11 AM
Will have to travel considerable distance to be seen

Screen Name Redacted
8/30/2022 10:18 AM
Longer wait times, financially detrimental if further distance

Screen Name Redacted
8/30/2022 10:13 AM
If I needed a service I do not know how I would be able to attend. I do not drive

Screen Name Redacted
8/30/2022 10:16 AM
At the moment I can drive but at 78, that won't continue forever. Bus stop distance in Neyland and possibly other end for Surgery could be a problem. I am single and live on my own.

Screen Name Redacted
8/30/2022 10:22 AM
I would not be happy to have to travel further, it is difficult enough anyway these days.

Screen Name Redacted
8/30/2022 10:22 AM
Travel would cause difficulty because of getting there
The journey to access services would be trickier. I’m more worried about waiting times in other surgeries. I have built a good relationship with all members of staff at the surgery. Already I have been affected by the closure of most services at Johnston moving to Neyland. My mum doesn’t drive, therefore relies on her family more, which means taking time out of work to take her to appointments. She has Neuroendocrine Cancer which is very rare so often has blood tests and also need regular B12 injections. The closure and move of the surgery would cause transport issues.

It depends where ‘elsewhere’ is. I work in Milford Haven so I could attend there but going to Pembroke Dock or Haverfordwest would mean taking a day off work. Employers will soon be annoyed if that happens. My mother is 93 and doesn’t drive. Can’t access an appointment now so moving surgeries further away means even less chance of being seen.

At present it wouldn’t be too much of a problem as we drive, but as we get older it would be even less convenient.

This would be a problem due to transport to other areas.

Not on a bus route so if I couldn’t drive I wouldn’t be able to get to surgery. Would have to ring an ambulance which are already and overload service.

I have recently been ill and had to walk to the surgery - approx. 1.5 miles on a couple of occasions as I couldn’t get a lift and a taxi cost £24!!

It would be an inconvenience to travel further than Neyland/Johnston. Also I am not getting any younger and prefer familiar situations.

It would affect me greatly as my illness and disability means that I cannot travel for when my symptoms are worse.

It would affect me greatly as I need assistance to travel, get in and out of care as i cannot sit comfortable for over approx. 7 minutes due to my spinal fusion operation and other ailments I suffer.
If I could no longer drive my car then it would be difficult unless there was a good bus service. I have no family living close by that could take me. In certain circumstances it could put more pressure on the emergency services who are already struggling.

With great difficulty

Distance might be a problem but I would drive.

It's hard enough to see a GP as it is. I have to take time off work.

Would be very affected by this. Other GPs in the area are already feeling under pressure and strained so to add more patients to their surgeries is insane

With working full time, it would be a struggle to get to doctors elsewhere. Also my father in law needs regular prescriptions and would not be suitable for him to access services outside of Neyland

Greatly as the staff know my issues and I feel I can chat openly with them

My son is diabetic and my husband is on heart medication the surgery being close means that they are able to get there so easily but with 1 car it would affect us if they had to go elsewhere and I would then have to take time off work to take them

The surgery could be retained on one site but service the two communities. It is hard to visualize which other surgery would be able to provide accessible, local services. I know many patient would not be able to reach another surgery.
it would be difficult to get to. Paeds have already been re-allocated to Glangwili, 40 minutes away. Healthcare is becoming inaccessible.

I would struggle to attend. There NEEDS to be a primary healthcare in a town of Neyland's size

I am a single parent on benefits so would struggle to go elsewhere for an appointments.

We would be affected if we have to move out of our area

We would be affected if we have to travel out of our area

I can drive but I feel it is ridiculous to send patients on long journeys to access medical care to what becomes over subscribed services

We do not have access to a vehicle so would have to rely on elderly family to drive as local transport not good.

I don't drive and have a husband with mental issues. I would find it a massive problem if it was anywhere else.

It would mean taxis and buses and waiting around in all types of weather as we do not have our own transport. Also as I have long time lung complaint more trips to accident and emergency

travelling would be an inconvenience

'Not a happy bunny' I am 82 years and I don't like change. I have restricted mobility and travelling outside the town causes anxiety

Inconvenience
It would mean travelling further with limited public transport. This is not acceptable! At my time in life, it would cause great concern. If we were transferred to another surgery as explained above, the worry of being able to see a doctor etc. would be very worrying.

I cannot drive so my access to a GP would be significantly limited.

Pissed off if honest!

It would naturally be inconvenient

I would consider having to travel to see a doctor most inconvenient especially if I was feeling unwell. My late father would have suffered unnecessarily - he was in constant pain and needed the toilet frequently.

Longer travel

Negatively

You can't access services anywhere almost impossible to get an appointment

Travelling would be a problem to me

It would hardly make any difference at the moment, but if we had to travel much further and still be treated so inadequately then it would be an even bigger nightmare.

"It would be a nightmare if I had to access gp in any other area as my long term medical conditions mean I have to have regular blood tests
and appointments. I also suffer from anxiety and just the thought of having to move to another busier practice fills me with dread! Will I be able to get an appointment? Will I be able to park? How long will it take to get there?"

Screen Name Redacted  
8/30/2022 01:00 PM

I would feel very stressed and extremely anxious having to travel further to see a Dr especially when you are feeling poorly. So stressed about would I be able to park near by, would it be a busy waiting room. I feel stressed now thinking about it

Screen Name Redacted  
8/30/2022 01:05 PM

I’d need transport. Currently I can walk to the Johnston surgery.

Screen Name Redacted  
8/30/2022 01:09 PM

Husbamd has p p multiple sclerosis

Screen Name Redacted  
8/30/2022 01:12 PM

A lot wouldn’t cope I’m lucky I can drive but what if your really poorly

Screen Name Redacted  
8/30/2022 02:38 PM

We would miss the uncrowded doctors surgery. The friendliness & privacy offered. Having to travel further away for appointments and getting to know new staff.

Screen Name Redacted  
8/30/2022 02:39 PM

The travel distance to our nearest provider would limit our access to health services.

Screen Name Redacted  
8/30/2022 02:45 PM

I don’t drive. Therefore I wouldn’t be able to go or my 3 children

Screen Name Redacted  
8/30/2022 02:41 PM

I can not drive

Screen Name Redacted  
8/30/2022 02:43 PM

Availability of appointments + distance to travel.

Screen Name Redacted  
8/30/2022 02:44 PM

TRAVEL PROBEMS UNABLE TO WALK ANY DISTANCE E.G. 100 YARDS

Screen Name Redacted  
8/30/2022 02:46 PM

WHAT A DISGRACE
I would struggle to travel to a practice further away and other practices are so full and busy I don’t think they can cope with any more patients.

very inconvenienced + depressed

it would be difficult for me to TRAVEL any distance

It would be catastrophic for me, my family and my extended family. This service is imperative for Neyland residents.

I AND HUNDREDS OF OTHER ELDERLY PATIENTS WILL FIND IT HARDER TO HAVE FACE TO FACE WITH A G.P.

Personally it wouldn't affect me as I have means of travel, not everyone is as fortunate as myself though

With work commitments and caring commitments, I would no be able to travel outside the area and as such would probably not contact a GP when needed and try to carry on resulting in conditions deterating.

Due to work it would be difficult if they were moved out of town

I would find it extremely problematic to access services outside of Neyland. Having to rely solely on public transport and taxis. Accessing a public transport system that at its best is adequate but in winter months is often not reliable due to bad weather and bridge restrictions. Many people will struggle with the additional travel costs to access a G.P. facility out of town--IT JUST ISN'T ACCEPTABLE!!

Transportation may be a problem as I am 88 and disabled

Further distance to travel
It's difficult enough as it is now to get an appointment that fits around my work.

I will be severely affected as I have two life limiting serious conditions. As I don’t drive and I have mobility problems. I physically struggle to get to the Neyland surgery, on very hot or very cold/windy days - so it would be impossible for me to attend anywhere else without severe hardship.

Worries that it would involve further travelling also ability to obtain face to face appointments and prescriptions.

Will be badly affected. My husband is 86 years old and I am 79 years.

AT MY AGE TRANSPORTATION WILL BE A MAJOR ISSUE. I DON’T HAVE A SMARTPHONE - NOR ACCESS TO ONLINE TECHNOLOGY.

It would be very difficult because of transport and mobility problems, at the moment I can walk to Johnston surgery.

I changed medication to reduce INR appointments.

Negatively, we have a wonderful relationship with our local pharmacy, so services elsewhere would destroy this.

Mobility and travel would be not advisable.

Mobility and travel would be impossible.

PROVIDING ACCESS TO TRANSPORT, AND DISTANCE WOULD BE TAKEN INTO CONSIDERATION IF FAR AWAY FROM CURRENT HOME.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Seriously affected - have severe osteoarthritis so driving is difficult at times. Also husband is 85 years and again may not be available at times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>Travel will become more difficult as I get older (now 70), I also have to transport my wife who requires a wheelchair to go out.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would find this difficult- I have a severely autistic son who struggles with change so to have to find another GP would be very stressful.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I am an 84 years old widower who does not drive. I have mobility difficulties, constant sciatica, diabetes and blood-clotting problems. To get to Neyland requires a three quarter mile walk to the bus, a walk at the other end, and the same coming back. The alternative is a taxi costing at least £25 (£12.50 each way). This is not sustainable for me and a visit to the doctor is becoming increasingly difficult. In effect, I am being cut off from medical care.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Would severely affect us with us having 4 children under the age of 7</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would be devastated as I no longer drive as I have to have regular INR checks</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Very difficult- have to rely on help to travel to doctors. Use a wheelchair to go out.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Travelling will become extremely difficult. Public transport is limited and taxis expensive on a pensioners fixed income.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Transport issues</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be more difficult to receive adequate health care and would result in a larger wait to receive care in an already over subscribed practices in Milford and Haverfordwest.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Do not drive. would have to rely on public transport</td>
</tr>
</tbody>
</table>
I would not be happy having to travel or move to another service

Travelling, more time consuming harder to get appointments, other GPs in South Pembs are already very busy without Neyland residents joining.

1. GREATLY INCONVENIENCED 2. CONCERN AT POSSIBLY LOSING ACCESS TO GREAT TEAM CURRENTLY AT NEYLAND.

The impact would be great. Other GP services are already busy and adding several thousand extra patients will make a bad situation worse for everyone. PLEASE do not add Neyland and Johnston patients to Argyle Street. We were previously with Argyle and it was incredibly difficult to access GP services.

It's hard enough getting an appointment on your doorstep but having to travel further afield would be terrible. Not to mention lots more patients fighting for appointments where the surgery is bursting at the seams already.

We would be affected badly every GP surgery in Pembrokeshire is short staffed, to loose one would affect everybody in Pembrokeshire

The current staff are amazing they know you when you call and listen to you. A different surgery would just see you as another number. It is hard enough to get through and book an appointment let alone trying to get booked in with a completely new surgery. We are a family of 6 with no serious illnesses so we try not to use the service unless we really need too.

It would be detrimental to my husband who has Posterior Cortical Atrophy, a rare dementia. I really appreciate having the surgery within minutes with staff that know us.

I was with a different surgery, but I decided to go with Neyland Surgery because they are closer for me with my condition.

Not everyone drives I do my husband doesn't. When you are unwell it
is difficult to drive or get transport to another location. Having a surgery in Neyland is essential not just for me but for the whole community. Last year, I had to go to the surgery daily for a month + see the nurse then weekly etc. I would have found that extremely difficult going elsewhere as I was having chemotherapy at the time.

Pembrokeshire Surgeries already have excesses numbers of patients I cannot see how increases in their patient numbers will solve any problems in particular in facilitating appointments for patients, we need new surgeries not less.

Getting to the surgery would be a problem.

It would cost me a lot more in transport costs and loss of income through a bigger time lost in travelling.

Huge impact considering transport in Pembrokeshire.

I don't drive.

VERY BADLY LET DOWN.

I don't drive so would have to rely on others.

It would be harder to get appointment, It would financially cost me having to go to another area. It would affect the environment as more fumes from extra travel.

Very much affected as I do not have transport and with a few different illnesses could not afford to pay for transport on a regular basis.

Depending on the issue/need I prefer to be seen at my local surgery

I have young children and they have always used this surgery getting
into another practice is going to be impossible

Not badly as I have my own transport.

Obviously its harder to get appointments further away from home as you have to take travelling into account, not the easiest with young children

It would be a struggle for my family as we don't drive, so would have to use public transport. problem being timings, won't always fit in

Being Asthmatic and have severe Ezcema I require many appts...as does my elderly father who is Diabetic and has had a tripple heart bypass. Staying local is paramount.

Transport difficulties and cost

Travel difficulty

I don't drive so will make it hard to get to a surgery outside of Neyland

At the moment it wouldn't effect me but who knows what the future holds. What about people who can't drive?

I think that it would be very difficult with the bus services to be able to get to a doctor elsewhere

unpreferable

The cost of living is bad enough as it is now! If we had to travel further to see gp or nurse it would make it harder

It would mean travelling further and probably not able to get
appointment very easily due to large numbers of patients in other local practices.

Screen Name Redacted
8/30/2022 03:56 PM
I'm lucky I drive however some don't

Screen Name Redacted
8/30/2022 03:56 PM
It would be very difficult for me and my family

Screen Name Redacted
8/30/2022 03:58 PM
Hugely affected as I don't drive and have a 1 year old son we would both have to travel unnecessary distances to get to the doctor

Screen Name Redacted
8/30/2022 03:57 PM
We are at present able to drive and would be able to travel, of course we would prefer not to.

Screen Name Redacted
8/30/2022 03:57 PM
Yes - A nearby local smaller practice works best for me and my family

Screen Name Redacted
8/30/2022 04:00 PM
If appointments were not easy to get and quickly if needed. Ease of parking would be essential

Screen Name Redacted
8/30/2022 04:00 PM
Very effected, it would be a pain in the neck

Screen Name Redacted
8/30/2022 04:01 PM
Can't drive

Screen Name Redacted
8/30/2022 04:04 PM
It would depend on where the services were available and what was wrong with me. Main concerns would be. 1. availability of parking 2. availability of public transport 3. availability of appointments/access to Doctor

Screen Name Redacted
8/30/2022 04:04 PM
With difficulty as I have no transport (e.g I don't drive)

Screen Name Redacted
8/30/2022 04:07 PM
It will be difficult to register at another surgery. It will be difficult to get my regular prescription

Screen Name Redacted
depends where they are
Currently live in Johnston so close to the surgery if needed. Travelling could be a problem in the future

Transport

I have to rely entirely upon local bus service for my travel needs and if faced with having to meet future medical appointments outside of Neyland, could present difficulties

Would be affected by it a great deal, not got transport to go anywhere else

Depends on distance

It depends where the other surgery would be

no

You would not

petrol! wife does not drive. If I am away she would have to use bus service or re-schedule

no car- non driver. If husband away (he is a car driver), public transport would have to used

Not too bad, still drive a car

Arrange for someone to take me there and back. Not always guaranteed to attend the appointment
| Screen Name Redacted | 8/30/2022 04:46 PM | Very. Winch Lane - is ridiculously busy. St. Thomas - the same cannot say for other GP Practices |
| Screen Name Redacted | 8/30/2022 04:49 PM | Have not seen a doctor for years - if need attention I go to Withybush Hospital |
| Screen Name Redacted | 8/30/2022 04:51 PM | OK |
| Screen Name Redacted | 8/30/2022 04:57 PM | cost more in fuel |
| Screen Name Redacted | 8/30/2022 05:10 PM | Significantly badly-lacking own transport & having to rely on local bus networks, availability of convenient appointment times relevant to transport possibilities is a significant issue. Telephone links though over-loaded, possibly initial contact. Digital communication maybe useful for some, but smart phone, broadband etc not everybody has or can afford! |
| Screen Name Redacted | 8/31/2022 08:18 AM | It would be near impossible to get to them |
| Screen Name Redacted | 8/31/2022 08:19 AM | I wouldn’t be able to get to another surgery out of the town |
| Screen Name Redacted | 8/31/2022 08:22 AM | Used to familiar faces and surroundings would not feel as comfortable if elsewhere |
| Screen Name Redacted | 8/31/2022 08:23 AM | I wouldn’t be able to travel to another out of neyland |
| Screen Name Redacted | 8/31/2022 08:25 AM | Neyland can not lose another doctors surgery |
| Screen Name Redacted | 8/31/2022 08:26 AM | I wouldn't be able to . I don't drive . Bus service is not good |
| Screen Name Redacted | 8/31/2022 08:27 AM | Travel would affect me |
“Totally unable to go I'm 91 years old”

It would be inconvenient and I believe we wouldn't be able to access them due to demand outstripping supply in our area.

Not affected if given the option to select location.

TRANSPORT AND AVAILABILITY OF DOCTOR

DIFFICULTY WITH TRANSPORT FOR AN APPOINTMENT AND MEDICATION.

Transport issues will effect people

There would be an issue with travelling

I am 84 years of age and additional travelling distance would not be acceptable

-Further to travel to] -Would need to get to know a whole new practice

IT MUST BE WITHIN A BUS RIDE AND A VERY LITTLE WALK FROM THE BUS STOP

UNABLE TO SAY NOT KNOWING WHERE ELSEWHERE WOULD BE?

I regularly visit the Neyland surgery for INR blood test and also give samples for PSA and ET monitoring. I also order repeat prescriptions via the local pharmacy and am advised when the prescription is ready. Any change will lead to additional travel distance.
The travel distance to our nearest provider would limit our access to health services.

I WOULD HAVE TO TRAVEL BY BUS 'ACCORDING' TO BUS TIMES BEONG AVAILABLE.

I do not drive, the bus service isn't very good to attend and appointment. Taxis are expensive also the bus doesn't go anywhere near near Pembroke Dock Surgery or a Milford one.

Difficulty in travelling.

GREAT DIFFICULTY. I AM 74 + HAVE VISUAL IMPAIRMENT +CANNOT DRIVE. I GET VERY STRESSED OUTSIDE MY NORMAL LOCATION.

ADDITIONAL TRAVEL EXPENSE.

I would probably be the same as I am now as it is extremely difficult to get a nurse or doctor. The Neyland practice has been very ineffective for years.

I don't know.

WOULD BE VERY INCONVENIENT/DIFFICULT.

COST OF TRAVEL.

Longer travel, wasted time + energy (fuel). Possible added delays to treatment.

Distance + transport.
At age 79 with no vehicle I would depend entirely on a local location.

Upset because I would have to go out of my way.

Distance + transport.

It would be hard to get transport to other locations.

TRANSPORT ISSUES

unable UNABLE TO ACCESS SERVICES ELSEWHERE

It would be difficult having to travel further and enduring longer waiting times. One member of my family has a chronic long term condition, we rely on the excellent facility that is St Clements.

I access the services regularly for chronic asthma, travel and delays not good, past experience of Argyle Pembroke Dock NOT GOOD.

I would be unable to attend.

Don't drive, be very hard to travel as I am 86 years old.

At the age of 70 and still driving. Travelling wouldn't be a problem but how long I will continue to drive etc. Then problems would start as regards to transport.

I can drive but it would be inconvenient.

Our alternatives would be to seek medical services in surgeries either in Pembroke Dock - 3 miles or Milford Haven - 7 miles where both
surgeries are already under immense pressure and the addition of thousands of new patients cannot be a good thing for the existing patients and any new ones - Stories of the problems experienced at Argyle St are well documented and more patients would cause more problems. It's a decision that can be stopped if the people with the power want it to stop- decisions with health are now becoming political and the squeeze on Pembrokeshire is being orchestrated! Don't let Neyland lose the surgery without putting up a genuine fight to keep the service here!

Screen Name Redacted 8/31/2022 09:53 AM

It simply means I would have to drive to another town

Screen Name Redacted 8/31/2022 09:55 AM

I depend on my wife to take me anywhere as I am registered blind! so if it is close by it is fine otherwise I would be badly affected depending on others!

Screen Name Redacted 8/31/2022 09:54 AM

Cost of fuel and travelling when unwell

Screen Name Redacted 8/31/2022 09:56 AM

Depends on how far we will need to go

Screen Name Redacted 8/31/2022 09:56 AM

As I have to have regular INR tests e.g. (monthly) transport could be a problem due to fuel etc. Also due to my heart condition how long will I still be allowed to drive

Screen Name Redacted 8/31/2022 09:58 AM

That's fine

Screen Name Redacted 8/31/2022 09:59 AM

It's not convenient for many. Most other surgeries are full so moving people would only other surgeries suffer.

Screen Name Redacted 8/31/2022 09:57 AM

In some circumstances, might be too ill to drive longer distance and husband doesn't drive

Screen Name Redacted 8/31/2022 09:59 AM

Now it's on my doorstep. Anywhere else I would need to travel to. Not ideal the older I get

Screen Name Redacted

Could be a bit awkward, would have to go to Haverfordwest or
Concerned about getting there

Very Difficult

Very Difficult

I am severely disabled and housebound

I WOULD HAVE TO WALK FURTHER OR DRIVE THERE

DISTANCE COULD PROVE DIFFICULT

Unable to go as no transport, at present daughter does medication online with Boots App then Boots deliver it

It would be difficult with out transport

EXTREMELY EFFECTED AS I MAY BE REQUIRED TO BE IN A WHEEL CHAIR FULL TIME, SO WOULD STRUGGLE TO REACH SERVICES ELSEWHERE

It would be more convenient if I moved to Milford Practice as per above

Massively. Apart from having a young family of 3 children I myself have Crohn’s disease. Having a local gp who I can access with ease and also who know me well is imperative. I feel having no local gp surgery will have a hugely negative impact on my life

I would not be able to go
Screen Name Redacted 8/31/2022 10:13 AM
Disasterous

Screen Name Redacted 8/31/2022 10:12 AM
I DO DRIVE BUT MY MOTHER IN LAW + PARTNER (WHO I LIVE WITH), DO NOT SO I WOULD BE RELIED UPON TO TRANSPORT THEM TO SERVICES ELSEWHERE

Screen Name Redacted 8/31/2022 10:15 AM
I currently am not able to drive and have to rely on someone to take me to the doctors and taking the service further away from neyland would make it even more difficult to access appointments as my family and I live in hazelbeach and it difficult now transport wise as there is limited bus service.

Screen Name Redacted 8/31/2022 10:14 AM
Obviously the travel, especially when feeling unwell. My wife and I have a car but could be a real issue for others

Screen Name Redacted 8/31/2022 10:15 AM
Travel - Non Driver

Screen Name Redacted 8/31/2022 10:14 AM
Being 83 and having COPD it would not be ideal. Public services are not great in this area for travel to appointments

Screen Name Redacted 8/31/2022 10:15 AM
Badly

Screen Name Redacted 8/31/2022 10:15 AM
Haverfordwest ok

Screen Name Redacted 8/31/2022 10:16 AM
Greatly

Screen Name Redacted 8/31/2022 10:18 AM
Difficulty of travelling to somewhere outside Neyland. Less chance of actually accessing a GP as much greater / higher numbers likely on patient list.

Screen Name Redacted 8/31/2022 10:17 AM
not always able to rely on transport
I am in my 80's and have poor mobility, don't drive anymore so would have to use buses. which is not a good idea in the winter months and in poor weather.

Great difficulty due to my learning disability and mobility

It would be very awkward as I don't drive

Very much so. My children, parents and grandparents are all registered here. I don't know we'd all do should we have to access services elsewhere. It's hard enough to access medical care/medication as it is. Neyland is a well established local community, it should never be thought of that the people of Neyland haven't got direct access to medical attention.

Going elsewhere would add waiting time and the expense of transport to another area

I would find it difficult for transport reasons

NO TRANSPORT

Well that would mean having to travel as I can walk to my surgery here!

No Transport

Would have to use public transport or find a lift, rather than be able to walk. Less likely to use the GP

Badly. It is not acceptable. All the current staff at Neyland are brilliant and provide a quality service.

Going elsewhere is not an option we should be looking at. Just fix the problem of a doctor
Screen Name Redacted  
8/31/2022 10:31 AM  
Transport Appointments Availability of services

Screen Name Redacted  
8/31/2022 10:30 AM  
most affected

Screen Name Redacted  
8/31/2022 10:31 AM  
we wouldn't have much choice, we would have to travel

Screen Name Redacted  
8/31/2022 10:33 AM  
with great difficulty

Screen Name Redacted  
8/31/2022 10:33 AM  
Suffering with severe anxiety this change would be substantially stressful and would impact my mental/physical health dramatically!

Screen Name Redacted  
8/31/2022 10:33 AM  
Would be quite inconvenient

Screen Name Redacted  
8/31/2022 10:36 AM  
Totally devastated, we seen to be going back in time. So many new homes here now. Lots of elderly who can’t drive. We would all be affected

Screen Name Redacted  
8/31/2022 10:39 AM  
Thankfully I drive so would be able to get to elsewhere but many in my street rely on lifts as they no longer drive due to their age.

Screen Name Redacted  
8/31/2022 10:40 AM  
I am very worried about this I am on weekly medication from the Doctors at Neyland I cant drive low money!

Screen Name Redacted  
8/31/2022 10:38 AM  
I would worry if I had to go somewhere else as it very hard getting appointments and you can’t alwa6ys rely on transport

Screen Name Redacted  
8/31/2022 10:44 AM  
Travel time and access

Screen Name Redacted  
8/31/2022 10:43 AM  
as a pensioner, it would be a large inconvenience - especially if there was some attempt to reconnect with Argyle St
I am not disabled but have poor mobility and travelling anywhere else would be a no

Quite abit as I have epilepsy so I don't drive and I either have to have someone with me or my dog and as my dog isn't officially trained as a service dog they can't come to a doctors appointment with me

Due to health, I would find this very hard

I would find it difficult, if faced with having to attend GP appointments further afield, because I have no transport of my own, and have to rely upon the local bus service for travel purposes.

Transportation and cost.

Competing against other areas for an appointment would be an issue as all other local surgeries are busy and full with patients competing for GPs time! Getting to a surgery outside of Neyland would be a problem as we only have 1 vehicle that my partner uses for work

I would have to drive there

I would realy strugle

I dont drive so wld b very difficult for me

Loss of relationship and trust built up with my current GP

I can not drive so need them close

I am able to commute as I drive
Very affected, trying to get an appt at present is problematic moving to another surgery will compound that problem further as competing with existing patients.

With difficulty if unable to drive.

Surgeries elsewhere will not be able to cope with the added extra patients which will then lead to illnesses being untreated.

As a none driver this would make it very difficult to get to.

I would find it most difficult and inconvenient to have to travel to a surgery outside of Neyland, I have no transport and as mentioned above could ill afford it.

All depends how far you have to travel.

I work full time and also care for my disabled mother I would find it impossible to travel for doctors appointments.

I AM ALRIGHT ATM, BUT IF I BECOME FRAIL OR VERY DISABLED (FAR AHEAD IN THE FUTURE I HOPE) THEN I WOULD PROBABLY TRY TO GO BACK TO ARGYLE STREET, PEMBROKE DOCK.

I just don't know how i will cope, i have 4 children and suffer with medical needs which i am waiting for 2 operations and to see a consultant regarding gall stones. my husband is registered disabled. having to travel to a different town will be horrendous and could put my families life at risk.

WITH DIFFICULTY. i LIVE ON MY OWN SINCED PARTNER PASSED AWAY. CAN'T DRIVE ANY MORE, SO RELY ON FRIENDS TO TAKE ME ANYWHERE.

It's hard enough to get a GP appointment now, pushing Neyland and Johnston's patients elsewhere will just create more chaos. I am
currently pregnant and need the reassurance of a local surgery.

If I was in pain or ill the travelling would not be good for someone of my age group.

We would struggle due to travel expenses and physical situations

It would be so stressful just live by the surgery and depend on it.

It would be inconvenient and if shared with another practice I expect it would cause long delays

I WOULD FIND IT VERY DIFFICULT I HAVE A SEVERE BREATHING PROBLEM COPD

It would be very inconvenient if I had to travel further for these services

IT IS WHAT IT IS?

I would have to drive, take a bus, and less likely to access services

VERY MUCH

WELL I WOULD NOT BE ABLE TO GO

I don't drive and would not be able to get anywhere.

I would have to travel further which would make booking an appointment harder because I would have to factor in travel time.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>NOT ABLE TO TRAVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>With Difficulty</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>1. HAVING TO FUND GETTING ‘ELSEWHER’ 2. TIME TAKEN TO GET ‘ELSEWHERE’ MAY LIMIT READINESS TO GO TO APPOINTMENTS</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>A LITTLE DIFFICULTY</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would be very difficult as I am disabled</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>would go anywhere in the county</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Not too bad at the moment if its not if its not further than p dock or m haven</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be difficult to have to travel with my health issues</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Difficult with lack of transport</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would stress me very much I have built a trust and feel safe with gp at Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would be very difficult as I am disabled.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Would go anywhere in the County.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Depending on where</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Can not walk far</td>
</tr>
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<td>---------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Driving longer distances if ill</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be difficult to have to travel with my health issues</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I would be deeply concerned.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Difficult with lack of transport</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>With difficulty due to my age</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would stress me very much I have built a trust and feel safe with gp at Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>If it is Milford Haven, P.dock or H.west wouldn't effect but any further would be difficult.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As we are getting older &amp; our Health is up and down it will be a great ????</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>GPs are already busy so for such a large area of people to re-locate will add pressure to other surgeries/services.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>no good, as if not wel would not like to use a bus/train or taxi</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Not really as mobile and have a car</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would have an adverse affect on me I have mobility issues and a long time health issue</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:32 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:34 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:35 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:35 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:37 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:38 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:40 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:41 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:40 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:40 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:41 PM</td>
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<td>Screen Name Redacted</td>
<td>8/31/2022 12:41 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:41 PM</td>
</tr>
</tbody>
</table>
It would mean my mum would have to drive me to a doctors appointment - she would then have to have time off work.

Harder to get to, longer wait times

I don't drive!

That would depend on how far I would have to travel and available transport as I was unable to drive

I don't drive so I would find it hard to get to appointments

I don't drive so I would find it hard to get to appointments

It would depend on how far away these services were. Local transport is very infrequent where I live. It would also be dependent on the issues I had, healthwise and how I was expected to access said services. This question is perhaps "too vague" to offer you a substantial????????for your data.

It depends on where "elsewhere" is! It would impact upon travel time and costs.

I rely on my wife for transport and she now has a long term medical condition. Services further away would therefore be a problem

It would be very stressful and extremely anxious having to travel further to a Dr's when you are feeling poorly. Panicking if there would be a packed waiting room.

Don't know
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Find it difficult as cannot walk far. Have no transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>I would have difficulty getting me repeat prescription and accessing healthcare</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would greatly affect us in many ways a) Transport to and from the surgery b) we have always had access to our local Doctors who are very reliable even through the Pandemic.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Difficult for continuity of care.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Someone would have to transport me as they have to now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Work in Haverfordwest so that would be good.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>We are losing so many services!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>not really</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As i can no longer drive and am subject to panic attacks when travelling, i would be adversely affected if i had to go further.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Put out a bit.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Problematic</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Developed a good trusting relationship with GP</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I am a stroke victim so will always need help</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:06 PM</td>
</tr>
<tr>
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<td>Screen Name Redacted</td>
<td>8/31/2022 01:10 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:09 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:10 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:16 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:12 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:14 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:15 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:17 PM</td>
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<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:18 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:18 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:20 PM</td>
</tr>
</tbody>
</table>
Access - not everyone has or uses a smart phone

I don't drive and bus service is not great. My parents would find it difficult to get me to doctors if it isn't still in Neyland in an emergency!

Very inconvenient as may not be able to travel far

I'M FORTUNATE THAT I CAN DRIVE BUT NOT EVERYBODY IS IN THE SAME POSITION

Travelling would be difficult but would be undertaken if required

I would have to drive further and any provision elsewhere might not have the capacity to deal with an increase in patients numbers making it even harder to get an appointment although a well-resourced walk in centre in the area might be a solution

With great difficulty

There would be further to travel, but of greater concern would be the possibility of not being able to see a doctor quickly if needed, because of a shortage of appointments

This would be less convenient because of the travelling, but appropriate if care could be offered/provided earlier.

Lack of transport would make it difficult as public transport is practically non existent in pembs

At the moment I can still drive but obviously that can change. I firmly believe GPs should visit the elderly people at home.

It would be inconvenient but manageable.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 01:33 PM</th>
<th>I would potentially have to travel further, personally I work in Pembroke Dock so could go there (Argyle Street).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:36 PM</td>
<td>As I live on my own I would have to catch a bus to see a GP and that would take up a whole day.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:36 PM</td>
<td>am 71 years of age don't drive. will be affected very bad if i go elsewhere</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:39 PM</td>
<td>I am a pensioner living on my own and I would have to catch the bus to see a doctor.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:42 PM</td>
<td>I work from home which for services in the community works well, but any increase to travel time would make accessibility difficult. Neyland has a large elderly population and whilst I am 35 and healthy, I worry about access for others.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:42 PM</td>
<td>As i wear a stoma bag, i am worried that my suppliers will not be able to access my prescription. to enable them to supply me with these necessities. These cannot be bough over the counter.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:44 PM</td>
<td>No transport, we have to go by bus</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:45 PM</td>
<td>No transport, would have to use bus service do not drive</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:44 PM</td>
<td>BECAUSE OF POOR TRANSPORT SERVICES IN OUR AREA IT COULD MEAN HAVING TO USE TAXIS OR ASKING NEIGHBOURS. NOT VERY GOOD AS PRACTICE IS ON OUR DOORSTEP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>It would affect me because I would have to use local transport</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>no transport, we have to go by bus</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>At present I shall drive, but this mat change due to my age and</td>
</tr>
</tbody>
</table>

Page 153 of 385
condition.

I DON'T DRIVE AND BUSAES ARE ONLY EVERY HOUR SO NOT THE BEST SERVICE REALLY. ABLE TO ACCESS A SURGERY BY FOOT NEARBY WOULD BE BETTER OBVIOUSLY.

Am getting older, so travelling could be a problem in later life

At present I am still driving, but this could change due to my age.

Problem with transport

i would probably die as i have an ??? disease and need medical help

At present both my husband and I are able to drive but we are both in our late 70’s so not sure how long before we would not be able to access services elsewhere

Probably transferred to another surgery. Less chance of obtaining appointments for services provided, and therefore missing life threatening medical problems. Also more travelling for surgery appointments and prescriptions.

I am 83 years old, cannot walk without aid, cannot drive a car, so I could not got to a surgery.

Not being able to register elsewhere, lack of places, travel times. Increase worry for Neyland Chemist being redundant

I would be affected a lot as I am unable to drive and would have to rely on someone in family or taxi to get elsewhere. That's why I registered with Johnston as I live here.

Inconvenient due to living and working areas. Would require time off work UNPAID!
We drive so not hugely but it's more inconvenient if we have to go to Pembroke Dock or Haverfordwest.

With the state and the amount of people coming into the area it would be very difficult going elsewhere.

At my age not very good.

I'm 84, travelling is difficult.

I do not always have access to a car so would have to get to the bus or cycle - this option may be difficult depending on the reason I need GP advice.

No happy too.

I am 80 have surcalocal disorder, cannot drive and this has caused me great anxiety.

not happy at all.

very inconvenient at my age.

No transport so couldn't get there.

To use public transport when unwell is not a good idea.

Would be very distressing for me.

Extra travel.
Crossing bridge if shut. parking in Milford

i would have to travel miles

If in Pembroke Dock if the bridge is closed

NOT HAPPY. IN THE MODERN CLIMATE, WHEN PRICES ARE RISING FOR FUEL, FOOD, ETC, ETC. WITH MORE HOMES BEING BUILT IN NEYLAND, WHICH IS A GOOD THING. I FEEL THE ELDERLY ARE NOT BEING SUPPORTED.

It would be very difficult for me as I would have to use public transport

No access to go anywhere else. Would affect me a great deal

I drive so i can drive to other surgeries but it is not ideal happy to go to argyle pembroke dock

I have to rely on family and a friend to take me to the GP and this would be difficult for me and my physical condition to travel far and have my family and friend to travel distances.

travel costs

Badly as I have no transport and do not drive and I would have to loose my good doctor.

It is very important that we continue our local Surgery and vital for the whole community of Neyland and have access to a local surgery and not have to travel great distances

I would have to rely on family or friends to take me.
Screen Name Redacted 8/31/2022 02:25 PM
Travel would be difficult due to lack of local services/buses. It would not be possible to guarantee appointment times

Screen Name Redacted 8/31/2022 02:26 PM
Not very happy. I can walk to Johnston surgery and all my needs are sorted there. Travelling would be a problem for me.

Screen Name Redacted 8/31/2022 02:26 PM
with difficulty due to mobility

Screen Name Redacted 8/31/2022 02:27 PM
Travelling would be a problem due to eyesight and mobility

Screen Name Redacted 8/31/2022 02:30 PM
I would need to have a car driving licence or easy access public transport without incurring large taxi fare payments. Centralising hospitals and surgeries to overcome staff and equipment shortages as is the solution being provided by Hywel Dda is not the magic bullet solution HD thinks it is for it's patient treatments.

Screen Name Redacted 8/31/2022 02:30 PM
I am recently widowed, I do not drive so would find it extremely hard to access medical services outside Neyland. The bus service is not always reliable. It is essential that we are able to access our GP surgery

Screen Name Redacted 8/31/2022 02:31 PM
Access, travel, transport, convenient time

Screen Name Redacted 8/31/2022 02:32 PM
Much more difficult as I am ageing and my wife is disabled

Screen Name Redacted 8/31/2022 02:35 PM
This would have a severe impact on my health as I have INR checks regularly and also suffer with asthma making travelling very difficult as I am over 80 years old.

Screen Name Redacted 8/31/2022 02:34 PM
It is a good surgery and I have built a relationship of trust with my GP

Screen Name Redacted 8/31/2022 02:38 PM
I do not drive. I have family with disabilities, so it is worrying for us.
Anxious.

I would not like to go elsewhere. I don't think there should be any need to do so. Neyland should have its own surgery.

Would not suit would not travel out of Neyland area as we have now.

It would be very difficult to access anywhere else if you are a non driver.

problem with transport

At 73 any further travel could be a problem

Greatly, logistically, costly, and overloading other local surgeries.

To far away from home

at 84

Very worried about elderly patients with no transport. At the moment I can drive, but in the future perhaps not.

At the moment little disruption. However the present situation would be altered drastically if one of us was unable to drive

adding the patients of Neyland to another existing service will mean reduction in the service to Neyland patients and increase of pressure on any other service they join. All this will mean poorer service, longer waiting times and extra stress for staff.

Inconvenienced. Any withdrawal of existing services is concerning
especially given the increase in demand with new houses built in Neyland

i do not drive so would have to use public transport

It is nearly impossible to see a GP in Neyland without having access one further away.

Disaster - no local transport

I am 79 and have no access to transport

It would mean travelling

very difficult at my age 92yrs

Difficult

As a pensioner, travelling would be a problem

As far as I am aware there is nowhere else that has any availability so this would be a denial of medical services

It depends where? What are the options? It would need time, travel (available care and fuel) Where might 'elsewhere' be? Without knowledge of options, opinion cannot be given

very difficult/transport wise/time wise/cost

Transport problems
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:12 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>difficult as have an 89 year old mother with disabilities</td>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:13 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would find it difficult to be outside Neyland</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:14 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would be unable to access. Can't drive and can't use public transport</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:16 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absolutely not only for myself but for my mother</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:17 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>It would mean a substantial journey and would mean difficulty getting my prescription</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:18 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't drive so it would be difficult</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:21 PM</th>
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</thead>
<tbody>
<tr>
<td>very difficult at my age 80yrs</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:19 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haverfordwest area would be more convenient to me as I live there</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:20 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>It would be difficult to get transport to a surgery elsewhere as if my partner has our car for work I would have to rely on public transport.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:22 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inconvenient, transport difficulty, etc.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:25 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>i would have to drive i am in walking distance to the practice at present</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:24 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>With great difficulty. It isn't always possible to get someone to drive you as I have no family in Pembrokeshire.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 03:24 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem of transport. I do not drive and my husband prefers not to.</td>
<td></td>
</tr>
</tbody>
</table>
Not affected too much at the moment as I drive but if I was unable to drive as I get older, it ay effect me getting elsewhere.

Transportation, no car, no bus services horrendous, taxi expensive, pensioners find travelling on buses no assistant also cost

If it meant I have to travel further, it may make it difficult to fit appointment in with work.

It would be very inconvenient

Very badly as I have mental problems

It would be inconvenient but not impossible.

very difficult as disabled and have to depend on my daughter

We moved from Haverfordwest to Neyland as it has an improved practice. We would nor like to go to Haverfordwest OR Milford Haven, which would be the options.

Not happy.

DO NOT DRIVE DO NOT TRUST PUBLIC TRANSPORT IN LOCAL AREA

I can walk to my GP surgery it is accessible to all our community some people don't have transport! What if I feel poorly I don't want to drive, bus or taxi to another GP

Travelling to a surgery out of Neyland

Cost of fuel if I had to travel further to a surgery
Closer to Merlins Bridge

i would need to have transport

Very much so, I do not drive, walking limited

It would make things difficult as I would have to get transport. at the moment I can walk to Johnston

very affected not able to get to a doctor

Very much so, no transport.

because i am in reasonable health and i can still drive it is inconvenient

Waiting list and engagement with GP's is already dreadful to gain an appointment.

i would have to travel and with buses 1 per hour this is not sustainable

You cannot register elsewhere, they are full and unable to get appointments.

that would entail using public transport if available or taxi services - which would mean more expensive especially under the present circumstance

HAPPY TO TRAVEL TO PEMBROKE DOCK ARGYLE STREET

It's so important to be able to still access these services. Moving
would put stress on the GP surgery and lower my chances of getting appointments.

It would be awful. I certainly could not afford a taxi and buses are few and far between. Since Covid you have to take appointments allocated to you. Getting elsewhere would be a nightmare.

Would have to pay for more high price fuel for car & bad for OAP’s (busses are no good in my village).

It would be on all the time. I have a car, but in a few years time may prove very difficult as public transport is so limited.

I'm disabled so going a long distance for a DR as I would really struggle.

I would be affected if I had to access services elsewhere as my GP knew my history.

Travelling costs and also would I be able to drive in the future.

I would not be able to get anywhere else. No bus, and I can't afford taxi.

Any change would cause me considerable upset.

Would need to have a car as it is difficult to get around as public transport in the area is poor and taxi expensive.

I would really struggle going to another surgery. With my lung problem I have trouble with my breathing.

Greatly as if not well would need access to facilities locally (in home town)
I would and don't drive so this would be a problem for me. Public transport isn't reliable either and runs every hour. If you're unwell surely it's not right to travel to see a GP.

NEYLAND/JOHNSTON IS PRACTICALLY ON MY DOORSTEP, VERY CONCERNED ABOUT THE CARE I WOULD GET ELSEWHERE

It would be very inconvenient.

MOBILITY ISSUES

No problem with 5 miles Haverfordwest would suit us

Much less convenient.

It would be difficult to access elsewhere, due to work commitments/time off.

Restricted transport.

Travelling to another surgery would cause problems as I do not drive and would have to find a way to access a new option.

I would find it difficult to travel.

Transport would be a major issue- being reliant on buses etc.

Transport problems

Would have to use a bus or taxi. But - walk to the bus stop and wait. Taxi - expensive to an OAP.
Would not be able to due to health problems.

I would be unable to travel as I have no vehicle.

Out of pocket, with fuel costs.

I am 82 years old and would have to take a bus. And buses only run every hour so there would be a lot of hanging around, waiting, which is not a good idea in bad weather.

Very much affected - as all the patients in the Neyland area would be.

Depends on how far away I have to travel to see a dr? Absolutely not an option for our older generation.

Greatly affected as a town the size of Neyland should have it's own GP surgery to avoid travelling long distances costing more time and money we don't have.

I have no driving licence so i wouldn't be able to get to any other doctors outside of Neyland.

I do not drive so an out of town surgery would be difficult for me to get to.

My wife has long term health concerns that require Dr's care, I worry if it was moved we wouldn't get the same care.

I have to rely on friends or taxi's so would be expensive and inconvenient.

It would be a preference but I do drive.
I don't drive.

I would prefer to stay in Neyland but if you have to go elsewhere I'm not sure so have to cross that bridge if it happens.

It would cause difficulties both in transport and additional stress considering the Health Board is closing our local hospital soon and transport by ambulance is difficult.

At present this wouldn't pose a problem as I'm able to drive.

I have my own transport, so unless my issue meant I couldn't drive I would be able to travel a short distance.

Transport, petrol, extra tome. Neyland is my home town.

Would have to travel.

Availability of appointments.

No transport

I would have problems as I am nearly 94yrs old and have to rely on other people.

If it moves out of Neyland it would be difficult and inconvenient to access as needing transport

Transport may be difficult

Transport could be an issue
Alternative location could mean more travel for my family and I. Neyland Surgery is located equidistance between work and home.

I would have to move to surgery in Milford Haven area.

Getting further than 5 miles is very difficult.

DO NOT DRIVE.

Currently have use of a company vehicle but will retire in 2025. Partner is a non driver.

It would be totally inconvenient and unacceptable.

No local provision for a significant population. All other doctor surgeries are over subscribed in the area. Two chronically ill people in my household.

Would have to rely on taxi services which I cannot afford.

Have to drive to access another surgery.

I AM BLIND AND HAVE DIFFICULTY ACCESSING SERVICES ELSEWHERE. I DO NOT DRIVE AND RELY ON PUBLIC TRANSPORT. TAXI'S ARE NOT ALWAYS AVAILABLE IN NEYLAND. IF MY HUSBAND IS ILL HOW WOULD WE ACCESS THE G.P?

ONLY OTHER OPTIONS WOULD BE TO TRAVEL 6-8 MILES. AT PRESENT ABLE TO DRIVE. THERE IS ALSO GREAT CO-OPERATION BETWEEN OUR LOCAL PHARMACY AND DOCTORS SURGERY.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 09:03 AM</th>
<th>I'm disabled and would find it hard to go elsewhere</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:12 AM</td>
<td>I'm in my late 70's + unable to travel to another doctors</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:14 AM</td>
<td>Transport and cost of fuel would be a problem</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:15 AM</td>
<td>Very difficult because of my age</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:16 AM</td>
<td>I'M A WIDOW, LIVING ALONE, FAMILY LIVE ABROAD. I DON'T DRIVE AND PUBLIC TRANSPORT IS MINIMAL.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:17 AM</td>
<td>It may be harder to order medication as I have to hand in a slip to the surgery It would take longer to see a GP I would have to get someone to take me further to see a GP</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:17 AM</td>
<td>time and expense</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:19 AM</td>
<td>It depends how far you expect us to travel. I am not happy to travel further than 10 miles. Will our local pharmacy still be able to look after my family's prescriptions?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:19 AM</td>
<td>I rely on my children who both work &amp; I would probably use hospital cars more if I had to travel to appointments further away.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:20 AM</td>
<td>Would have to travel to get my prescriptions sorted out</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:21 AM</td>
<td>Ok</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:21 AM</td>
<td>Struggle to afford extra cost of travel. Unpaid carer with no income</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 09:22 AM</td>
<td>Would need expensive taxi</td>
</tr>
</tbody>
</table>
No

I wouldn't manage to go elsewhere

Argyle St has more patients than they can deal with now. Are they accepting new patients

Having to travel, difficulties commuting, time involved, cost endured, parking issues. All the more difficult if unwell and isolated, Totally impossible for some.

Would be a detrimental to my family

Would hate to travel to another surgery out of town.

I would need a doctor to visit me at home.

Extra travelling and expenses.

Massive affect on my family and all of the town in Neyland.

Greatly, it would not be possible for me to access services anywhere else as I live in Neyland.

Very inconvenient

I am generally reliant on a bus, so to be able to walk to a doctor is quite important.

Time and money. Travel would be further. The GP services in this county are already under pressure to add us to an existing surgery.
would mean longer waiting times

Screen Name Redacted  
9/01/2022 09:38 AM  
My daughter will drive me. I have no other way to get to the surgery

Screen Name Redacted  
9/01/2022 09:39 AM  
Wouldn't be able to make appointments no one drives in the family.

Screen Name Redacted  
9/01/2022 09:40 AM  
Currently we can drive and have a car, but that could change at any time. We would want to be able to walk to our surgery still please.

Screen Name Redacted  
9/01/2022 09:40 AM  
Yes!!

Screen Name Redacted  
9/01/2022 09:40 AM  
I wouldn't be able to make no vehicle in our family

Screen Name Redacted  
9/01/2022 09:41 AM  
Inconvenient.

Screen Name Redacted  
9/01/2022 09:41 AM  
At the moment no problem but I am not getting any younger plus rising petrol costs need to be addressed

Screen Name Redacted  
9/01/2022 09:43 AM  
Potentially higher travelling costs

Screen Name Redacted  
9/01/2022 09:43 AM  
My biggest concern for me would be my age 80+ and the transport to me there

Screen Name Redacted  
9/01/2022 09:44 AM  
Distance to travel to see Doctor

Screen Name Redacted  
9/01/2022 09:45 AM  
Very badly. Suffer from anxiety and the thought of going to a strange place where your dr, nurses and reception staff don't know you.

Screen Name Redacted  
9/01/2022 09:45 AM  
My relationship with my GP and could not have the same doctor to build a good relationship

Screen Name Redacted  
9/01/2022 09:45 AM  
costly taking longer
At the moment it's ok! If they moved then and we have to travel it would be very hard.

I have staff to drive me to an appointment.

If it's too far, it is very hard to travel very far. We need to take everyone to see a doctor, can't leave them at the house. Sometimes it will take a while to see a doctor.

I have always been with this surgery. I wouldn't like to have have to go to another as this is all I have known.

Difficult - costly to travel - no transport.

We have to travel with a baby to another hospital.

I don't think that's possible.

Would probably not go.

We have transport so not so much but many older people in the area don't.

I am very concerned that other practices are already at capacity and I won't get an appointment. I have an excellent relationship with the GP team, so this change is causing me considerable stress.

Would have to travel.

Depends where it is.
I would have to travel a greater distance and there is little public transport where I live. This is a rural county, travel times between towns take longer. Cost of living is going up as are fares and fuel

I AM 94! I WILL NOT EASILY BE ABLE TO ACCESS SERVICES ELSEWHERE!

Could not get to them

More difficult to get a doctor

Mobility

If people don't have access to transport how do they travel to appointments? Bus service may not provide transport at appointment times. Taxi costs are high. People can not afford to travel to appointments.

I think it will be a massive amount of pressure on us to try register and transfer to another practice - where exactly is the question??

Unable to attend Neyland surgery as I am unable to walk to the bus stop and down the road to Neyland surgery, nor get on a bus to attend either Winch Lane/ St Thomas’ or either Milford Practices.

I’m 80. At present I still drive - not sure I can continue for long. Bus in winter would be difficult. Taxi expensive

Very affected as unable to travel distance due to illness

I HAVE BEEN WITH THE PRACTICE FOR MANY YEARS, BEING ABLE TO ATTEND THE SURGERY THAT IS ACCESSIBLE TO ME IS A NECESSITY AND AS I GET OLDER EVEN MORE SO.
With great difficulty, Milford Haven Surgery have had me on the list for 20 years. Can not accept Haverfordwest surgeries due to transport links. very worried pensioner.

DIFFICULTY TO TRAVEL

Time and travel constraints would make visits more difficult

WITH DIFFICULTY DUE TO MY LACK OF MOBILITY

I would find it quite traumatic as I have been registered with this practice since I was 3 years old and have confidence in the practice even though the doctors have obviously changed over the years.

transport would be a big problem

Depends on distance

If i have to travell, i would be worried that might trigger my anxiety, eg leaving house.

The few times I do visit the GO I would like it to be local and easily accessible. It would have an adverse effect if I had to travel far

transport would be a problem

Very willing to go back to Barlow House in Milford Haven

AT MY AGE AND STATE OF HEALTH, GOING FURTHER AFIELD WOULD BE DIFFICULT WITH THE WINTER MONTHS

Currently as a driver I would be OK - but would be much affected if NOT + as I get older (74 at moment)
Inconvenience of travel

I would need to travel further.

Transport problems

No problem for me

DON'T DRIVE WOULD HAVE TO ACCESS BUSES. WHICH ARE NOT REGULAR SO WOULD MORE THAN LIKELY HAVE NO DOCTOR

Depends what 'elsewhere' mean. I'm 75, in time it could be difficult to travel.

It would mean travelling further + other surgeries locally do not have the same opening hours

Transportation would be difficult to arrange if outside locality.

It depends partly on where "elsewhere" is. At the moment I can drive - but not for much longer. Hoe would I and others of a similar age access a GP miles from their home?

As a non-driver, his would be difficult

Dr would not know me. If I needed a home call, I wouldn't know the doctor. Would I get to see a doctor if I was in a different practice with too many patients?

As an elderly person, I would prefer not tp have to travel to far to access services (5 miles?)
yes

I do not drive. M Haven would be easier for travel.

No affect.

As someone with mobility issues it would be more difficult that it already is.

Greatly.

Travelling distance - 10 miles.

A reasonable travelling distance (10-15 miles)

Depending on distance, any increase in travel could be inconvenient and/or difficult for my age group (80+).

difficulty in travelling

I am unable to drive or use public transport without assistance. This would make it very hard to travel elsewhere.

cant get to surgery due to limited mobility. dependent on doctor coming to house

i would struggle as i would need my husband to drive me. the transport is not very good. difficult to get a bus to match appointment time. long waiting times for return transport.

Transportation - bus service unreliable. I have no care, taxi too
expensive. Old people unable to use transportation due to disability

have you seen the : price of fuel, poor public transport,

I don't drive

cost of fuel if i had to travel to a further surgery

Costs and time of going further. Less access to GP is too many patients on GP list

I don't drive and can't use public transport on my own and would have to rely on my granddaughter to drive me and she works full time and it's hard to get the time off work

driving, more ques and patients. if not johnston then routine patient milford haven

yes - more travelling

It can take up to 2 hours to get my husband ready to have to travel further on top would be difficult. I drive when i am well enough, would be very difficult to travel further on days I am unwell. I am unable to use the bus due to mobility.

All services are oversubscribed already! Very difficult to get an appointment already

speaking to other people the GP service around the country its hard to get an appointment with long waiting lists.

Everywhere is already oversubscribed. My husband has a chronic illness and I have 2 small children and need to have access to a GP
NOT happy.

disaster not suitable

do not drive it means going by bus

More inconvenient than anything else but a repour is built up with your health care professionals when your surgery is 'local'

Unless support from friends/family were available it would be incredibly difficult, a sick person can not drive and public transport is inadequate.

Unless support from friends/family were available it would be incredibly difficult. A sick person cannot drive and public transport is inadequate.

It would mean more time off work because I would need to travel further to access a doctor.

Travel

Given my age (Over 80) this would be difficult when unable to drive and impossible for many in the area.

transportation, bus service unreliable, I have no car, taxi to expensive, old people who unable to use transportation due to disability.

i dont drive

It would take us a lot longer to travel to the GP. All the other GP surgeries are struggling to cope with their patient load too.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:49 AM</th>
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<tbody>
<tr>
<td>Not at all I have transport</td>
<td></td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:51 AM</th>
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<tbody>
<tr>
<td>cost and time of going further. loss of access to GP if too many patients on GP list</td>
<td></td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:53 AM</th>
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<tbody>
<tr>
<td>I have just been affected I had a slight stroke and the stress of the prescription alongside no transport apart from 'voluntary'. The ambulance was fast</td>
<td></td>
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</table>

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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:53 AM</th>
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<tbody>
<tr>
<td>I would if I have to but not be happy</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:54 AM</th>
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</thead>
<tbody>
<tr>
<td>No affect</td>
<td></td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:55 AM</th>
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<tbody>
<tr>
<td>It would be difficult as I am the main carer of my disabled son who is house bound.</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:03 PM</th>
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<tbody>
<tr>
<td>Yes as I have mobility issues.</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:07 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not unduly, as long as there is increased capacity in the new surgeries to accommodate an influx of additional patients from Neyland/ Johnston. This is unlikely or we wouldn't find ourselves in the position we are now losing a practice.</td>
<td></td>
</tr>
</tbody>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:07 PM</th>
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</thead>
<tbody>
<tr>
<td>i dont drive and can't use public transport on my own and would have to rely on my granddaughter to drive me and she works full time and its hard to get the time off work</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:09 PM</th>
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<tbody>
<tr>
<td>I would be confused and could deteriorate. (As his carer - I know it would confuse him),</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:09 PM</th>
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<tbody>
<tr>
<td>yes more travelling</td>
<td></td>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 12:10 PM</th>
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<tbody>
<tr>
<td>all services are over subscribed already. very difficult to get an appointment already</td>
<td></td>
</tr>
</tbody>
</table>
No transport, so rely on bus service!

everywhere is already over subscribed. my husband has a chronic illness and i have 2 small children and need to have access to a GP

Have access to my own transport so travelling a short distance wouldn't be an issue.

more inconvenience than anything else but a repour is built with your health care professionals when your surgery is local

Further to travel. Other surgeries are already full and are poorly run (e.g. can't get through on the phone) so it would be a stressful nightmare.

awkward and more backlog there!

I will be affected dramatically as I always seen Dr Tobain.

that depends on new location

If I'm too ill, I may not be able to travel, so I would like the service to remain in Neyland.

with great difficulty as i have Parkinson's and depend on others for transport

Transportation would be difficult as a full time carer to a disabled person.

it would be hard
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Expenses would be a factor if I had to travel further - more time off work - no public transport.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>Cost of transport to &quot;elsewhere&quot;.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be difficult to travel.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>would not be able to access services elsewhere due to age and health conditions, very worrying</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>more to travel and not so good opening hours</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>i don't drive and having to travel further would be an issue for me</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>my family has had wonderful treatment and help from St Clements surgery and we are worried about our future care at another practice</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Very affected.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>further to travel but I have a car and work in Pembroke Dock. I also have to travel to Milford Haven to the dentist or Haverfordwest to go to the bank</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>This would be very difficult as I have a dependant older husband with mobility problems.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Transportation</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Having a very sick son, one needs to know a doctor is on call?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Travel/ wait times/ getting an appointment.</td>
</tr>
</tbody>
</table>
I would find that very stressful.

Not happy.

It is bad enough not, so god help us.

It would be a big problem

Very difficult, I have no immediate family to call on. Don't understand why Neyland's yet again in this problem when we had an excellent Dr surgery

depends how far

We wouldn't have a designated Dr and it would put more strain on other practices having the extra patients

It would greatly affect me. I use the surgery regularly for myself and 2 children

As I am unaware of proposals I am unsure

Its an inconvenience mainly as having a doctor surgery in the Neyland community means the service is within walking distance for many, therefore making it more practical

Hugely... Johnston & Neyland surgery are always helpful and able to accommodate their patients needs, especially our children. To move to another practice which is over populated would change our level of care!

I don't drive and my walking is limited
Having repeat medication I worry about receiving these promptly.

no way of getting elsewhere/to any other surgery as no transport and can't walk far.

Would not be able to attend so would have to go without medical attention.

While I can drive this is possible.

I do not drive so I would have to rely on someone for a lift or having to catch the bus which sometimes doesn't even run.

It would be very difficult, I have limited mobility & require assistance when going out and having to arrange for this further away would be very inconvenient.

It would have an adverse effect on my ability to access services if the surgery closed or was moved from Neyland.

Getting myself to see a doctor.

it would be dependant on how far away the services were.

access to travel would be a problem.

Inconvenient.

would need to travel.

no effect as I have to drive to Neyland at the moment.
I LIVE IN THE SAME STREET AS NEYLAND SURGERY, BUT I AM A CAR OWNER + WORK IN MILFORD HAVEN. I FOUND BARLOW HOUSE FAR SUPERIOR IN EVERY WAY + WOULD BE PLEASED TO RETURN. I DO NOT WANT TO GO TO ANY PEMBROKE OR PEMROKE DOCK SURGERIES.

with my particular illness i wouldnt be able to talk openly about it with any other dr other than Dr phillips. it would take me a long time to trust another GP

I would have much further to travel.

i have been with johnston and neyland surgeries since i was married in 1973! i have got to know the drs, nurses, practitioners and other staff very well and now at the age of 73 years I DO NOT WISH TO HAVE TO MOVE DRS. they know me!!!

i could cope with this as i live my daughter + partner and they have cars

MOBILITY IS POOR - DOCTORS HAVE GIVEN HOME VISITS, WORRIED I WOULD NO LONGER RECEIVE HOME VISITS WHEN NEEDED.

provided it is a good service it would be no problem as we have a mobility vehicle

Very affected

i am very concerned as i know bothy h'west and milford GP services are already over subscribed & struggling. i cannot see how local practices can absorb such a vast amount of patients.

greatly as i look after my grandchildren for my children and also take care of my parents who are elderly and to fit in everything is difficult now but if i have to travel further would put added pressure, especially as they live with me and i share same drs.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:02 PM</th>
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<tr>
<td>It would be very difficult</td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:02 PM</th>
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<tbody>
<tr>
<td>NOT ONLY MYSELF, BUT EVERYONE WOULD BE AFFECTED BY ACCESSING SERVICES ELSEWHERE - WAITING TIME TO SPEAK OR SEE A G.P. BECAUSE THERE IS NOT ENOUGH HOURS IN THE DAY TO FIT YOU IN, SLOTS TO SEE G.P.S ARE FULL EACH TIME YOU TRY TO RING. HAVING SPOKEN TO PEOPLE FROM OTHER SURGERIES THEY ARE EXTREMELY CONCERNED ABOUT NOT BEING ABLE TO SEE THEIR G.P.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:03 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>depends where</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:04 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>WITH VERY GREAT DIFFICULTY</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:04 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>At 87 years old - no transport, very affected</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:05 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would not be able to go to alternative locations</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:15 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can't get to any other surgery. Husband takes car to work.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:07 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>As OAP local services mean a lot to us</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:11 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>dr phillips has been our dr for 17 years and understands our needs, to start anew would be distressing at our age</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:12 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>not able to get there</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:13 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>travelling issue</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 02:13 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given that were both pensioners and the high cost of fuel and the low state pension compared to the high cost of fuel and food. We may</td>
<td></td>
</tr>
</tbody>
</table>
not be able to afford to go to see a doctor too far away

Screen Name Redacted  
9/01/2022 02:15 PM  
provided service was not too far away not a problem

Screen Name Redacted  
9/01/2022 02:20 PM  
People have more complex health issues find it harder to travel to a set time. With a smaller practice it has a more intimate service you are more likely to see the same doctor who knows your problem going a faster service

Screen Name Redacted  
9/01/2022 02:20 PM  
As long as the surgery is within a 10 miles radius, and there is adequate parking when you get there.

Screen Name Redacted  
9/01/2022 02:20 PM  
It would depend on how far

Screen Name Redacted  
9/01/2022 02:23 PM  
Transport links in the area are poor to get to an appointment further away, would be costly and difficult. Would cost more money when the cost of living is rising so fast

Screen Name Redacted  
9/01/2022 02:24 PM  
It would be an inconvenience

Screen Name Redacted  
9/01/2022 02:25 PM  
DEPENDS ON DISTANCE I WOULD HAVE TO TRAVEL AS YOU GET OLDER THIS WOULD BECOME A PROBLEM.

Screen Name Redacted  
9/01/2022 02:26 PM  
Not sure until advised what was being offered. I would prefer local services

Screen Name Redacted  
9/01/2022 02:26 PM  
I can drive and have a car so could get to Milford Haven and Haverfordwest

Screen Name Redacted  
9/01/2022 02:27 PM  
I would have to travel too far to access other services

Screen Name Redacted  
9/01/2022 02:28 PM  
Potentially the cost to travel there depending upon the new location
Travelling

Travelling would be difficult

Travel/Parking

Difficulty with travel + parking

Don't always have access to a car so would be costly to travel elsewhere e.g. bus fair £10 return, taxi £15.20 return

I would find it difficult

Just as long as in Milford or Haverfordwest I'm fine

It would depend on what services were offered i.e. telephone appointment and facetime appointment

It would be very inconvenient as a working person needing access locally and being able to call in during working hours

Very affected - do not drive and cannot walk far

Limited bus service available but able to travel by car mostly so suitable parking (free) would be helpful

Very bad

If I become unable to drive it would be difficult to get to a bus stop because of the distance
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>CONCERNED ABOUT LACK OF LOCAL CARE AND TREATMENT FOR MY ASTHMA AND GP APPOINTMENT IF REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>neyland and johnston and surrounding areas should be entitled to have their own surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>travel problem</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>depending on distance could cause difficulties for my age group and the other 80s</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>why should we have to go elsewhere, i have paid my Ni stamp for these services</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>difficult as i am disabled and housebound</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>TO BE AS I AM ON A LOT OF MEDICINE AND NEED TO BE ABLE TO GET THIS. I ALSO FROM TIME-TIME NEED TO SEE MY G.P.     MY DAUGHTER WORK FULL TIME AND I DEPEND ON THEM TO BE ABLE TO BE ABLE TO TAKE ME TO SEE A GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>GREATLY</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>With limited mobility it would mean isolation, rely on public transport to access care and being restricted as to when that care can be sort</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>difficulty in travelling</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be extremely difficult, and my health condition is going to get worse, long term its important that we have a local surgery in a community in the size of Johnston!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>WOULD FIND IT VERY DIFFICULT WITHOUT TRANSPORT</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:16 PM</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:20 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:22 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:23 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:30 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:31 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:32 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:32 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:33 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:34 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:37 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:39 PM</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 03:40 PM</td>
</tr>
</tbody>
</table>
this could easily change

all depends on how far away from here

I have no car and no bus service

Depends how far away. If I could get repeat prescriptions from local pharmacy, that would be ok.

I am a non driver

I would not be happy

would be forced to drive, more stressful when possibly ill

Increase in cost, increase in time, increase in anxiety, would make life more difficult

More cars on the road! I can walk to surgery in Neyland

i, like all the other patients would be detrimentally affected by this

awkward neyland is locally good

Travelling to another surgery may be an issue if too far away or illness prevents longer travel due to symptoms

difficulty in getting to alternative location. no car would have to use taxi/ bus poor mobility

I AM FORTUNATE THAT I DRIVE. MANY IN THE TOWN DO NOT
<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/01/2022 03:51 PM</td>
<td>EVEN THOUGH I DO HAVE ACCESS TO A VEHICLE, BEING REQUIRED TO DRIVE WHEN ILL ISN'T IDEAL. ALSO, I KNOW THAT LOCAL GP PRACTICES TO NEYLAND ARE STRETCHED TO CAPACITY. I DO NOT RELISH HAVING TO COMPLETE WITH EVEN MORE PATIENTS FOR AN APPOINTMENT.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>At the moment I can drive but if I couldn't access to services elsewhere would be difficult. Neyland is close enough to warrant the cost of taxi but I could not afford transport to travel further.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I'm not a person to go anywhere</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>At the moment I able to walk to the surgery but could not do so if the Neyland Surgery closed</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Travel would be difficult, would this mean less appointments access?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Imponderable. Access would need to have no effect</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>We would have to travel for appointments. My little boys age 6 and 4 won't have the vital care of the drs surgery on our doorstep, they have always been amazing with our children</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would affect us as my daughter attends the surgery regularly as she has a condition which needs blood tests carried out.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I am 88 years old and have Macular Degeneration and Atrial Fibrillation and would have problems to travel too far</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be difficult</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would be very inconvenient to have to travel further to the doctors</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>As a 87 year old female who does not drive a car it would be very difficult to travel further. I have arthritis and hold a blue badge</td>
</tr>
</tbody>
</table>
Personally I could travel, but many people couldn't if they have to be accommodated I would not appreciate any association with Pembroke Dock - they were hopeless before

Greatly don't go there

My fear of services elsewhere that its easy to be missed when needing follow ups. As having had breast cancer, personal contact with the GP is important

It would be hard when not driving

As I have access to transport - can drive to required surgeries - would prefer Barlow House, Milford if I had to go elsewhere

It would be an inconvenience

At the moment we are OK, however if either of us couldn't drive it would be very difficult.

Travel is challenging and inconvenience. Cost would be greater.

Difficultly travelling and I dont see how this would provide same or better service when P/Dock surgery has already been deemed below acceptable and Milford Haven is at full capacity.

More difficult to organise as I cant drive and have to rely on other people.

IT WOULD BE VERY COSTLY IF I HAD TO TRAVEL TO ACCEPSTHESSE SERVICES OUT OF NEYLAND, I HAVE NO TRANSPORT OF MY OWN, I ATTEND THE SURGERY ON A REGULAR BASIS DUE TO MULTI ILLNESSES
-IT WOULD BE DIFFICULT TO TRAVEL TO OTHER TOWNS FOR
ASSISTANCE. -IT FEELS AS IF IT WILL BE DIFFICULT TO
ACCESS SERVICES IF YOU ARE PART OF A LARGER SURGERY
AS IT IS I HAVE NOT SEEN A GP ABOUT A PROBLEM THAT THE
HOSPITAL HAS RECOMMENDED I HAVE MONITORED!

This would have ramification on household budget and accessibility

I'm able to drive, but can not access transport the elderly

Greatly

Could be difficult to travel, and harder to get an appointment

Further to travel

YES BECAUSE I DO NOT DRIVE AND CANNOT AFFORD A TAXI.
ALSO, BUS SERVICES ARE INFREQUENT.

WITH DIFFICULTY

transport issues

I have staff to drive me to appointments

WILL AFFECT TRAVEL WHEN ITS ON MY DOORSTEP NOW

IT WOULD BE EXTREMELY DIFFICULT TRAVEL IS DIFFICULT AND
EXPENSIVE I AM 85 WITH LIMITED MOBILITY MY WIFE IS
DIABLED WITH THE SURGERY IN NEYLAND WE CAN MANAGE
WITHOUT ASSISTANCE- ELSEWHERE WOULD BE VERY
DIFFICULT
Would be very difficult as I am disabled

I DO NOT OWN A CAR SO DIFFICULTY IN GOING OUT OF NEYLAND

The cost of fuel to go further do not want to go to H’West of Milford

-I’m happy to talk the a doctor over the phone irrespective of location but would prefer the same doc -Travel would need to be reasonable eg 10 miles Milford Haven is fine

I am able to drive and have a car so would have no problem travelling elsewhere.

it would be very difficult for me1

we would have to travel at least 3 miles nearest surgery, which is a worry with having one car for our working class household.

mentally aggrieved

i would just have to get on with it

The GP service should I have to go further to access, means I have to rely on driving or public transport. The reason I registered with a local GP is because its local to me and I prefer the service to remain local.

Yes I would be effected economically and environmentally by cost of travel. Less exercise more road use. Time wasted. Social heart of Neyland eroded. All degrading health and wellbeing.

if i have further to travel, it makes life awkward but not impossible.
<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/02/2022 10:30 AM</td>
<td>currently i cannot drive, and neyland surgery is within walking distance. any other GP surgery is a bus ride and more time out of a working day. not ideal but not impossible.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>IT WOULD BE DIFFICULT</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>i am happy to drive anywhere, within a 2-3 mile radius.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>NO BUS SERVICES. TAXI TO NEYLAND IS £10 RETURN. HAVERFORDWEST -£20 EACH WAY, PEMBROKE DOCK £20 EACH WAY. I AM A PENSIONER AND DO NOT DRIVE. I WOULD BE UNABLE TO ACCESS ANY SERVICES</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>as i am in a wheel chair and cannot travel very face in a car this would be a problem</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>It would affect us massively</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>i dont want to go elsewhere because is too far away for me and my family</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I WORK FULL TIME SO IT WOULD BE NOT ADVANTAGEOUS FOR ME TO GO ELSEWHERE</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>with difficulty</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>yes, i would like to know if i want to see the dr where i can go</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>would not be able to go elsewhere</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>NO MONEY TO TRAVEL NO GOING TO SEE DOCTORS</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>not able to go any distance no acess to transport</td>
</tr>
</tbody>
</table>
Screen Name Redacted 9/02/2022 10:49 AM

BECAUSE OF MY DISABILITY AND BEING HOUSEBOUND IT WOULD BE IMPOSSIBLE TO ACCESS SERVICES ELSEWHERE. I WOULD NEED A HOME VISIT IF IT BECAME ABSOLUTELY NECESSARY

Screen Name Redacted 9/02/2022 10:49 AM

would not be able to go elsewhere

Screen Name Redacted 9/02/2022 10:50 AM

would not be able to go elsewhere

Screen Name Redacted 9/02/2022 10:50 AM

Access, distance, transport difficulties

Screen Name Redacted 9/02/2022 10:51 AM

potentially longer waiting times, travel also may be an issue

Screen Name Redacted 9/02/2022 10:51 AM

Difficulty getting there Do not drive

Screen Name Redacted 9/02/2022 10:54 AM

Distance will no doubt be a problem access if without transport

Screen Name Redacted 9/02/2022 10:58 AM

at the moment i can still drive if it moves away to another area the catchment numbers increase and appointments will be harder to get. eventually i may not be able to get to the drs

Screen Name Redacted 9/02/2022 11:00 AM

depending on where services are allocated - getting to places is always a problem unless you have a car - i live in a small village and bus services are limited - not everyone can afford a taxi

Screen Name Redacted 9/02/2022 11:00 AM

can't travel, wheelchair bound

Screen Name Redacted 9/02/2022 11:01 AM

don't know

Screen Name Redacted 9/02/2022 11:01 AM

transport difficulties
Being of restricted mobility I cannot think how I would be able to access the services elsewhere.

i am disabled ad transportation to a different area would be difficult

I have to travel 10 miles to get to the surgery and would not want to travel any further

DEPENDS WHERE

Alright within a 10 mile radius as long as I can still drive. After that, impossible.

Find it hard to travel No transport and got to rely on others when available

ACCESSIBILITY FIT AROUND EMPLOYMENT IF REQUIRED TO TRAVEL

I WOULD BE AFFECTED

It depends where it would be. There would be added inconvenience of travelling but I'm also mindful that other practices may be at capacity and struggle to take on the whole population of Neyland

Providing services remain close by within a few miles.

Providing services remain ideal, then no issues.

Would have to travel- Expence- I'm retiring so would not afford it.
No problem if it was in Milford.

Travel costs. Going to a surgery that is already at capacity.

We live in Neyland so would be nice to still have Dr surgery in Neyland.

Difficulty to get to appointments when actually managing to get GP. If we have to join another surgery it will be difficult to get an appointment.

Not sure.

I can get to the present surgery by using a travelling frame. If surgery was moved further away, I could not get there because I have no transport- no car- and no one who can give me a lift.

Wouldn't know until had to.

As long as I can't drive that's fine. Bus service is not reliable. Trying to contact the surgery by phone in the morning is almost impossible. It's easier to walk down to make an appointment.

Travelling and the upheaval of going elsewhere.

Impossible. I need a local GP who can call at my home when I am ill. I cannot walk far and cannot access any GP practice. I doubt another town's GP will have the time or inclination to visit. Services will be too stretched.

No car also can't afford bus so very difficult.

Depends on where "elsewhere" is.
If "elsewhere" is in a different county then the answer would be a lot!!

I would not be affected.

We already suffer from most major services carried out from Neyland with Johnston being almost a part time office. Any further geographical relocation would be very inconvenient.

It would depend if it involved much travelling.

Probably even less chance to see a Doctor.

it would not be a problem as long as a practice had sufficient staff to deal with additional patients.

I would not be able to access medical care, as i am a vulnerable disabled person.

Definitely

Have difficulty going as do not drive and public transport out of the question due to back problems and nerve disability.

With Great Difficulty. transport cost.

It would be very difficult as it is hard enough to get an appointment on our own doorstep. what on earth would it be like if we had to travel and join a different surgery.

I do not believe that thousands of people will be safely accommodated at other practices as services are stretched already. People will die as a result of not being able to get an appointment for acute illnesses i.e cancer.
Getting myself + wife to see a doctor.

Due to responsibilities and travel provision, i may require treatment or service at home.

Extremely disappointed and very worried as I have ongoing medical conditions that needs constant medical attention and the fear of what's going to happen next.

Obviously, i would have to travel further, this would take more time and probably more waiting time - This is not how Johnston & Newland are run.

I costly do travel long distance. I would prefer a doctor close by that i can get to know and not be a "number" !

If needing emergency help for myself or my children, i fear that travelling further may hinder my family. The uncertainty of not knowing when i am able to be seen for check up, smear tests & backlogs.

Currently not a problem, but i'm in my late 70s and if became unable to drive, this would be difficult.

Location of services elsewhere.

Would have to travel further.

Would have to travel further.

Would have to travel further.

Transport difficulty due to poor public transport.
Location of services elsewhere.

Could not attend unless transport is provided.

It would be awkward.

I work shifts in Carmarthen, so being able to make appointments in advance if preferable.

I have angina and other medical issues. If I had to get to other locations, it would be problematic. I don't drive and walking up hills or great distances is not an option. The local bus service is not an option for me.

No difference.

Limited access to car

No car and don't go anywhere.

I would be affected as I don't drive.

I may struggling to travel to see a doctor.

I am 85 and at present still able to drive. However, I do have some mobility issues and require disabled facilities for parking. I do not live on a bus route. It would be extremely difficult for me to access services outside Neyland.

Time consuming and more difficult to organise.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/06/2022 01:57 PM</th>
<th>Problem then other people will have to put themselves out for me at my age.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:01 PM</td>
<td>It's hard for me as i have mental health issues. I wouldn't want change as i am comfortable and know my doctors as they know me.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:05 PM</td>
<td>I am house bound and unable to leave the house.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:07 PM</td>
<td>Mobility problems.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:14 PM</td>
<td>Don't know how i would manage, i try not to phone the Dr, but i've been shielding from Covid since the year it started.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:18 PM</td>
<td>I am currently pregnant and do not want to access services elsewhere for myself or my unborn child.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:23 PM</td>
<td>Massively. I have children, parents, elderly relatives. Obviously money is more important than patient care needs. Neyland's population is constantly growing !.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:52 PM</td>
<td>I can drive or have transport but time travelling further to any appointment would make it more difficult owing to work commitment.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 02:57 PM</td>
<td>Badly.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:29 PM</td>
<td>IT would be much harder. I am 69 and i care for my father who is 94. The logistics of getting him any distance takes its toll. We cannot access what we have never mind access to services eslewhere.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:39 PM</td>
<td>With being pregnant and having children, having easy access to GP care is very important to have locally in the village for convenience.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:42 PM</td>
<td>I'm willing and able to travel to see a GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:45 PM</td>
<td>It would be a major setback.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:48 PM</td>
<td>It would depend if it involved travelling.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:50 PM</td>
<td>Not too bad as i have transport.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:54 PM</td>
<td>As the service is very local, it will be really awkward to have to travel further afield.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/06/2022 03:57 PM</td>
<td>With rising fuel prices, having to drive to a (local) GP would affect greatly.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:07 AM</td>
<td>At the moment it is a telephone conversation and no face to face, so unless this changes i will not be affected.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:10 AM</td>
<td>Very badly, who can take on 6500 new patients</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:14 AM</td>
<td>Very difficult in all respects. Inclusive of picking of prescriptions.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:17 AM</td>
<td>Cannot drive and public service bus not always reliable.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:20 AM</td>
<td>Have to catch a bus, the service isn't good.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:23 AM</td>
<td>I am now 84 years of age and have been a patient all my life at Neyland starting with Dr Douglas.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:27 AM</td>
<td>I work 9-5pm, i would have to take extra time off to reach another GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:29 AM</td>
<td>Harder to get to clinic.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:31 AM</td>
<td>It would be hard for me to get to services elsewhere (cannot drive).</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------</td>
<td>-------------------------------------------------------------------</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:36 AM</td>
<td>I am on blood pressure tablets and i am concern if i have to travel elsewhere to get a prescription or even make a visit to see a GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:44 AM</td>
<td>I have/had heart attack and stents put in. I have to take my wife every where because of her angina and vertigo.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:47 AM</td>
<td>I drive it shouldn't be an issue.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:50 AM</td>
<td>Transport could be a problem.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:54 AM</td>
<td>IF we had to join somewhere else it would stretch the doctor's surgery more.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 11:58 AM</td>
<td>Local surgery would be best.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 12:01 PM</td>
<td>I would have to rely on the busses.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 12:03 PM</td>
<td>IT wouldn't be practical as don't drive.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 12:07 PM</td>
<td>Who would provide transport? We need a local surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 12:09 PM</td>
<td>Need transport Problems for home visits.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/22 12:13 PM</td>
<td>I would be disappointed to have to travel far to a GP service-especially as public transport is not good. You get to know the staff/receptionist at your local surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/07/2022 06:04 PM</td>
<td>Potential delays on seeing GP as they'd have much bigger patient list which will have consequences for health cost, time inconvenience! My husband has heart condition and has to see GP regularly.</td>
</tr>
</tbody>
</table>
IT would depend where it was, we do have a car so can travel, but others do not so would struggle more.

I do not drive and have to rely on others to get to Doctor. As Withybush Hospital is to be downgraded it is not an option for service. Surely money could be saved by scrapping the foolish idea (and expensive) of building a new hospital geography of no benefit to Pembrokeshire.

I may not be able to get to other areas.

It would be a nightmare to have to move to another practice within Pembrokeshire. These practices are already struggling with the number of patients they have, so to take more would make seeing a GP even harder.

Not very good.

We already must travel to Neyland from Johnston to see a GP which is inconvenient. I would be quite unhappy if i had to travel even further especially if i had to rely on the existing poor public transport provision. My poor mobility makes using public transport very difficult and GP provision further away would probably result in resorting to using taxis and mean additional expense.

I would have to travel by car to the surgery. There is already very limited parking in the Haverfordwest surgeries.

Travel if the surgery i'm allocated is too far.

We would obviously have to travel to see a Dr, which is extremely worrying with having two young children, and extremely elderly grandparents who do not drive. With constant rising in fuel prices and bills, we would be expected to fork out on means of travel for basic and vital care.
I have registered in Johnston and Neyland surgery because it is local for me and my family, and logistically this has an impact on accessing services elsewhere. I prefer the services to stay local especially with an aging population.

I moved here in Dec to be close to a GP. No public transport nearby.

Difficult due to my age + mobility.

Travelling might be a problem.

I would have to travel to gain access to services of GP.

It would affect me as i don't have transport to access services elsewhere.

At the moment i can drive but this may change.

I would find it very inconvenient if i had to travel much further to access services than i do at present.

I would find it very inconvenient if i had to travel much further to access services than i do at present.

Travel problems

Further to travel and public transport makes it difficult to attend appointments.

Because i have mobility issues, travelling anywhere is a problem.

Not Convenient to go to Pembroke or Milford.
I believe there would be no continuity of service and do not believe any other practices have the capacity.

GP's are already full

Would have to rely on someone to take me there.

It would be very difficult to attend appointments which are not on my doorstep.

I wouldn't be able to attend a surgery by myself, i would have to have transport as i do not drive.

It would impact on my ability to attend due to working hours. This could have an impact on my independence.

Would not be able to.

At the moment it's ok as i drive and own a car, however, i have massive concerns for the future if my health and mobility deteriorate.

That would depend on how big the other services are? ie excessive waiting for an appointment or even the receptionist picking the phone up.

Longer waits Increased stress

Would be more costly on our already swindling budget as pensioners, fuel for transport etc.

Would have to drive. Not convenient and expensive.
Screen Name Redacted  
9/08/2022 03:10 PM

Travel.

Screen Name Redacted  
9/08/2022 03:49 PM

I live alone so that could be very difficult.

Screen Name Redacted  
9/08/2022 03:51 PM

Great difficulty.

Screen Name Redacted  
9/08/2022 03:54 PM

It would be very difficult to access GP services if this surgery was moved.

Screen Name Redacted  
9/08/2022 03:57 PM

Extremely affected.

Screen Name Redacted  
9/08/2022 04:02 PM

Given that other local surgeries are also overstretched and struggling to cope with demand, I honestly think that I would struggle to get proper care in the event that I needed it.

Screen Name Redacted  
9/08/2022 04:09 PM

I would not be able to access GP care nor access the surgery. I would have little to no healthcare.

Screen Name Redacted  
9/08/2022 04:14 PM

I have significant health issues. My GP and all the staff are fantastic. They know their patients. All are brilliant at their respective jobs. I have mobility issues, how am I going to get to see a doctor if they’re not local?

Screen Name Redacted  
9/08/2022 04:20 PM

Health inequalities because of transport difficulties. Cost of taxis. We have a wonderful chemist in Neyland.

Screen Name Redacted  
9/08/2022 04:23 PM

Would need a taxi. No bus services. Taxi Pembroke Dock £11 one way.

Screen Name Redacted  
9/08/2022 04:27 PM

Added stress from travelling further to a place I’m unfamiliar with and great concerns over healthcare becoming less accessible to the most vulnerable in society.

Screen Name Redacted  
9/09/2022 10:08 AM

Would not be able to travel.
At present, I can drive, but as I am getting older and worrying about the time when I cannot drive. As I live on my own, this obviously concern me. I am retired and have not seen a doctor for several years. BUT PAID into NHS services.

Travelling to another surgery - actually getting an appointment around my job.

Travel expenses.

Would have difficulty getting to surgery.

It would cost a lot in fuel to have to travel further, especially in these economic times, and affect work.

Would have to travel a bit further, its nice to have a surgery local.

May be difficult to get transport to an appointment without one day notice.

I have complex needs- heart issues, diabetes, thyroid etc. I would like to see same doctor.

This would depend on distance, more than 8 miles would be difficult!

Travelling to another town could be very inconvenient and almost impossible if a car was not available.

Yes, longer waits for access to medical appointments.

I would have to rely on taxis to make appointments.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/09/2022 11:01 AM</th>
<th>Greatly affected. GP surgeries elsewhere are at bursting point. Thousands more added to their books will make everything worse than they are. It's common to wait 40 mins to phone them.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:03 AM</td>
<td>OK</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:06 AM</td>
<td>No problem, could use bus-train or taxi if needed.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:09 AM</td>
<td>Public transport won't meet needs and worry i won't be able to attend regular check ups.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:11 AM</td>
<td>Very worrying with young children.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:14 AM</td>
<td>It's hard enough to get appointments now let alone having to join another surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:16 AM</td>
<td>At present- no problem.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:46 AM</td>
<td>Considering that all the other local practices are struggling, i don't think this is a viable option.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:49 AM</td>
<td>I am unable to drive and have to rely on family to take me to appointments. There is a limited bus service to Haverfordwest only.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:53 AM</td>
<td>Greatly. Waiting times are ridiculous and it would be difficult to make appointments.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:58 AM</td>
<td>It would be difficult, inconvenient, and more expensive.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 11:59 AM</td>
<td>Yes</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/09/2022 12:04 PM</td>
<td>Do not drive, taxis are expensive, bus services can not use due to anxiety.</td>
</tr>
</tbody>
</table>
Be more difficult to get to a service outside Neyland.

Transport difficulties.

Will be dire if access services elsewhere.

It probably wouldn't affect me now as I drive but would affect me as I get older and don't drive.

It would no longer be local. Already it takes nearly 300 phone calls just to get an appointment if we got transferred surely that would go up as we would have to compete with the locals.

 Longer wait times, further to travel.

 Longer waiting times and further to travel.

(1) Location of services elsewhere, rising fuel costs etc. (2) Ease of accessing services elsewhere, hard enough to get an appt as it is without joining another practice.

Very difficult, don't drive.

It would be more difficult with transport.

Could be difficult to get there.

Optional question (1250 response(s), 29 skipped)

Question type: Essay Question
Q3 What views and concerns do you have about GP services locally?

Screen Name Redacted
8/01/2022 10:24 AM

If Neyland service goes then that means patients being added to other services that are already overwelmled and would mean appointments are even guarder to get.

Screen Name Redacted
8/01/2022 12:10 PM

Lack of face to face appointments. Still relying on pharmacy to do things that before covid the surgery would do.

Screen Name Redacted
8/01/2022 05:07 PM

I am extremely worried. At least we are able to get an appointment on the day in an emergency at the moment but from what I hear of other surgeries this is not the case. There is no opportunity for appointments that are non emergency so things get left until they become an emergency. The answer is more doctors … they need to have incentives and better contracts. People will not get lumps and symptoms checked out as they can’t get through or feel they are wasting time and people will die or be picked up too late it will cost this health board more money.

Screen Name Redacted
8/01/2022 06:22 PM

Other Surgeries are so full already.

Screen Name Redacted
8/01/2022 06:50 PM

If neyland and johnston surgery closes no other surgery had the capacity to take patients on as what happened when Argle left neyland.

Screen Name Redacted
8/01/2022 07:16 PM

This is the end of the line, there’s no where to go as all are services are disappearing.

Screen Name Redacted
8/01/2022 07:37 PM

Not enough appointments face to face too many phonecalls and not actually being checked out but trying to explain on phone not ideal. Waiting to be seen and then referred appalling time scale Not enough docs would prefer to see increase in specialist nurses who can refer and give prescriptions.

Screen Name Redacted
8/01/2022 07:56 PM

Peoples health will be affected with having to travel people will not bother.

Screen Name Redacted
8/01/2022 08:05 PM

Accessibility to actually see a doctor.
Concerned of not being able to get care when needed. Suffer with infections and important to get treatment as soon as possible due to medication already on

It is already very difficult to get an appointment, without surgeries closing.

Wait times

All other drs are full, and struggling so everyone’s care would be put in jeopardy

We have serious concerns, we are of an age where GP services are going to be more and more important for us, my wife has numerous problems with her health. It is not that long ago that we left Argyle Surgery, Neyland to join the current practice at Neyland and when the current GP’s made a pitch for us to join, there was no mention of them deciding to resign their contract in a few years. The Health Board must have a contingency plan for November 2022, the surgery that caters for a huge amount of patients cannot be allowed to close, even if GP’s and borrowed from elsewhere on a temporary basis until a permanent solution is found.

Wait times are already lengthy

Concerned that GP service won’t be available to us in Neyland. Everyone is stretched as it is but not having this service in our town with a population of almost 4000 people is extremely concerning. Have heard there will be no building to use either so even if a doctor was found where could we access the service.

Across the area we struggle to attract staff in what ever pay grade, limited service, high rental prices and scare , property prices high for those starting out.. over phone consultations do not work and give inaccurate disgnosis GPs are now being pushed to their maximum which can lead to mis diagnosis and they love with this worry daily and a threat of potential litigation as a result for what would be in less pressure a competent diagnosis
GP services have declined since the start of the pandemic with the loss of vital face to face appointments and triaging at reception. Patients should be able to make an appointment to see a doctor in person without having to explain their problems to a non medical person.

I have heart and blood disorder and having to travel to another surgery fills me with dread. The staff at Neyland from reception, nurses and doctors are exceptional and I haven’t come across a better surgery in nearly 60 years of being alive.

The lack of ability to recruit GPS with an increasing population especially here in Neyland with the soon to be occupied housing association site. The inability to book appointments in advance.

We have gone from 2 gp surgeries in Neyland to None. This is crazy considering the town is expanding. As is every other town. Sort it out!!

I’ve always been happy having a surgery on Neyland

Not having enough doctors to protect my family

Pre-booked appointments should be available without the need to phone at 8am on the day.

Service has always been adequate. Concerned regarding service not being available going forward.

We need to keep our surgery

There aren’t enough services

my family not having a doctor
Only that they would be taken out of Neyland.

Our service from our surgery is impeccable apart from one receptionist. Please don't change it.

Long waits, under paid, under valued staff, lack of doctors who get blamed for difficulties caused by twelve years of austerity.

The other surgery's cannot cope with patience they have and who cannot get appointments.

At present the GP surgery is within walking distance for most people in Neyland or they can ask a neighbour for a lift - moving it would mean patients would not get care as quickly.

That there is already not enough appointments to go around and getting rid of Neyland surgery would put more strain on other surgeries.

I'm concerned about losing our local surgery and the support they give to our town and community.

My concerns are the lack of accessible face to face appointments with a GP or other health workers especially for people, like my elderly parents, who cannot not access the internet and can find talking on the phone to someone they do not know to be difficult, stressful and may lead to misunderstandings. The lack of adequate local transport for the elderly with mobility issues and/or memory issues, young family and others. I do not want to live in a country who can tolerate people who are either ill, old, infirmed, with dementia, coping with young children, maybe an intolerant, unsympathetic boss, mental health issues having to stand at a bus stop on a freezing cold, wet and/or wind morning maybe having had to walk some distance to the stop and then to have to walk to the GPs and do it all again coming back. Why, in what is basically a 24 hour, 365 day a year society, does it seem that we have less access to a doctor or health care that ever? So many people are working, and expected to work, a varying shift pattern and to cover shifts at short notice that even phoning at 8am to making a same day appointment may have to be missed due to unexpected work commitments or childcare issues. I fear the health of the local community will suffer if there is no GPs in Neyland and this will have unforeseen consequences.
The difficulty in getting appointments to discuss non emergency questions.

Johnston surgery is my area but i will travel if nessary

I’m concerned that the surgery will close

the only problem we've had is trying to get through for an appointment. but with only 1 dr this is inevitable.

Not enough

My concern that with the lack of doctors, patients are being forced to seek private health care at vast expense in order to have health needs met. We already are dependent on a charity for sources of Information and support to manage my husbands condition. We really want our surgery to continue in Neyland. We are five miles from the nearest town; it would be impossible to live it!

I pay for a service I'm not getting

The inability to get an appointment

GPS and their staff including Nurses do an excellent job under difficult circumstances, they need more support from Government

Neyland is a town which has growing with population . Do not push us residents into using services in PEMBROKE DOCK AND MILFORD HAVEN I can foresee where your decision will go

Not enough of them emyto cover existing
The number of patients using nearby surgeries is already at a level where GP’s are unable to provide adequate services.

Surgeries are overwhelmed and struggling to keep up with the needs of the community.

I'll list these to make it less long and mundane - overcrowding in other gp surgery's - I know people who have struggled to get registered with new surgery’s and have found it pretty much impossible - we'd be expected to go further afield to see a Dr which is hard enough as it is - we playing into the hands of privatisation of the health care system - for years these dr surgery's in Neyland and johnston have provided a massive service to Neyland and johnston. - how can you reallocate 10,000 people to a already full Dr surgery or surgeries.

Poor service.

Very concerned as Neyland is an ever growing community, recently a new estate of approx 30 residential properties have been built, these will be housing a mixture of families, elderly and disabled. Also from my own view my mother is disabled and even though has access to a mobility scooter this would take away her independence to be able to go to the doctor's by herself, this will greatly affect a lot of elderly patients in the community.

All full Unable to get seen when needed. Serous problems delayed in diagnosis resulting in more health issues/ death/long term health issues not be detected early.

They are underfunded, overwhelmed with work. Serious investment and recruitment is required.

It has been ignored for too long. Not enough staff, too much work and underfunded.

Staff to patient ratios are concerning. Having to ring on the day to try and get an appointment, also adds stress when unwell.

Neyland upon moving to the area in 1987, had 2 GP surgeries. We
have always been with Charles Street Surgery and is now based in St Clements Road. My 3 sons were born whilst we lived in Neyland and I have found all GP's a great reassurance with various health issues when they were growing up. Without a surgery in Neyland during their time, my middle son's appendicitis might not have been realised and if it was not for the prompt action of the GP, it could have been a case of burst appendicitis. This is just one example of many hundreds of others that could happen whilst waiting for an appointment in an already very busy surgery if we were allocated to another surgery outside the area of Neyland.

Screen Name Redacted
8/16/2022 10:09 AM

Services are currently unable to cope and are overwhelmed and this is getting worse

Screen Name Redacted
8/16/2022 05:11 PM

Not being able to physically see a doctor or health professional. For example how can you have a diabetic review or medication review over the phone where a physical examination used to be required.

Screen Name Redacted
8/17/2022 04:56 PM

If the surgery in Neyland closes, how is it decided which surgery we have to move too? Do we have a choice? I work as a paramedic and we already have issues with patients who cannot get appointments with their own surgeries as it is? EG) Milford haven, Haverfordwest & Argyle st. This has caused an increase in Ambulance calls. If the people of Neyland and Johnston have to be moved to these surgeries who seem to be at full capacity, will this have an impact on GP/Nurse appointments? This is very worrying for Neyland community, we have a fantastic surgery and this will be a huge loss to the town.

Screen Name Redacted
8/17/2022 08:22 PM

None of they stay the same

Screen Name Redacted
8/17/2022 08:31 PM

NA

Screen Name Redacted
8/17/2022 08:57 PM

Lots of people attending GP surgeries that don't actually need to and also with how hard it is to get an appointment when you actually need one as well

Screen Name Redacted
8/18/2022 12:07 AM

That not having access to gp could endanger lives of all and with more houses being built in neyland having no surgery would be very worrying
If we lose their services in Neyland it will be a great loss to not just the residents of Neyland and Johnston but also to the pharmacy's. We simply cannot do without a doctors surgery in both towns. People are already struggling to register at out of town surgeries upon moving to Pembrokeshire.

There are not enough GPS. And I worry that older family members will not be able to see a doctor.

They are diminishing. Overstretched. Hard to access.

That we won't have any!!

Lack of appointments.

My concerns are the GP surgery actually closing! The Health Board needs to take action against this happening. A GP surgery has been running in Neyland for many years and should continue to do so.

Very happy as they were prior to GP retiring.

It is worrying that we cannot arrange to see or speak to a GP in advance and have to rely on being able to get through on the phone at 8am on the day we are available. We then have to wait for a phone call back from the GP and then if necessary have to go into the surgery. I can spend my whole day off just waiting and being unable to do anything else all day just to discuss my current medications. An email option for concerns like this would save time for both patients and GP's. It worries me that not enough money is being put into services in Pembrokeshire and that you are not offering good enough incentives to new GP's to encourage them to move here. Shame on you Hywel Dda.

I honestly think the doctors in Neyland wouldn't be overwhelmed if they went through the patience that are there every other day and sorted them out the GP would then be able to deal with the really sick people not time wasters.
Just hearing about other local GP surgeries whereby patients have been unable to get urgent appointments. The experience I have had with neyland surgery has always been positive.

The general lack of number of GP surgeries and appointments

Your total incompetence will cause me to lose my local services which I have paid for all of my life

They are too busy and under strain

It's a Shane you can't attract people. Is it anything to do with the conflict between pay and workload in comparison to locum pay/workload?

See above comments

No evening surgery appointments is they offered this service five days per week this would free up more spaces during the morning and afternoon. Terrible evidence of providing statutory evidence of medical status for those required to do so for disability allowances from DWP. This has caused me horrific stress, being told that failure to obtain the information from GP will result in stoppage of benefits, having to undergo a new medical assessment Return of mobility vehicle. Being assessed without supporting GP report. These reports are required in my case every three years. I have experienced problems every time with this GP service. Phoning for an appointment the same day for that day if there is enough slots your OK, but if not you have to ring again the following day. Being told that you can not request a roll on fit note until the day it expires, this usually means that you would not get another within two to three days later. Personally have had my pay stopped on five occasions due to this policy. Communication between some administrative staff and medical or GP is well below standard with staff going home and not completing actions agreed via the telephone. My main issue is why is Johnston/Neyland still running a Covid restricted services this is just not acceptable. The services has failed in numerous areas in my opinion with delays, errors, misinformation Being blamed on Covid. I believe that PPE is very necessary and is being undertaken, but as for administrative, and overall logistics of secondary function ie
reports, referrals, and sending patients to the hospital for routine testing is not what I call a service. As for staffing issues with both surgery areas this is the fault of the practice management they have been having problems recruiting and failed to update the health board until its now too late. I feel that a full audit should be carried out off all failures to provide the standard contractual service level agreement. Any shortfalls be identified and costing be returned back to the health authorities or sanctions administered.

I was previously under the Argyle group and hated the large practice, never knowing who you were going to see. I truly believe that doctors should at the very least know the basics of the person walking through the door for a consultation.

Why can Hywel Dda University Health Board not attract any potential GP’s to this area any reasons?

Neyland and Pembroke Dock are really suffering due to lack of access to GP services. I am not surprised that no doctors want to work with failing practices.

The doctors that are serving or have served Neyland, along with D/Ns, nurse practitioners, clerical support - ie every one I have had contact with have been excellent.

None

Our GPs are one of the best we have every had and we would like to keep the service because they saved my life in November

Everybody is being told to ‘get on and learn to live with Covid’. The GP practices don’t seem to think that this applies to them. We need access to the doctors as before!!

We just can’t lose our surgery people rely on this what about people that can’t drive and with disabilities don’t say buses because half the time they don’t turn up and taxis are very expensive we need a doctors surgery to stay in Neyland
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/20/2022 02:00 PM</th>
<th>Concerned that there are not enough doctors to cope with what is happening, and I can see it getting so much worse and we will end up travelling long distances to see a GP.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/20/2022 12:16 PM</td>
<td>I have serious concerns on the systematic and insidious degradation of health services in Pembrokeshire by Hywell Dda Health Board. The inability to recruit and retain medical professionals in Pembrokeshire to run local GP surgeries and hospital facilities is a direct result of either deliberate or consequential actions by this health board and are deeply concerning. The fact that HDUHB sent out a 6 page document requesting feedback on a serious situation of potential loss of the sole medical practice in the town, and less than half a page is given space to express those concerns, the remaining pages that are dedicated to requests for data on my ethnic, sexual and gender specifics would indicate to me that your attention is perhaps not focused on the right priorities of issues requiring being urgently addressed.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/20/2022 02:43 PM</td>
<td>There is already plans to reduce services at Withybush Hospital and services were stretched at Neyland and Johnston surgeries when a surgery in Pembroke Dock was closed a few years ago.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/20/2022 02:43 PM</td>
<td>Traveling, as with most locally this would be a problem as lack of public transportation and the cost of taxi's would be a great burden to most and that's without the rise in the cost of living</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/22/2022 10:35 AM</td>
<td>We moved here specifically to be near a GP. If it's moved to another town, we would have to move again which would have a detrimental affect on my wife's health.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/22/2022 12:09 PM</td>
<td>I consider that what is planned to happen to GP services locally is absolutely dire and is the culmination of the wretched NHS service higher management going back many years. Our local hospital is permanently understaffed, waiting lists are appalling (I have been waiting 2,5 years on the general surgery list) and plans for any improvements are years away. Root and branch reform required urgently. A truly shocking situation.</td>
</tr>
</tbody>
</table>
| Screen Name Redacted | 8/22/2022 02:08 PM | Where to start? GP services appears to exist in siege mentality, seemingly lurching along in crisis management mode day-to-day. The systems are archaic and intractable, the morale is rock bottom, it is frustrating and demoralising to be a patient. The fundamental issues
with appointments are well documented. Everyone is treated the same but needs vary hugely across the population. Working people aren’t catered for, preventive healthcare is non-existent. It doesn’t feel like using a service dealing with the GP practice, it feels like an ordeal.

Screen Name Redacted
8/23/2022 01:59 PM
I’m scared that they are taking them away

Screen Name Redacted
8/23/2022 02:10 PM
Will our area ever be able to recruit GPs again?! Thankfully I haven’t had to visit our surgery too often in the past, but with advancing years, who knows what I may need! It scares me, quite honestly. A young family, who has recently moved to this area, were turned away from their previous practice, as they were out of catchment! Shocking state of affairs! Needless to say, I’m extremely concerned about having no GPs in Neyland & Johnston.

Screen Name Redacted
8/23/2022 02:17 PM
In these times of great problems with the NHS and GP services in particular. Greater emphasis should be put on encouraging newly Welsh qualified doctors to remain in Wales via possible grants or other incentives!!

Screen Name Redacted
8/23/2022 04:34 PM
Feel like they are being run down and difficult to access when needed.

Screen Name Redacted
8/24/2022 01:03 PM
No concerns

Screen Name Redacted
8/24/2022 05:39 PM
GP services since start of lockdown have been dreadful, I have only managed to access the nurse at any given time, both surgeries run part time and never know which one is open at any time, ringing at 8am waiting 30mins to be told all face to face appts have gone is ridiculous, I suffer with very high BP and am supposed to have 6 monthly bloods for meds, but had nothing for 2 years, service isn’t bare minimum currently, need more Doctors and for both surgeries to be running full time, the practice nurses seem to be doing the majority of the appts, and repeat prescriptions are now taking 7 working days to process, there is no online service to order repeats or set up appts, needs dragging into 21st century, all this tech available and still hanging on phone for 30 mins just to enquire, get appt, book nurse.

Screen Name Redacted
I speak on behalf of the younger generation, and it concerns me that
local health care services may not be available within my area for me and my family.

Difficult to get an appointment

We need a GP in Neyland! The population is aging and many are housebound or without transport, I help some of these people by collecting prescriptions, shopping, taking their bins out, they would not manage without a GP in Neyland. Our GPs have served us well and we are known by them, in a larger practice we would likely be just a number.

The inability to get in touch easily with my GP. The “lottery” of Same day telephone appointments. The inability to be able to make an appointment in advance. I think we feel ignored. I have a friend who really needs to see a doctor, but is housebound...she hasn't been seen for months and months and months.. but I am also aware of the lack of staff to be able to fulfil this need...I don’t know what the solution is...

If patients move to a new surgery that will put a strain on that surgery making it more difficult to get appointments to see a GP In my view to many patients in one surgery

We need to see a doctor in person not talk to over the phone (how silly is that), and have the calls put through to a surgery not through a call centre or what you are doing now is stupid we have to ring about 50 times before we can get through, it's awful doing this. Is degrading and diabolical, we the people are paying for these calls, Hywel Dda it's not your money it's the peoples money all the grants and people that worked for it such as Captain Tom. It's not your money. Keep our surgery open. Yes.

That's where they should be local at Neyland, nowhere else. We should have a surgery in our town of Neyland. We have always had a surgery here over 90 years. Some time we had 3 surgeries here, which was and are still needed!!!

Our GP services locally to be kept open at Neyland most definitely. Keep ours open. We desperate needing our surgery. Yes! Yes! Yes!
We the people, maybe see a doctor then it’s all done over the phone! How can you possibly know what’s the matter over the phone, it’s absolutely disgusting what are you thinking of!!! And our surgery should see all the patients that need to see a doctor!!! Who on earth is at the top. Playing with our lives. It’s mad!!

I do not have broad band, and do not have a smart phone. I only have the BT land line which I rely on very much. Having the chemist in Neyland is another great asset, and they give great service. It is essential that we retain these.

Very concerned about all GP services local and in other areas in Pembrokeshire.

I have big concerns over GP services locally. When you speak to people they are all concerned in what the situation is!!!

I am concerned that we will not be able to visit a Doctor when we need one

Not being put with surgery's that are already unable to cope such as 'Argyle Street'

The population of Neyland is growing with a further 33 houses being built and yet with all this going on, we will not have a doctor's surgery (crazy).

Being "tacked" on to practises that are already overworked such as Argyle St, Pembroke Dock.

The population of Neyland and outlying areas warrants a surgery of their own and feel that this facility should be kept open as a matter of great importance and should not even be considered for closure.

Concerned about difficulty in getting to see a GP.

Our concern is that if the surgery in Neyland is closed where would
8/26/2022 04:12 PM  be expected to go? we have had and continue to have excellent service and we understand that they have had excellent reports over the years and do not wish to lose this facility.

Screen Name Redacted 8/26/2022 04:15 PM  As above, we have always counted ourselves very lucky to have the Neyland and Johnston Surgery. They have been excellent. Obviously Covid has changed the way the operate and the service is not what it was. Now made worse by one partners retirement. Generally other doctors surgeries seem to offer a worse service than before Covid.

Screen Name Redacted 8/26/2022 04:21 PM  visiting difficult making appointments easy that they are now not imprest with Hywel Dda Board

Screen Name Redacted 8/26/2022 04:23 PM  Good services.

Screen Name Redacted 8/26/2022 04:25 PM  That there won't be any

Screen Name Redacted 8/26/2022 04:29 PM  Neyland and the area served as present is a large community with many people in need of GP services and without transport. Please ensure that these needs are met by continuing provision to cover Neyland, Johnston and the surrounding villages.

Screen Name Redacted 8/26/2022 04:32 PM  Following the Covid epidemic it has been near impossible to see a doctor. and an improvement would be greatly appreciated.

Screen Name Redacted 8/26/2022 04:33 PM  Worrying

Screen Name Redacted 8/26/2022 04:36 PM  I think Hywel Dda should try a lot harder to try and recruit more doctors in our area. I'm very worried about my health and all these problems about my surgery is not helping.

Screen Name Redacted 8/26/2022 04:38 PM  The present G.P. service is good

Screen Name Redacted 8/26/2022 04:38 PM  I no all the surgeries are struggling but we need Neyland doctors.
That we won't be able to get an appointment when it matters. That any ailments/condition will deteriorate unnecessarily because healthcare was not accessible when needed.

Having been transferred originally from ??? to Neyland when they finished there service dropped at this point and continued to do so. Do try only to access Dr when very necessary but continuity a problem seen 3 different Drs on 3 visits!!

Not enough appointments

How difficult it has become to actually see a doctor.

Would prefer easy access to conversation with GP in person or by phone.

Good services

GPs locally are a key part of a community. Access to medical care is essential as well as prescribed medication to collect at local pharmacies is very important for obvious reasons.

I want and need (underlined) Johnston surgery to remain open. My age and complaints are very restricting.

That they are not meeting the demand.

The present Neyland surgery is excellent and should be retained. I would like to know how extensive the search has been for a suitable replacement GP - and be privi to Health Board's true motivation. There are 7000 potential patients in Neyland and Johnston. Totally unacceptable for there not to be a local surgery, and the loss will certainly impact our local pharmacy.

Neyland and Johnston surgery must remain
I feel the GPs often are not helpful, they are very clearly understaffed and often don't read any of your medical notes before speaking to you. I find that a lot of the GPs can be blunt, unwilling to help, and rushed. Repeat prescriptions are often not correct, I have medication that is desperately needed, being missed out, and have picked up boxes of medication that I have not been prescribed or taken for years, they often take a long time to go through even though I collect from Neyland pharmacy, and when you try and resolve the problem, the surgery and pharmacy repeatedly blame each other and so you get nowhere, although I will mention that more recently both the Dr's and the pharmacy have gotten much better and much quicker with prescriptions. I feel that only being able to get an appointment if you phone at 8am (repeatedly until you get put into the waiting list (this had taken me 45 minutes to get to the point of even being able to talk to a receptionist just to be told "no sorry, fully booked, today try again tomorrow"), is ridiculous, there are many other ways this process could be accomplished, including via the Internet, and while I understand that knowing the reason for needing the appointment helps in making sure you are seen by/speak to the best doctor for the job, I do not appreciate nor do I think it is in any way appropriate for you to HAVE to tell the RECEPTIONIST what your medical problem is, with no option to say 'I'd rather not say' without the receptionists often getting moody, giving attitude and borderline demanding you tell them what the appointment is for. Lastly, I really feel like the surgery should have a midwife either within or working with the surgery, I understand their are community midwives etc that you can talk to near by, however, once you are pregnant, the GPs basically want nothing to do with your, your basically handed over to the midwives/consultant and unless told by the consultant to do or prescribe you anything, they will not so much as talk to you about it, so far as to say that they would not even tell me whether I can or cannot have the flu and whooping cough vaccines due to the medications I am on, I am now almost 29 weeks gone and still haven't had any vaccines because if I ask I'm told to ask my consultant who I will see for the first time since my 12 week scan, next week, this is bonkers, they are entirely unwilling to help or even talk to you if you are pregnant.

Our local GP service has worked extremely well. My husband and I have experienced prompt care and individual attention from highly professional GPs and staff. They have focused on building trust and strong relationships with patients.

not able to see the GP or have the reasonable access to the sugary locally when I need it and those also registered, will be bad and dangerous for everyone concern. Also not having the service locally
in Neyland will be very bad for the town and the surrounding area depending it.

Hywel Dda has a responsibility to ensure the Neyland community has adequate local GP surgeries. The current situation has been well known for months but all Hywel Dha appears to have done is to relegate the problem to the "too hard box"! This shows a singular of foresight, concern, or management ability. Hywel Dha operatives; just do the job you are being paid for.

I am extremely worried that Neyland and Johnston Surgeries are due to close at the end of October and am aware that other surgeries in the area are short of GPs. It makes me feel extremely vulnerable especially as I am getting older (now approaching my 60s) and therefore more likely to require the services of a GP. I think it is extremely important that people have easy access to a GP, especially an ageing population. Nobody knows when they might fall ill. It could be dangerous. Some conditions require prompt attention.

As I am now over sixty my need to visit a Doctor is likely to increase as time goes by. I am taking blood pressure medication, therefore I require regular prescriptions which would possibly be less easy to obtain if services were not based locally.

I have always been really happy with the GP’s and nurses that I have seen, from midwifery team to general practice. They have a hard job and have always shown me and my family care and time. The only issue is getting in to see them!

I would like you to help us to keep our GPs as long as you can. We have great use of our GP and staff. Thank you

I would like to keep our GP’s and staff services as we do not like change

This present GP service is excellent. Concerns for cut backs in WHG! Are there no GPs to be found. Don't they like Pembrokeshire

Easier access to see a doctor and treatment. Concerns about all the cut backs.
Very concerns as this is the second time we have gone through a loss of GP services in Neyland in a relatively short period of time.

Pembrokeshire is fast becoming the forgotten county when it comes to NHS services. I fear for the other GP practices going the same why

Very worrying that you want to close down another GP in Neyland with a growing community and put strain on elsewhere, you should be ashamed of yourselves. Pembrokeshire is like a forgotten county for NHS services and not a care is given. Absolutely disgusting!

Big concerns. Like all other area's in Pembrokeshire

I understand all GP services locally are struggling and I am very very concerned.

Not being able to be seen face to face and sometimes wait all day for a doctor to phone back. Long waiting times for ambulance to respond

This is very concerning as we have already gone through this before. Pembrokeshire seems to be the forgotten county when it comes to the NHS. Absolutely worrying for the Neyland Community.

My concern is that we will be left without the care provided already. We have already been messed about. Very happy to receive the care at Neyland Medical Centre

pretty good

lack of contact to GP services

lack of contact

Over burdened GPs driving out current staff or them taking early retirement. Lack of interest in a GP moving to our area under the current system. As we pay for their training why are they not spread
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/30/2022 10:07 AM</th>
<th>Difficult getting to see a GP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:07 AM</td>
<td>Difficulty getting appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:09 AM</td>
<td>Not enough of them</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:11 AM</td>
<td>Make appointments easier than now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:11 AM</td>
<td>The local services at present deliver an excellent service</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:18 AM</td>
<td>My concern is covid is still being used as an excuse to cut face to face services</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:13 AM</td>
<td>My concerns are about all GP services locally and I believe all communities in Wales</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:16 AM</td>
<td>The GPs and nurse practitioner and nurses are good when you get to see them but it is very difficult to get an appointment. I mourn the retirement of Dr Tobin. He was excellent!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:22 AM</td>
<td>I hear of many other local surgeries where phones just ring and ring, receptionists are rude which is totally unnecessary they are there to help patients not put up barriers - I know how busy they are I used to be one before retirement. Inability to be able to leave a message or speak to a medic especially if there is a medical condition you need reassuring about. Lack of making a GP appointment to go see a GP.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/30/2022 10:22 AM</td>
<td>I have to say that the NHS for many years wastes and awful lot of money - most seems to go on admin i.e. have been sent two of these so unnecessary. My partner received two also. WASTE OF MONEY. The point of this survey I believe is a total waste of time as I am sure minds are made up already what is going to happen.</td>
</tr>
</tbody>
</table>
As stated above, there are a lot of worries and concerns about the local services. One being you can no longer get an appointment in Johnston and have to travel down to Neyland instead. Closure of this surgery causes more transport issues, lack of available appointments and more stress on local surgeries taking on more patients when they are already under strain. It’s the wrong decision.

Not enough face to face appointments and no advance appointments with GP only nurses for blood tests etc.

The trouble we have had getting appointments for some years now would suggest that the problems are long term, not just with GP surgeries, nut with the whole NHSWales.

Neyland and Johnston have always provided excellent services. Other area in Pembroke and Haverfordwest are already up to capacity. How can they cope with all Neyland and Johnston patients.

Distance. They are probably already overloaded with patients. More patients added would mean they would need more staff - would they be able to get these/would the premises be able to accommodate more patients.

I have no reference of other practices but believe practice should be able to have easy access to healthcare without having to travel to different towns.

Our surgery and local pharmacy have been invaluable to this locality. They took wonderful care of my late parents and have served all of my extended family for many years with great professionalism and good hum our. The practice is vital to the town. It has been proven that seeing the same people that you trust and rely on is beneficial.

It is convenient and very helpful having my GP services on my doorstep and I am worries what will happen after October if no other GP are found. It will make me anxious.

My view is that Neyland Surgery should remain open and a GP found to care for all patients as going to other surgeries is going to start.
having big problems getting appointments to fit times that I am able to attend and then anxiety setting in and making me more depressed.

Screen Name Redacted  
8/30/2022 10:52 AM  
Fortunately I don't need to see a GP very often but as one gets older this is likely to increase. For the moment the surgery is very convenient for a lot of elderly people and it would be a tragedy to lose this facility in Neyland and Johnston. I think it is essential for everyone in any area, that they have a local surgery

Screen Name Redacted  
8/30/2022 10:53 AM  
How will we manage without surgery in Neyland

Screen Name Redacted  
8/30/2022 10:55 AM  
(blank)

Screen Name Redacted  
8/30/2022 10:56 AM  
*Difficulty in getting an appointment *Inability of the ambulance service to respond to emergencies quickly *Lack of personal interaction

Screen Name Redacted  
8/30/2022 10:58 AM  
My concerns are the same as everyone else's - access to a GP is hit and miss. Telephone consultations difficult and confusing

Screen Name Redacted  
8/30/2022 11:02 AM  
That fact its difficult to see one.

Screen Name Redacted  
8/30/2022 11:05 AM  
There are not enough to cope with the local population

Screen Name Redacted  
8/30/2022 11:09 AM  
"Not consistent doctors A lack of doctors "

Screen Name Redacted  
8/30/2022 11:13 AM  
I appreciate the hard work everyone is doing but to have a surgery in Neyland is vital I am concerned for older people who do not get out as much if our surgery goes I think a lot will not seek medical advice

Screen Name Redacted  
8/30/2022 11:15 AM  
I would like to see a service retained in the community for the future. My family hold the service in the highest regard and have deep concerns of the Health Boards ability to offer accessible and equitable care rather than being asked/transfered elsewhere.
*Would not be able to be registered at a GP close to me *That I wouldn't get an appointment/not given time *That there would be missed diagnosis as a result

I worry if GP services move away from area - I won't get to have an appointment and will be deterred from attending resulting in a mis-diagnosis

Serious lack of GP's in general in Pembrokeshire. The HDUHB need a recruitment drive to bring doctors to our beautiful county which is over run in the summer months

We would be grateful if we can still have our GP services and our staff as they saved my wife's lift last year

We would be grateful if we can still have our GP services and our staff as they are the best we ever had

I think they should remain local. there are plenty of people who rely on public services who would struggle to get to appointments. By joining other practices - those practices become over-run and inefficient, lowering patient care and satisfaction for providers. It is environmentally bad to send a population on long journeys for care - not to mention that sick people do not need to extra burden, discomfort and worry of having to travel long distances

Currently it is difficult to get a doctors appointment if needed on the day and telephone calls not always the answer (although a help if nothing else possible) I know of several other GP surgeries struggling with volume of patients V amount of GPs in Pembrokeshire and the Health Board seriously has to do something about it SOON otherwise it will be lost. Please Please keep Neyland Surgery open

Doctors in Neyland are fantastic and losing them would be a massive blow to the town. I am aware that other Dr surgeries are struggling with patients due to the limited GPs in Pembrokeshire

That to get an appointment you got to phone at 8am and when you do all appointments are gone. But I want doctors to see you in surgery and not talk over a telephone and then wait all day for the call
Screen Name Redacted  
8/30/2022 12:21 PM  
Not enough primary contact with face to face consultations

Screen Name Redacted  
8/30/2022 12:24 PM  
Short of doctors, time taken to get an appointment. Limitations of the services available.

Screen Name Redacted  
8/30/2022 12:25 PM  
Very hard to get any kind of appointment without queuing outside surgery from 7:30am to get to see a doctor that day. Would like to book in advance

Screen Name Redacted  
8/30/2022 12:30 PM  
My answers to questions 1 and 2 make my concerns clear. I have friends and associates at these surgeries already struggle with appointments. Surely if this surgery were closed completely the situation can only get worse. Even to the point of people's lives in danger!

Screen Name Redacted  
8/30/2022 12:32 PM  
GPs are a lifeline and removing the Neyland Surgery will kill people when the cost of living rises in October

Screen Name Redacted  
8/30/2022 12:36 PM  
Have always had a good service with Dr Phillips and Dr Tobin and Zangoras previously. Saw them evolve at Withybush Hospital before being GPS. Can't handle Health Authority run it at Neyland and see how it goes?

Screen Name Redacted  
8/30/2022 12:38 PM  
Neyland is, after all a town and expanding. It is unthinkable that in 2022 any thought should be given to further reducing medical services

Screen Name Redacted  
8/30/2022 12:41 PM  
Current service has been considerably reduced because of difficult circumstances. Having to speak to the doctor by phone first is unsatisfactory

Screen Name Redacted  
8/30/2022 12:42 PM  
More doctors

Screen Name Redacted  
8/30/2022 12:42 PM  
If you work it is very hard to get an appointment
My greatest concern is having to go to Argyle practice in Pembroke Dock - nightmare

Need one

Why do I hear that GPs are only offered a 6 months (ish) contract? Wouldn't a longer contract be better than allowing people to have more positive attitude to moving to this area. Would you move for only a short time?

My household haven't been receiving a proper GP service for many many years. Everything about the practice/service has been rotten from top to bottom - the same mistakes over and over a gain. Support staff/receptionists who show no genuine interest or keen in resolving problems and an appointment lottery system that is quite ridiculous. THIS IS 2022 so why the hell aren't you providing a service with everything that this millennium enables you to provide. SORT IT OUT FOR GOD'S SAKE

"I expect to be able to see or speak to a gp in my local area and not have to travel to far. I do not like having to attend a large practice as my long term medical conditions mean I have to regularly see a gp and have blood tests and that should not be any more stressful than it already is"

All GP services are already very over stretched making it difficult to see or speak to a Dr when needed. it would be a disaster to close Neyland and Johnston surgeries as they are such big surgeries with so many people registered with them. Our local hospital closing for the 'superhospital' which is a lot further away. everything is so over stretched and I feel that lives are being put at risk. A terrible situation.

They are busy. Getting an appointment is difficult. Haverfordwest and Milford are already oversubscribed.

Cant get to see a doctor

They don't want to see you
Local services are very convenient to the community and to those who struggle with transport.

We need our surgery in our town.

I am scared we are losing it all.

Lack of appointments Less personal services as you would not be guaranteed to see the same DR Standards dropping Location of services.

There seems to have been a shortage of GPs for years and it's a shame as it means current GP's are overworked.

that we in Neyland will be abandoned all other surgeries already appear under stress.

There needs to be a surgery in Neyland and for the surrounding area. The population is far too high not to have a local surgery. Other surgeries are pushed to the limits as it is without the hundreds of patients from Neyland and Johnston encroaching on them too.

I HAVE ALWAYS FOUND NEYLAD , JOHNSON CLINIC VERY HELPFUL, I DON'T KNOW WHAT ILL DO NOW

It's worrying that a Town and Population the size of Neyland (plus Johnston and its surrounding areas) can not attract a GP.

The Elderly and disabled need a local (Neyland) service possibly 6 days a week as travel by bus is not an option for many. A Nurse Practitioner would be a big asset the cost of travel would prevent many from seeing a Doctor resulting in an overworked chemist. Moving to another surgery would make getting an appointment practically impossible.
Being so busy and over run it's hard to treat all patients and at times I feel my illnesses have been neglected.

47 new houses are about to be occupied in Neyland. There is no point encouraging new growth with no adequate services for good health of local residents. We should be moving forwards not backwards in 2022. We have always appreciated Neyland G.P surgery it is of great importance to the towns growth and well being. It is imperative that a solution is found!

I am entirely grateful for my valued GP - Dr Phillips of Johnston and Neyland Surgery.

Uncertainty of services?

Not being able to get an appointment and being able to make an appointment for a specific day/time etc.

The Neyland and Johnston catchment area large. If services were to move to Pembroke Dock area or Milford area, there would be very little chance of getting appointments. It's hard enough now. I am so worried for my own physical and emotional health that the idea of no GP's available with a congenital heart disorder and heart failure from chemotherpay for low grade serious ovarian cancer that its actually making me scared for my life. Especially as your saying that Haverfordwest Hospital is closing too! It's utterly disgusting how we are being treated.

lack of ability to recruit GPs. Shortage of GP practice in area leading to extra pressure on services at A&E at Withybush Hospital which the Health Board is determined to close.

I along with my husband has lived local all our life and need help more than ever. We have always had a doctors at Neyland.

IF THE PRACTICE MOVES FROM NEYLAND I SHALL BECOME GEOGRAPHICALLY ISOLATED.
It is a problem actually getting an appointment with the doctor.

I am 86 years old and require a lot of help. The loss of Neyland Surgery would be a disaster.

Obviously I would prefer to stay as they are. Major issues with the "eight o clock lottery" need to be addressed. Bring back "face to face" appointments.

Local service are brilliant!

Local service excellent!

THE DIFFICULTY IN ACCESSING FACE TO FACE APPOINTMENTS, LACK OF FOLLOW UPS CONCERNING HEALTH ISSUES I.E. BLOOD TESTS, MEDICATION REVIEWS + GENERAL HEALTH CHECK UPS FOR CERTAIN HEALTH ISSUES.

Although happy with our surgery the past 16 years or so - recently it is almost impossible to obtain an appointment if required!

Not always easy to make an appointment with a doctor.

Not enough GPs locally. Long waiting times to access services, difficult to get through to some surgeries to get an appointment. If more people are accessing already limited services then the situation will worsen.

Dr Phillips is a good doctor, but the present arrangement of having to explain one's problems to a receptionist (one of whom has a very brusque manner), then having a telephone consultation is an unsatisfactory solution to the current difficulties.

I have no concerns I've had nothing but praise for the services at Neyland surgery.
It would be difficult to go elsewhere for appointments without transport, as Johnston Surgery is in walking distance making it very convenient for regular appointments.

Sometimes difficult to make appointments face to face with a G.P.

If Neyland closes the alternative surgeries are several miles away certainly not local

Lack follow up on identified health concerns.

The GP services are already diminishing and things will get missed if these are even further reduced.

that we will lose them at a time in life when we most need them!!

I have no concerns with Neyland GP, they are good.

THEY ARE VERY STRETCHED BUT DO AMAZING WORK. THIS IS A SURVEY ABOUT THE FUTURE OF NEYLAND SURGERY. 3 PAGES OF NONSENSE QUESTIONS RIDICULE THE PROCESS. UNLESS OF COURSE THE BOARD IS DISCRIMINATORY AND WANT TO JUDGE THE WRITERS ON THEIR BACKGROUNDS RATHER THAN THEIR OPINIONS! WHAT A WASTE OF HEALTH SERVICE TIME AND MONEY. TOO MANY ‘GREY SUITS’ CALLING THE TUNES YET AGAIN.

I repeat PLEASE do not add Neyland and Johnston patients to Argyle Street. This will not help anyone. Please continue all efforts to attract GPs to Neyland.

Not enough staff for the amount of patients needing to be seen.

Not enough GPs in the area
Not enough local surgery dealing with smaller number of patients.

Getting appointments has been very difficult for several years. Having to phone at 8.00 in the morning is often impossible and if I ring later I get told ‘ring at 8’. Having said that, if I have a very urgent need the staff will help. I do get put off ringing for appointments for myself, especially at the moment when you get a telephone appointment. If I could book an appointment online I would be much more likely to see the GP with my concerns.

I like the doctors at neyland surgery. They know my history. At the moment Doctors in the area are rare, and they dont care about us as they do themselves so taking the surgery from us is a selfish thing to do.

I think there are not enough GPs for the population! We have been lucky with the service our surgery has provided as both of us were diagnosed with cancer last year. We are extremely concerned about what is going to happen after October. I have heard from other people registered at other practices that it is very difficult to access a GP so where are we going to go??

I am taking regular medication (HRT) for which I should be having regular blood pressure checks, I have not seen my GP for 2 1/2 years .. I cannot bypass the receptionist, the system is failing.

It would be nice to have a doctors in Neyland. Neyland is getting very large there for we need our own doctors

We were with Argyle st and were pleased when Hwest & Johnston took over instead of having to travel to P Dock or Pembroke. Its wrong that the NHS is so dependent on private GP surgeries.

Really concerned as 73 and feel we are being abandoned

It would be very difficult to go for blood tests+ visits to a surgery out of Neyland.
PRESENT SERVICES EXCELLENT

It’s very hard to get a face to face appointment

I think the staff and nurses do an excellent job caring for the locals and it would be a shame going elsewhere where time is at a shortage ie. appointment times.

With an ageing community, health problems become more prevalent so having access to healthcare locally is very important

Getting an appointment due to the amount of patients within the surgeries locally as some surgeries it is impossible to see a GP or get an appointment and it is a worry

Impossible to get to see a doctor face to face

I have always received a good service from both Neyland and Johnston surgeries but am very concerned that the Health Board is unable to recruit GP’s for this beautiful area of Wales.

Concerned that we will end up having no local doctors, its hard enough to get an appointment now without having to join somewhere else, also with talk of the local hospital closing down. We are in a sorry state.

very concerned that the way it’s going Neyland/Pembrokeshire will lose all of its medical facilities, not good at all

Not enough GP’s... Which is a huge worry

Prefer the service to be consultation person to person as before Covid.
Argyle Medical Group in Pembroke Dock has a massive problem seeing the patients they have now without adding more. If you need to make an appointment you do not need to be on the phone for an hour, or not able to see a Doctor for a week or longer.

These should always be doctors locally especially for elderly and children

we want GPs to be local with their services

We really can't lose this service in neyland

Inability to get appointments and the diffusion of services and the east of getting repeat prescriptions

Very concerned as we have an ageing population - it's a small community and has always been a surgery which has provided a friendly professional service

The GP's staff do a wonderful service. PLEASE KEEP THEM IN NEYLAND

That they are being removed from us

I rarely need to visit my GP, mostly visit the Nurse Practitioner. However as I move into my 70's, it concerns me that the service will not be accessable when I need it.

Up to now the service has been good would like to keep the smaller more personal practice and service

I was very happy with the surgery in general but would be concerned if that changed.
very concerns for the local people

We need one in our area

Until now none BUT I would be concerned if no GP services were available in Neyland. If we were assigned to another "local" surgery would the Doctor/Patient ratio allow for same day appointments to be made.

I'd prefer not to say thank you

Hard to get a face to face appointment

GP services seem to be very overwhelmed locally. It is difficult to get appointments so to have to register at another surgery will put more pressure on already extremely busy services

Concerned about lack of staffing

I appreciate the stress levels that all the team experience, obviously more staffing would help - I have seen the growing population since living in Johnston

We've had really good service in the past and would like it to continue. In the 1970's there was incentive for nurses to come and work in the UK. The pharmacy could continue but housing needed for new staff.

The absence of a GP surgery in Neyland might also present difficulties for those patients requiring prescription renewals on a regular basis (I live in Neyland)

There is a lot of people rely on our local GP why would it and why should it be changed
It's very hard at the moment to see a doctor & worried if I go to another surgery it's going to cause a strain on that surgery. What about my prescriptions? I am on a lot of medication and it could be disastrous for me if I don't get all my meds. I am worried I could have a bipolar episode it's quite frightening.

It is unthinkable that somewhere like Neyland and Johnston and the local villages without a GP practice. If the new service is further away it would be inconvenient for older people.

not getting appointments with a GP

GP services has never let me down in the past

none, as long as you can see or speak with a doctor & trust it will offer the same high standard of patient care like we get now

It should be kept local ie Neyland area (NOT Tenby/Pembroke Dock). So I personally will not travel far afield

none

As of now reliable and accessible, nearby chemist is great.

Get back to face to face stay local, to villages like Johnston + Neyland. Keep the surgery in Neyland or Johnston open after October. PTO Unfortunately, dealings on behalf of elderly family members, with Winch Lane or St. Thomas has been difficult. 1. you cannot get an appointment booked with out an excessive wait unless it is an emergency. 2. No face - to face If I had the money for private treatment and doctor I would go private. NHS a mess except for Johnston/Neyland lovely practice & professional

What can I do about it? If you cant get anyone that's it!!
Local G.P. Services are first contact for patients on a local & trusted base for either direct treatment or access to further investigation, treatment or other help within the wider healthcare system. Without them what direct, local contact is available? The Health Board, Community Health Council & those at Government level, need to support local G.P. services before they become extinct!

We need to keep our Neyland surgery

Finding new GP to join the practice. Availability of appointments

We need to keep our surgery in neyland

You cannot get to see a gp the waiting time for appointments is ridiculous

Concerned for the future very much

There are not enough GPs, the ones left have to work too hard and burn out and then leave causing further shortages, where is the work life balance????? You need to recruit more GPs and pay them better so their workload is manageable. lets be honest the entire delivery model for local GP services has been broken for a long time, try thinking outside the box to solve it. I can never criticise the service we get when we do speak to GPs, its just hard to access them and I dont
mean Face to Face I mean in any way.

Not enough Drs currently and more and more people moving in and back to the area.

GETTING AN APPOINTMENT WITH DOCTOR

LACK OF FACE TO FACE APPOINTMENTS.

Concerned we wont have any service as it is very much needed

No concerns they are all very helpful and professional

This shortfall in providing adequate medical cover should have been anticipated a lot earlier and a solution found

Not enough GPs in the area. Not as easy to book appointments and be seen, which has an impact on A+E services.

AS BOTH MY HUSBAND AND MYSELF ARE IN OUR 80'S IF MY HUSBAND HAS TO GIVE UP DRIVING WE COULD NOT MANAGE TO GO TO NEYLAND SURGERY WE DO NOT HAVE FAMILY NEARBY.

VERY CONCERNED + WORRIED THE N.H.S. IS GOING!!

It has become more difficult to get a GP appointment and this can only get worse.

Local services are very convenient to the local community and to those who struggle with transport

I HAVE REGULAR MEDICATION AND ONGOING HEALTH ISSUES- HOSPITAL APPOINTMENTS AT INTERVALS AND WORRY WHAT
WILL HAPPEN IF WE DONT HAVE A DOCTOR LOCALLY AS IS MY MOTHER

I know you can facetime or talk to a Dr on the phone but I do like a face to face appointment. I am waiting for a hospital appointment at the moment and feel the older generation are being forgotten about as were not as switched on with technology

Difficulty in accessing GPs and in particular face to face contact

DIFFICULTY GETTING FACE TO FACE APPOINTMENTS

ACCESS TO A GO IS DIFFICULT HAVING FIRST TO BE TRIAGED BY AN UNQUALIFIED RECEPTIONIST FOLLOWING A MORNING TELEPHONE LOTTERY. I AM SURE THAT PEOPLE WHO ARE NOT TECHNICALLY COMPETANT DIE BECAUSE OF THIS!

Neyland Surgery seems to be very badly run. I have to be dying before I see anyone and even then they wouldn't do anything. The management of the surgery is useless.

Lack of appointments, have not been able to access doctor in the last 2 years as appointments are always gone

MY CONCERNS ARE THAT ALL N.H.S. AND G.P. SERVICES ARE MOVING OUT OF OUR RURAL COMMUNITIES - MIGHT LOOK GOOD AT GOVERNMENT/COUNCIL LEVEL - BUT NO CONSIDERATION AT GRASS ROOTS LEVEL,

NEED FOR ACCESS TO G.P. AS REQUIRED. DIFFICULTIES RECENTLY FOR OTHERS TO GET APPOINTMENTS + REFERRALS

It patients had to travel they may be more reluctant to get potential health issues checked out at an early, easier treated stage.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 09:37 AM</th>
<th>To stay as it is now We have always had good doctors + nurses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:37 AM</td>
<td>See above</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:39 AM</td>
<td>My concerns are we do need a Dr in Neyland as there is so many old people that cant get about</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:39 AM</td>
<td>Been with Neyland surgery for sixty odd years and all the doctors we have had over the years have been first class + I would like it to been the same now for all patients young and us senior citizens as you get older transport is more difficult</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:40 AM</td>
<td>I think they do a wonderful job at the local GP and with them leaving concerns me for people that are local and cannot travel</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:40 AM</td>
<td>THE POPULATION HAS GROWN OVER THE YEARS SO WE NEED A G.P. SERVICE LOCALLY.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:41 AM</td>
<td>PREFER G.P. SERVICE TO STAY LOCALLY</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:42 AM</td>
<td>Having previously lived in a different area - it was horrendous trying to get an appointment or talk to a professional - I would not want them to return to that</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:43 AM</td>
<td>please do all you can to maintain current provision of GP services in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:45 AM</td>
<td>No views. I have been a member of this practice for the last year but have not needed to see a GP in that time</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:46 AM</td>
<td>Can never see a GP as always appointments gone very early</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 09:49 AM</td>
<td>According to the government we have to live with Covid and life goes on so why haven’t the surgeries fully opened yet? For face to face consultations etc? No point at all to have medication reviews over the</td>
</tr>
</tbody>
</table>
telephone and not face to face

Access to appointments, its hard enough now to get to see a GP

"Loss of local services is a risk to life for some. Travel issues for the elderly and disabled and ever rising travel costs - this would once again put further financial pressure and stress on people who are already just managing to survive these days - that might sound a little dramatic but it is the truth...people are suffering from every direction and this would just add to it"

Any other surgery would be a great deal less convenient for me as I live in St Clements Road

We have insufficient GP to cope for the number of patients. we are worry that this will affect the GPs badly as they are being overworked. This may eventually cause the surgery to close down.

My concern is that without a GP service in Neyland, people will suffer

There are not enough doctors to fill spaces so feel it will go back to Victorian times

Lack of availability to see a doctor or health professional face to face e.g. diabetic reviews on the phone are a waste of time

I hope the health board can get more GP in the near future. My biggest concern is that we may lose the surgery all together! However, I dont mind if the surgery/GPs/staff are added to Argyle surgery

If people are moved or other surgeries. They will suffer the care will decrease in quality as it will be stretched further. Neyland needs its surgery. For a growing town to not have a surgery would be a disgrace

Not easy to get appointments straight away but grateful to have a
They do a pretty decent job generally but there must be a better way to set appointments either in person or phone or video.

up to now, it has been very good.

None

Lack of them

Difficult

Difficult

I AM CONCERNED THAT THEY MAY NO LONGER BE LOCAL

NO ACCESS TO A GP

Fear that they will be moved further away

I have no problem with it

WAITING TIMES FOR APPOINTMENTS

Since the practice closed the Johnston branch of the practice the GP service is very poor. All consultations still to be over the phone that is you can get through in the first place

No concerns about the current gp service in neyland however I know
that waiting times for appointments in other surgery's is already through the roof so adding neyland patients to that is a massive concern

Can't get in to see a doctor

Coming under Neyland gets us sent to Tenby for Covid Jab!! Milford is a better alternative than Neyland.

MY PARTNER, 39, HAD A SEVERE STROKE APRIL OF THIS YEAR, I WILL BE RELIANT ON SUPPORT FROM LOCAL SERVICES + WOULD BE CONCERNED IF WE COULDN'T GET URGENT APPOINTMENTS

Worries me that with more housing being built whether gp services will be able to cope and how the quality will be affected as well as the recruitment issues currently happening.

Getting appointments is a real issue. Even getting through via phone. I appreciate the surgeries are busy but we should not be made to feel guilty when trying to receive the services

Preferred - - Man to man talking basis.

The lack of them

It is difficult to see a GP now. In a new local impossible

Luckily seldom used at present

WE SHOULD HAVE A GP SERVICE IN NEYLAND FULL STOP.

GP services should remain local, i.e. stay in Neyland.
Services appear to be getting worse not better as would be expected. Local people poorly served

Where would we go? Milford Haven surgeries are struggling and so is Argyle Street Pembroke Dock.

Very poor service

There has always been a surgery in the village. We are going back in time we should be going forward

I think the concerns are pretty obvious! It causes a lot of worry and stress for the patients, especially for those who need check ups regularly. I worry for my children, if they were poorly what would I do then?!

It makes sense to fix the problem of getting a doctor in our clinic in Neyland than move the entire practice to wherever and the loss of jobs

At the moment, sometimes you have to wait for an appointment. If we have fewer GP services it would make it much harder to talk to a doctor/nurse etc. if surgeries are closed.

YOU HAVE A JOB TO SEE A DOCTOR FACE TO FACE WILL BE SAD TO SEE THE SURGERY CLOSE (IF THIS IS GOING TO HAPPEN) ALWAYS HAD GOOD SERVICE FROM THIS PRACTICE

Would like to get back as it used to be (able to see a Doctor when required)

That with the services being less accessible there would be an increased challenge of accessing the G.P. due to being neurodivergent

When Neyland was run by Argyle Street all the services were atrocious, at every level. Waiting times were totally unacceptable,
Neyland and Johnston Surgery â€“ the future of services for registered patients: Survey Report for 01 August 2022 to 11 September 2022

staff were rude, condescending and the medical treatment was far below what it should be. Queues for prescriptions at the pharmacy were out of the door at every instance.

Screen Name Redacted
8/31/2022 10:29 AM
Neyland have lost it's council office, it's Police station and already one health practice. Enough is enough. Neyland needs a health practice in Neyland. Just get a doctor, it makes sense

Screen Name Redacted
8/31/2022 10:31 AM
No Doctors and difficult to get appointments. Why do Hywel Dda send forms in Welsh & English as this cannot be cost effective

Screen Name Redacted
8/31/2022 10:30 AM
None

Screen Name Redacted
8/31/2022 10:31 AM
Since Covid you have a job to see a doctor. Could be dead by the time you get to see one or an ambulance to arrive. What are we paying NI For??

Screen Name Redacted
8/31/2022 10:33 AM
the difficulty of seeing a doctor face to face

Screen Name Redacted
8/31/2022 10:33 AM
It was reaching breaking point before retirement of a partner, as is all NHS departments. No dentists, no doctors, no hospital, no change, no chance of survival in Pembrokeshire!

Screen Name Redacted
8/31/2022 10:36 AM
Not easily accessible seems easier to see a Nurse

Screen Name Redacted
8/31/2022 10:36 AM
I am really worried if we were to lose our surgery. We all depend on it so much. I don't think other surgeries would cope with all the extra patients. I'm having sleepless nights worrying about it

Screen Name Redacted
8/31/2022 10:39 AM
The lack of face to face appointments especially with young children in the home.

Screen Name Redacted
8/31/2022 10:40 AM
Way too many concerns! my weekly medication! worried about see's a Doctor! Please do something keep it open!
Very under funded. We got very little services in our area not like some areas i.e. Cardiff

Long waiting times and demand for recruiting GP's

It is obvious the GP services are stretched to the limit. It is the Health Boards responsibility to make sure that these services are improved and the Welsh Government needs to finance it

My GP service is very good and I do not understand how any doctor would not be happy to work there

I'm very worried as I've built up a great relationship with my local gp and he is very knowledgeable about epilepsy and its worrying that I'm now going to move doctor and go back and forth to a different town on my own with all this to a doctor I don't know

To be able to see a doctor and not have to explain to receptionists

The loss of the GP surgeries at Neyland and Johnston, would be very detrimental to these communities, and their surrounding areas.

Access to being seen.

There needs to be a recruitment drive and bring more GPs to Pembrokeshire - a bigger incentive is needed by HDUHB. Neyland is a growing town with more properties being built and a doctors surgery is a MUST! Please retain a doctors surgery in Neyland, it is so needed!

Having to ring at 8 am to get an appointment is no good to working people as I am travelling to work at that time -then you have to wait for a phone call to speak to a doctor -those of us who are working may not be able to just hang about just waiting for a phone call when we are in work

Rubish
All other surgeries r full so no room to take more patients

im concerned i will loose my GP who has been amazing and the best GP i have ever been under

We need to keep as many services that we can as local as possible

Not being able to see a GP at short notice. Phoning @ 08.00 HRS and not being able to get through, all appointments have been allocated.

Neyland surgery is fantastic however they are very over-run, spots are a struggle. More GPs are required everuwjet

Being unable to travel to surgery

People are going to be unable to get the help they need!

The need for a local gp is a must in this area with the population growing all the time. And with the current situation of withbush hospital moving further away

"Like GP services everywhere, patients still unable to get a face to face appointment with a GP

How has it come to this

That there are no face to face appointments available only telephone appointments

I WORRY THAT THERE AREN'T ENOUGH STAFF TO ANSWER THE PHONES. I DON'T PARTICULARLY LIKE TELLING RANDOM
OPERATORS WHATS WRONG WITH ME, IF ITS PERSONAL. IF IT IS PRIVATE IT'S PRIVATE. THE OPERATORS ARE A BIT BOSSY! TEACH FIRST AID IN SCHOOLS ENCOURAGE YOUNGSTERS TO GO INTO THE PROFESSION (START EARLY BECAUSE THIS COVID PROBLEM IS HERE TO STAY)

Screen Name Redacted
8/31/2022 11:03 AM
IT HAS TO REMAIN in Neyland, i feel the NHS in pembrokeshire is in a bad way, with services being limited at withybush so closest hOSPITAL is about an hours drive away.

Screen Name Redacted
8/31/2022 11:03 AM
I feel quite frightened at the thought of no G.P. to feel very vulnerable.

Screen Name Redacted
8/31/2022 11:04 AM
I have the view that our local healthcare is not good enough presently, getting an appointment is like trying to run a marathon and extremely difficult if you work full time. If Neyland and Johnston Surgery is closed I fear for the future of its patients, this could literally kill people as a result.

Screen Name Redacted
8/31/2022 11:04 AM
My main concern is the problem of getting an appointment these days, once you get through on the phone to actually speak to a receptionist or doctor personally I find the service very good.

Screen Name Redacted
8/31/2022 11:05 AM
Neyland has suffered since taking on patients from argyle doctors surgery, they had struggled before but not as bad and im afraid it will only get worse and we will be left with nothing or be put on another surgery which would then push them to struggle more.

Screen Name Redacted
8/31/2022 11:06 AM
I have always found our surgery very good I know things have been difficult with Covid with face to face appointments but if really urgent have been seen face to face.Would be very concerned if we were to loose it.

Screen Name Redacted
8/31/2022 11:07 AM
I am on the shielding list as classed as vulnerable. I need easy + swift access to a doctor. I feel this is in jeopardy.

Screen Name Redacted
8/31/2022 11:08 AM
NO CONCERNS. I WOULD JUST PREFER THINGS TO STAY AS THEY ARE.

Screen Name Redacted
8/31/2022 11:09 AM
I don't want to change surgeries. Neyland is a very good little surgery.
and provides us with very good services. Prescriptions are efficiently provided access to appointments is very good too. I hope the surgery isn't closed!

It would make sense to keep this surgery a working service, the catchment area is large, mostly elderly and where else would we go.

VERY HARD TO TALK TO A DOCTOR, AND HAVING TO EXPLAIN WHY YOU WANT A APPOINTMENTS.

CANT GET INTO SEE ONE

Can never see a dr anyway. They are always full.

I CAN'T BELIEVE IN THE 21ST CENTURY IT IS IMPOSSIBLE TO ACCESS A DOCTOR NO WONDER THE HOSPITALS ARE SO OVERWHELMED BECAUSE PEOPLE CANT SEE A LOCAL G.P.

NEEDS TO BE LOCAL

No GP services after october

1. THERE ARE NOT ENOUGH GP'S (APPARENTLY) TO RUN THE LOCAL NHS SERVICE. 2.THEREFORE GETTING A GP APPOINTMENT IS VERY DIFFICULT, IF NOT IMPOSSIBLE 3. EVEN APPOINTMENTS WITH NURSE/PRACTITIONERS HAVE TO BE WAITED FOR.

AFTER OCTOBER THERE WILL NOT BE A LOCAL GP SERVICE

I think pembrokeshire is being forgotten about and ??? a very worried about the implications of not having the care we need

Hopefully something will come up to fill the position in the near future. Dissapointed that the service is finishing.
Screen Name Redacted  
8/31/2022 11:48 AM  
Not being able to register with a doctor

Screen Name Redacted  
8/31/2022 11:49 AM  
Our surgery has worked well It would be awful to be "tacked on" to an already overcrowded practice

Screen Name Redacted  
8/31/2022 11:51 AM  
Since Covid I have felt they dont want to see you

Screen Name Redacted  
8/31/2022 11:54 AM  
I think local services are getting worse and this is affecting my Mental Health.

Screen Name Redacted  
8/31/2022 11:59 AM  
I think Pembrokeshire is being forgotten about and I a very worried about the implications of not haveing the care we need.

Screen Name Redacted  
8/31/2022 12:02 PM  
Hopefully something will come up to fill the position in the near future. Disappointed that the service is finishing.

Screen Name Redacted  
8/31/2022 12:02 PM  
Keeping GP services local in Pembrokeshire

Screen Name Redacted  
8/31/2022 12:04 PM  
Keep Same

Screen Name Redacted  
8/31/2022 12:07 PM  
Can't get an appointment, have to book on the day and can't book in advance ?/?

Screen Name Redacted  
8/31/2022 12:05 PM  
Our surgery has worked well. It would be awful to be ‘tacked on’ to an already overcrowded practice.

Screen Name Redacted  
8/31/2022 12:07 PM  
the service has been brilliant to me, just the 8.00 call same day system is not acceptable when poorly and got to wait to get seen.

Screen Name Redacted  
8/31/2022 12:07 PM  
Since Covid I have felt they don't want to see you
Surgery are already “stretched” without taking services away from us. Neyland Surgery must continue to operate otherwise people will suffer. We deserve better!

I think local services are getting worse and this is effecting my mental health

Not being able to access a Dr when needed. And would we be allocated or would we have to go on a list and wait

I hope in the future we will have a surgery in Neyland

Neyland and Johnston are large areas. A major concern is how people within this area will receive adequate medical attention.

Getting my repeat medication

Distinct lack of Doctors and slots available for in person appointments

I feel I would not get the same level of care if Johnston was to close. Also Johnston pharmacy would be at risk / not able to access medication.

Ver concerned we have to have to have some sort of GP service

ditto

Wales is a very sad place when unable to get medical assistance as we are passed our sell by date

ditto

Practices are no longer personal. It’s extremely difficult to obtain an
appointment then receptionists are rude and unhelpful; in general it's affecting how some patients are treated

Neyland surgery is the best and others are nowhere near as good which would have a serious detriment to health

GP services in the area are already overstretched with many not being able to receive appointments when needed. It would be disastrous not to keep the Neyland/Johnston surgery open, with so many people registered, and our local hospital closing for the "superhospital" many miles away, it is a massive concern not to have a local doctors or a local hospital. Live are being put at risk!

Keep same

*Appointments are non-existent *made to feel like we shouldn't even be asking for one *Receptionists are rude *Almost all appointments are over the phone which for physical illness is silly and sub par service

I'm worried it's going to be even more difficult to see a doctor personally

We need a GP surgery here with the amount of people in the area

The service is not great neway

None

There are a lot of elderly residents in Neyland and surrounding area who need GP services, closure would affect them greatly.

Every other surgery is full. You cant get expect over 10,000 new patients to register with a all ready full surgery
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 12:44 PM</th>
<th>We need to keep this surgery open! It's important.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:45 PM</td>
<td>I have never found GP services adequate - appointment difficulties, no follow ups of long standing conditions. I have not had a health check or blood test in years!!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:46 PM</td>
<td>It's hard to get face to face appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:47 PM</td>
<td>Its hard to get face to face appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:48 PM</td>
<td>I am ????? what GP, actually do with their time it seems that covid was the local catalyst that allowed GP dictate their work loads. Why are they still self ???????? It would be nice + SAFE, if there were available appointments to see GPs. They cannot and should not continue to palm off their pts to prescribing pharmacists. They should be able to give and practice holistic care I have major concerns for the elderly, vulnerable, those with Mental Health ?????? + clinical + acute illnesses. (???????? sorry cannot understand the final sentence). more answers to your questions: 1. Develop a 24hr GP phone line. This would free up ????? ??? GP apts _ build general public ????? (???? unable to understand the rest of the sentence) 2. Stop using the phrase &quot;is it an emergency&quot;. This is emotional blackmail + ultimately dangerous + ??????? 3. change the way GPs are funded. 4. Remind GPs + those who work in the practice why they are there ie. to Care, support + protect their ????? - move away from this business ethos + revisit their ??? hippocratic oath its not all about money, its about a ?????? management + care.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:49 PM</td>
<td>I feel that the surgeries are overworked. I have found it very difficult to get an appointment in the last 6 months - ringing at 8am to secure a time but constantly engaged then when I get through all appointments have been taken.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:50 PM</td>
<td>pressure on surgeries can make a difficult to see a doctor. Of particular concern when i have two chronic conditions.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 12:49 PM</td>
<td>All Gp surgeries are already over stretched making it difficult to get in to see or speak to a Dr already. It would be a disaster if Neyland + Johnston surgeries were to close, so many people are registered with them. Our local hospital cant cope. Everything is overstretched</td>
</tr>
</tbody>
</table>
and peoples lives are being put at risk. I feel very worried and stressed about the whole situation. TERRIBLE.

Screen Name Redacted
8/31/2022 12:52 PM
Mixed

Screen Name Redacted
8/31/2022 12:51 PM
Concerned as surgery and staff know mother well so change would be difficult

Screen Name Redacted
8/31/2022 12:53 PM
we are not being taken seriously

Screen Name Redacted
8/31/2022 12:57 PM
We feel we have had excellent service from our Surgery and would like to feel that this would continue well into the future. We have always (underlined) had GP surgeries in Neyland going back over many (underlined) years and think that to change this now would be a great step backwards for the whole community.

Screen Name Redacted
8/31/2022 12:57 PM
Very concerned at deterioration of service. I joined Winch Lane practice in 1972 and had my two children under the support of Dr.Gibson. After he retired things changed. I saw difficult people from 2008 when I realised I had cancer, my recurrence in 2015 took alot of visits to be diagnosed. When I moved 1 mile away, as the crow flies (in 2017) I was told I could not continue at Winch Lane. I was very vulnerable. Dr Phillips + Dr.Tobin have been excellent and supportive and I will be very sorry to lose their care. My cancer spread again in 2019 and will do so again at some point. Continuity of care has been so important in keeping me active and I hope it can continue.

Screen Name Redacted
8/31/2022 12:57 PM
I have no complaints with the present services except would be good if one could arrange a house visit if necessary

Screen Name Redacted
8/31/2022 12:59 PM
Have been with Surgery for over 20 yrs and don't like change. Been here before.

Screen Name Redacted
8/31/2022 12:58 PM
We need to keep as many services open!

Screen Name Redacted
8/31/2022 12:58 PM
It is very worrying as I get older the local services are decreasing certainly within Pembrokeshire
Screen Name Redacted 8/31/2022 01:00 PM

I am totally satisfied with my current GP services. In a time when everything seem to get worse. I am worried about the outcome of this

Screen Name Redacted 8/31/2022 12:59 PM

I am 91. Living alone but mobile What happens when I loose my mobility?

Screen Name Redacted 8/31/2022 01:00 PM

None there good.

Screen Name Redacted 8/31/2022 01:01 PM

Poor and rude receptionists. Difficult if not impossible to physically see a GP.

Screen Name Redacted 8/31/2022 01:04 PM

They are diminishing and will not meet demand

Screen Name Redacted 8/31/2022 01:07 PM

I am very happy

Screen Name Redacted 8/31/2022 01:06 PM

The do as good as job seeing patients as is possible with lack of drs. They must all be under certain stress level trying to cope with the numbers coming through the door! The telephone system is ok to a point but feel some patients needing care may be missed

Screen Name Redacted 8/31/2022 01:09 PM

Concerned with inconsistency of medical care and do not wish to see doctor exam replaced by telephone conversation, especially as my specialist is in Prince Phillip.

Screen Name Redacted 8/31/2022 01:10 PM

Overall ok

Screen Name Redacted 8/31/2022 01:16 PM

Very good service over the past 10 years

Screen Name Redacted 8/31/2022 01:12 PM

GP SERVICES AT THE MOMENT ARE TERRIBLE. WAITING TIMES FOR DOCTORS +AMBULANCE SERVICE ABSOLUTLY APPALING.

Screen Name Redacted 8/31/2022 01:12 PM

Losing the surgery would have a major impact on town and I wonder
the location of different surgery would be plus the fact ill they take on new patients?

Other than getting an appointment when needed, I have no specific concerns at the moment. But I am 87 and needs could quickly change

Neyland and Johnston are both growing communities and there are many people without transport and a growing less mobile elderly population

More houses are being built and already services are struggling. If its taken away from neylan it puts everyone living in neyland and surrounding areas in danger. It is bad enough our hospital is being taken away from us by the health board and we have lot industry in neyland as well as Pembrokeshire.

good

it is not good at all

Frightening - every service is over stretched e.g. cancer is not being picked up due to lack of face to face appointments ending in treatment being too late

That lots of people are moving here and with no doctors could put not just my family in danger but the whole community as hospital struggles now with them taking it away from us as the health board are reducing services which is wrong!

my views are; maybe more hours to get appointment on same day my concerns are; can't get same day appointment, maybe just need to have a chat with my GP

THEY ARE DESPERATELY UNDERFUNDED

Not being able to have access to a GP when needed
I seldom see a GP because I always think my needs aren't as important as those of others and know that even before Covid, the NHS was stretched. I'm also put off by the 8am phone service for appointments. The idea the NHS might fail us is very stressful to me. It's all about resources, especially the availability of GPs but also nurse and nurse practitioners, physiotherapists, pharmacy medical professionals.

A real concern with no surgery in the town.

The biggest concern is accessibility - the right to see a doctor quickly when needed can be essential, but many local residents at different practices report being unable to get a GP appointment.

Concerns are lack of access at the time of need. A 3 week appointment is of little use to anyone. Regular and convenient access to a health professional is of importance to maintain physical and mental wellbeing.

severely under funded and under staffed

Of course I am extremely worried. The best way to keep people heathy is a local GP.

Impossible to make or get appointments. It is annoying the practice is closing.

It is very difficult to get an appointment at the moment. If it were to move then people who don't have transport may not be able to access the service with obvious detrimental health concerns.

I would like to see the GP surgery in Neyland staying open.

would like to see my GP day after, not way its run
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 01:39 PM</th>
<th>My concerns are that we can't be without a GP in Neyland.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:42 PM</td>
<td>Losing the surgery of course would be a huge shame and would impact the community, but my main concern is around the need to provide more options by way of health care / advice routes to create a more flexible approach.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:42 PM</td>
<td>As a non driver and with all other GPs full to capacity. the residents of Neyland do not stand a chance of getting into another surgery. This closure should not happen as it is leaving 1000's of people without proper medical care.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:44 PM</td>
<td>lots of concerns</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:45 PM</td>
<td>Find no fault with care given today</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:44 PM</td>
<td>VERY POOR AT THE MOMENT, WE CAT SEE A GP, NOT ALLOWED.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>They are all ok</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>I am very concerned about the surgery closing down in St Clements, Neyland, and not knowing if I will be registered to a surgery nearby - hopefully @ Argyle Street Pembroke Dock.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:48 PM</td>
<td>VERY WORRIED ABOUT IT, AS WE ARE GETTING OLDER WE NEED A SURGERY CLOSE TO HOME.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:51 PM</td>
<td>loosing them, and having to travel outside the local area</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:50 PM</td>
<td>I am very concerned about not being registered at a doctors surgery at the end of October 2022.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 01:52 PM</td>
<td>Satisfactory.</td>
</tr>
</tbody>
</table>
not enough doctors in surgery. they have to go johnston as well as Neyland

All surgeries and Haverfordwest hospital struggling to recruit doctors

At the moment the GP surgery provide excellent services. Very good doctors, nurses, receptionists and office staff. If the surgery closes, more travel and not every patient has the luxury of transport. Also at the moment we have excellent prescription arrangement between surgery and Neyland Pharmacy.

Get to see a doctor the same day you are ill, not the day after or following day appointments.

That staff cannot be recruited to this area putting a strain on services in another area. Better contracts and wages for all surgery staff.

I feel that GP services have changed a lot since Covid. You are unable to access an appointment with them, its not as private and confidential as use to be (having to explain to receptionist is not a good practice)

Concerned about family health who cannot drive and would need to rely on public transport to access health appointments

Worried we won’t get an appointment or our prescriptions

Hopefully never to be ill with he future of the medical services being moved to st clears it would be very important to have it locally really it goes without saying

i found them alright

Clearly do what we have done for generations, properly understaffed
The Neyland surgery is/was a great asset to Neyland and greatly appreciated by me. I do not have many health needs but may do in future.

When I ring at 8 o'clock in the morning I cannot get through. At 9 they say appointments have gone. Who is getting these appointments?

always found the doctor really good caring and professional, really worries me we will not have this in future.

Just leave the doctors where it is.

My concerns are where do I get my repeat prescription from should you close down in Johnston. My surgery was the best in this area, I never heard anyone running it down, always so helpful and always a helpful receptionists taking your call. Milford and Haverfordwest surgeries not at all on the same path so I am told by friends that use them. Well done Johnston Surgery for looking after me and my husband for the last 13 years

Would like them to return to service prior COVID.

not enough doctors

my concern is that its hard enough to get an appointment now and see a doctor but without a surgery its very worrying
WITH THE FUTURE OF WITBYBUSH STILL UNDER A VERY DARK CLOUD, I FEEL MENTAL HEALTH, WHICH IS NOT VERY GOOD NOW, IS GOING TO GET WORSE. PEOPLE ARE VERY WORRIED IF IT IS WORTH GOING. IT WOULD BE BETTER TO DO AWAY WITH THE N.H.S. AND PEOPLE PAY HEALTH INSURANCE. NO MORE PLAYING GAMES/POLITICS!!!!

Not being able to actually see a doctor in person

When phoning by 8am in morning then to get through to be told all appointments have gone. Something needs to be changed there.

i am concerned that our GP services will not be adequate or will indeed be non existent. we will be left high and dry

GP’s are stressed and tired and this effects the quality of services and communication/ follow ups. Prescriptions to local pharmacy are slow from GP practice and this often means I am a day late and without medication. Other professionals could be utilised to improve the service and assess and prescribe e.g. Advanced Paramedic Practitioners and Advanced Nurse Practitioners. Difficulty in getting a timely appointment.

not being able to walk in for consultation or sometimes not being seen (asthmatic sometimes comes on and antibiotics/steroids required asap)

Just at more GP’s were available to help but they do not want to come to this area.

My concern is losing a GP surgery that serviced Neyland and district community in an excellent manner and I understand had excellent report on the running of their practice with the possibility of a little assistance could continue as they are definitely not end up losing which would be a tragedy
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 02:24 PM</th>
<th>GP and staff are stressed as there is no help out there.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:25 PM</td>
<td>Neyland Surgery is part of the local community and the staff and doctors are always most helpful. The surgery has a good relationship with the pharmacy and this would be lost.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:26 PM</td>
<td>Making appointment to see GP Johnston Surgery is virtually closed now after COVID. Johnston surgery became too big when it took over Neyland and there wasn't enough staff and staff seem to leave also. Bring back just Johnston Surgery.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:26 PM</td>
<td>what services</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:27 PM</td>
<td>Almost non existent now</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:30 PM</td>
<td>Presently the GP service I receive from the Johnston &amp; Neyland surgeries have always been excellent. Withybus Hospital also has my full support because of their good work.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:30 PM</td>
<td>I do not have broadband and do not have a smartphone. I rely on the BT landline. Our chemist in Neyland give us wonderful service during Covid, they never stopped working and was always there for us. They are essential</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:31 PM</td>
<td>Difficulty in getting appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:32 PM</td>
<td>It is generally good with the exception of getting appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:35 PM</td>
<td>Very difficult to get appointments without transport As Johnston is in walking distance.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:34 PM</td>
<td>The service will not be met and the quality of care will be poor and accessibility to a GP even more difficult</td>
</tr>
</tbody>
</table>
Not enough GP’s in the area.

As long as we have our own Dr's I will lose no concerns.

We have a great service at present would want the same service in future.

That you can not get a face to face all done over telephone which I think is hard to diagnose and also have to tell receptionist what is wrong with you it is supposed to be confidential between doctor and patient.

Worried about losing our doctors and having to change at my age

Top heavy with patient ratio to GPs.

They will be further away from my home

to get appointments

If we have to travel to other towns for treatments such as Pembroke Dock, Milford or Haverfordwest all of these surgeries are already overstretched, they couldn't cope with more patients.

Is this the health service deteriorating the same as the banking industry

It is vital to be able to access gp services in our local area, otherwise serious illnesses like cancer can remain undetected leading to higher death rates. i am really concerned that our GP service will continue to reduce down as staff are not replaced until a point where the service goes from meeting needs to being almost impossible to get access when needed.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>8/31/2022 02:52 PM</th>
<th>Appointments system 'not fit for purpose' lack of face to face appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:55 PM</td>
<td>it would be of concern if the service was to move</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:55 PM</td>
<td>It seems the NHS is more interested in closing down all services in our area</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:56 PM</td>
<td>That it will not be accessible</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:57 PM</td>
<td>It would be a pity to lose our local doctors. I am too old to travel far</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 02:59 PM</td>
<td>it is such a shame that GPs cannot be ???</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:01 PM</td>
<td>very good</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:00 PM</td>
<td>As above. But must HAVE A SURGERY</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:04 PM</td>
<td>have always had a wonderful service over a number of years and hope somehow this service could continue</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:06 PM</td>
<td>That NHS GP and access to NHS facilities that we have paid a large sum for are being withdrawn and/or denied</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:10 PM</td>
<td>I need repeat prescriptions items and with this medication can manage and not be a burden on GPS time and resources of other services. Without access to repeat prescriptions and blood tests when needed, manageable conditions can become more serious and costly in terms of time and resource for all involved. It is difficult to say what we need or want if we don't know what the options are.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>8/31/2022 03:11 PM</td>
<td>very difficult at the moment for myself and spouse whom both have health problems that sometimes need quick solutions</td>
</tr>
</tbody>
</table>
we need a local GP service for all the population in Neyland and Johnston

would like to get back to seeing a GP instead of phone consultations. It has been difficult to speak to a GP let alone see one face to face

The present doctors have been amazing. I am worried that I will not receive the care that they have given me

They need to ensure permanent GPs with proper contracts

They should be contracted for long periods. Clinics should be made available. Reallocation of payments made that are generous. Taking into consideration golden handshake if needed

I think that services are under staffed and over subscribed

If there's a service. None.

Very good

Getting appointments seen almost impossible. Finding out what telephone number to ring for what services. It changes far too often having to travel to other counties for treatment

I think the people of Neyland and surrounding area deserve to have a GP practice in the town. Not everyone has access to transport and feel it would make it very difficult for many residents which is very unfair.

At moment not able to see my GP at surgery (not the same on the phone).

being without familiarity of drs nurses and reception staff which have
served me well to the present time. plus convenience of locality

GP services in Neyland is the back bone of patient welfare and health and the thought that this is likely to be discontinues is very stressful.

I had been satisfied with G.P. services, even if it means travelling to Neyland.

It concerns me that patients are having to tell receptions their symptoms before an appointment can be made.

How are all patients of Neyland and Johnston going to accommodate at other GP surgeries in other areas as GP surgeries elsewhere unable to accommodate the patients they have now

It concerns me that services are gradually disappearing. There used to be two practices in Neyland, then one and soon none. As I need regular blood tests because I take Warfarin, I do feel quite concerned.

They need to be a lot better. Phoning for an appointment is useless - I have given up for the time being!

I just want GP local as I don't drive so it's quite difficult to travel and I live alone

I think our local services have done an amazing job in these very difficult circumstances, with very little support. I am concerned we may not have a local Doctor's surgery.

Would prefer to have face to face with GP as very difficult to get appointment and have more call outs to house as many people are disabled or house bound

Concern is there is no man power planning as if his had been done the practice would not be in this position. Larger practices so not work for the patients, nor does the telephone appointment system. Services must be patient centred, smaller, to meet the health needs of the population they serve. Health services locally are being
downgraded and reduced by Welsh Assembly and the health board against the patients wishes. It is probably a waste of time completing this as the Health Board do not listen to its population.

SLOWLY BUT SURELY WE ARE LOSING ALL THE SERVICES WE REQUIRE EVEN THE BASIC ONES. AS WE GET OLDER WE REQUIRE BASIC HEALTH CHECKS, BP MONITORING, BLOOD TESTS ETC. TO NAME BUT A FEW!

My only concern is that we lose our local surgery. It is of the utmost importance that this remains the same. We need this surgery in our town. It not the dark ages!! surely we are entitled to this local service!!

the loss of

None apart from my GP closing.

That all my information will be passed on and new doctor will understand my needs and illnesses

Neyland has 3,700 people living around this part of Pembrokeshire and needs a competent level of health care

very concerned. GPs under immense pressure presently good back up team of nurses. Why not keep the practice to Neyland residents only. Perhaps Haverfordwest or Milford Haven GPs would like Johnston

as question 2

not able to access never a doctor available absolutely useless

Lack of available appointments.

has been very good but with current situation I am worried
Not being able to access them.

i need a GP nearby

Not being able to get an appointment for face to face consultation.

With the drop in moral at the Johnston surgery, it is no surprise that long serving staff have left.

ST CLEMENTS HAD BEEN A GOOD SURGERY YEARS AGO. PRESSURE OF COVID IMPACTED SURGERY NOT ABLE TO RESPOND IN THE SAME WAY. INTERIM DOCTORS HOWEVER HAVE BEEN EXCELLENT OVER RECENT WEEKS.

My concerns are that without GP services locally, it will become as the dental profession and there will be too many patients for GPs to accommodate.

Would love to return to a reasonable access to GP and not leave to fight the "counter Gorgous"!!

It is very worrying to feel that there may not be GP support within reach.

This is the 2nd time we've changed the DR's in my area, accessing prescriptions is also going to be an issue.

My concerns are if the surgery was to close, no GP's to fill vacancy.

Booking appointments especially for wife at Argyle Street is a nightmare. I can be on the phone continuously for 40 minutes and then be told all of the appointments have gone. In the past I queued @7.30am and could get an appointment for that day. The whole way that the appointments are made needs reviewing urgently.
This is pointless exercise as Hywel Dda has already made its mind up as to what will be done.

Things seem to work reasonably well.

Was at Roberts Street Surgery, Milford Haven for many years but moved to Neyland because the service was very poor, unable to get an appointment for weeks and Neyland is where I now live.

I am extremely concerned about the thought of our surgery closing. I'm hoping that things can get sorted out very soon. There are a lot of people in Neyland who rely on our surgery.

Think it is terrible that you can not see a G.P. locally and in person, only get telephone calls and that is if you can get through.

None if Neyland have a GP service.

AS THINGS ARE NO WORRIES AT ALL. DO NOT WANT TO CHANGE PRACTICE DO NOT WANT TO TRAVEL ANY FURTHER THAN 2 MILES

Most of the time I am unable to see my GP face to face. There are times I would like to see my GP.

FACE TO FACE MEETING WITH DOCTOR A PROBLEM

Its difficult to see a GP!

Very satisfied with caring attitudes and prompt, efficient service provided at St Clements's surgery, so very concerned if this ceases.

Concerns are for the elderly who cannot drive or walk far, also for
patients with younger children.

Abysmal.

It is very difficult to get an appointment to see a doctor at the best of times. If distance to travel is added in, it becomes worse, especially due to any problems due to age and ill-health!

GP Services are not available all the time. It is difficult to get to see or even talk to a GP. They need to put patients first and not spend time on form filling. Let's treat the patients first.

Neyland needs to keep a doctors practice in the town.

It might close all together and being able to get medication.

Service to date has been very good. I hope the service of the excellent district nurses will continue. Which doctors practice would be available?

A lot if they close.

It is imperative that we have a local GP surgery or Surgeries!!! I would prefer more than one practice. Why are there more questions about me than the service?

2022 and getting worse.

Where would we go? Milford Haven surgeries are struggling and so is Argyle street.

That they will eventually close like you are trying to do to Withybush Hospital - taking health services all together out of Pembrokeshire.
Very concerned about Neyland GP services, our local hospital is struggling and now we are without our local DR? Hywel Dda have a lot to answer too.

Currently we are provided with good service at St Clements. We do hear however that there are great difficulties getting appointments in surrounding towns as their surgeries are struggling to replace GPs. If we lose St Clements then all patients should receive a reduction to their TAX or National Insurance bills to make up for the extra cost that will be incurred.

GP services is excellent.

We need our own Dr's surgery, we are a big town with many people and should be able to access local health care at our own Dr's surgery.

Really worry about loosing our local GP, we are a big town and need our own surgery.

Not enough GP's and concerned where you would have to travel.

Personally, myself and my family need and rely on good service. Which we currently have. I'm very concerned about it closing. I rely on them for my repeat prescription.

Not enough Dr's coming to work in Pembrokeshire. Concerned about St Clements not opening after October. I'm diabetic, I hope I have local care.

Other members of my household are with Barrow House at Milford Haven so if I had to go elsewhere this would be my preference.

We already have been moved from another surgery previously but have found the Neyland and Johnston practice very good and will miss it very much! Best wishes to the retiring GP! Hywel Dda health board have badly let down Pembrokeshire.
| Screen Name Redacted | 8/31/2022 05:01 PM | Feel that routine checks are being missed. Also inability to get an appointment makes life difficult for chemist + A&E |
| Screen Name Redacted | 8/31/2022 05:03 PM | Very concerned that it is being allowed to close, and it concerns me how difficult it can be to make an appointment when needed. |
| Screen Name Redacted | 8/31/2022 05:05 PM | This surgery has worked hard also through the pandemic. |
| Screen Name Redacted | 8/31/2022 05:06 PM | Don't know. |
| Screen Name Redacted | 8/31/2022 05:07 PM | Other surgeries are already busy or full. |
| Screen Name Redacted | 8/31/2022 05:09 PM | Average |
| Screen Name Redacted | 8/31/2022 05:11 PM | That it is hard enough now to get to see a Dr, with extra patients in other surgeries it would be impossible. |
| Screen Name Redacted | 9/01/2022 08:28 AM | The GP we currently have is adequate |
| Screen Name Redacted | 9/01/2022 08:30 AM | You have to ring at 8am to get an appointment and when you get through eventually, there are no appointments left. You should be able to make an appointment - even in 4 days time. |
| Screen Name Redacted | 9/01/2022 08:31 AM | The fact that you cannot book an appointment in advance |
| Screen Name Redacted | 9/01/2022 08:33 AM | Increasingly down sizing and relocation of services when other services are already over subscribed |
| Screen Name Redacted | 9/01/2022 08:34 AM | They are quite hard to access |
| Screen Name Redacted | 9/01/2022 08:35 AM | I felt the local surgery did the best they could under difficult circumstances. If health workers were paid more maybe we would get |
more doctors and nurses

Screen Name Redacted
9/01/2022 08:36 AM
Very sparse

Screen Name Redacted
9/01/2022 08:37 AM
happy with current services

Screen Name Redacted
9/01/2022 08:39 AM
It is very difficult to get an appointment when you have to phone at 8am and cross your fingers you will be able to get in the queue to request one!!

Screen Name Redacted
9/01/2022 08:41 AM
The Health Board have failed to act quickly enough to prevent or mitigate this desperate situation

Screen Name Redacted
9/01/2022 08:45 AM
Present services are totally inadequate and with a general lack of doctors and nurses available, hardly likely to improve

Screen Name Redacted
9/01/2022 08:46 AM
Not enough services

Screen Name Redacted
9/01/2022 08:52 AM
THE NEYLAND PRACTICE HAS PROVIDED ME WITH A WONDERFUL SERVICE OVER 20 YEARS. THEY ARE CARING, LISTEN AND ARE HELPFUL, ACCESSIBLE. I HAVE HAD SUCH GREAT CARE IN NEYLAND. I AM DEEPLY CONCERNED THAT I WILL NOT BE ABLE TO ACCESS A G.P. WHEN I NEED ONE. THIS COULD BE LIFE THREATENING.

Screen Name Redacted
9/01/2022 09:00 AM
WITH THE CONTINUING THREAT OF DOWNGRADING W.G.H. AND A+E DEPARTMENT WE NEED TO HAVE G.P. PRACTICE IN NEYLAND ESPECIALLY WITH THE INCREASE IN POPULATION IN NEYLAND

Screen Name Redacted
9/01/2022 09:03 AM
Some people go to the doctors for little thing wasting their time when others need them

Screen Name Redacted
9/01/2022 09:12 AM
No appointment after 8.05am when ringing by 8AM
Difficult to see GPS along with a very broken health service

JUST THE DIFFICULTY OF ACTUALLY GETTING TO SEE A GP.

I've found they haven't always been helpful or understanding when it comes to mental health issues

service to good but need more doctors

I am very concerned about the local services. It is bad enough that I cannot get an NHS dentist for my family and that our local A&E at Withybush is planning to close and now we are losing our local surgery. My husband has type 1 diabetes, I have high blood pressure and my daughter has anxiety issues, will we still be able to access the medication and monitoring for our conditions?

I think the provide an invaluable service which needs to be provided in our town.

Not everyone can travel to get the services they require. Going to put more pressure on Withybush Hospital

Not at the moment.

Very concerned that services are taken away. Travel out of Neyland is a pain

Not particularly easy to see a GP

It would overload surgeries in the area which would mean longer waiting times
I feel if this was any other doctors surgery i.e. Milford or Pembroke Dock, we wouldn't be in this situation. Neyland needs a doctors surgery

Disappointed that the Health Board are unable to attract newly qualified GP's to Pembrokeshire

That the local surgery is closing and volume of patients dispersed to already over subscribed other surgeries. Local surgery must be kept open, using salaried GP's. It's ridiculous they have to buy into a surgery. An NHS service is essentially run privately in this way, we need to go back to Health Board running all surgeries and employing salaried GP's, especially as training them comes from public funding.

We need our surgery. We need new Doctors.

Would have to rely on local transport to get to and from appointments, which would mean hanging around, waiting for buses.

They are not adequate.

The doctors are overcrowded and to busy to do home visits like they used to.

We need our doctors Surgery, find us new doctors, neyland shouldn't be without a surgery. I'm sure if the was Milford Haven or Pembroke Dock you'd find doctors Were are Neyland people supposed to go

During COVID GP services almost impossible. Receptionist acted as if they had medical qualifications, thus preventing patients accessing GP's. The local pharmacy carried enormous burdens trying to help as many people as possible. On one occasion the pharmacist actually visited my home.

Neyland Surgery shutting and having to travel further to see a doctor
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>The pharmacist in Neyland is nice, but a doctor would be better for more serious concerns.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>It's really hard to get an appointment as most are already servicing the max amount of patients they can handle</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Not enough GPs and the standard of care would drop</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>To keep the surgery find us new doctors.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>The services as elsewhere, appears somewhat stretched. Surely if Neyland's patients had to be absorbed at another practice that service isn't going to be able to cope?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Prefer local - where else would I go? Overcrowded in other surgeries</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Neyland needs to keep the surgery</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Inability to recruit leads to. Pressure on other surgeries. Standard and quality of service will suffer.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>There are not enough GPs in the local area. There is a large population of elderly people here also lots of holiday makers</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Poorer access- longer waiting times Times + costs- increases due to further travelling.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>My biggest concern is not having my doctor locally for me. There would be a travel issue for me if I had to go outside my area</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>Never get through on the phone ever!</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>You can't get a face to face appointment it's over the phone. How can another surgery take on another GP's patients. More appointments</td>
</tr>
</tbody>
</table>
when they don't cope with what they've have now.

Almost impossible to access a GP - overstretched Helpful when you get to see a GP

Concerns we have is making APPOINTMENTS

That one day I won't be able to see a GP or seeing a different GP every appointment, as being autistic I like to see the same GP

Close area. Quick and easy to make an appointment. Great service.

This surgery has always been helpful and caring where as others you can't even get an appointment or a phonecall.

It is difficult seeing a doctor because if telephone rigmarole and usually you are fobbed off by staff. We need a doctor who you can build up trust and friendship with. Someone who cared! No one has ever called me to see how I am progressing with my loss of sight!

Quick appointments. Not too far. Great Service.

I have concerns on where all patients would go if surgery closed. There is nowhere to go

Health Board do nothing to support GPs. Put the £1000's spent on this into GP's salaries

The current service at N&J surgery is poor. Access to appointments is laughable. When you do get an appointment referral doesn't happen and follow ups don't occur. In short, it's broken!!

All local surgeries appear to be at capacity and it seems appointments are incredibly difficult to obtain. The removal of an entire surgery will only add more pressure to an already broken system.
There won't be near me.

Originally Neyland had two GP Surgeries since then the population has increased - it's difficult enough to see a doctor now! Being placed with more distant surgeries will put pressure on them making matters worse. As a pensioner I am extremely concerned.

I AM AFRAID OF LOSING THEM, AT MY AGE IT COULD COST ME DEARLY!!

We need our surgery in Neyland. To many people in other surgeries to take more

The amount of doctors locally and trying to get an appointment

Appointments at surgery have not returned to normal after pandemic - hard to get appointments. Can have telephone appointments which is a good idea, but not for every appointment.

Concerns that if we need medical attention - where will we go? How will we access it? If there's so many people registered in one place it could cause a significant amount of pressure across all GP services.

Johnston is a growing village and as such people living in this area should have a GP service available to them.

My main concern is that the wait to see a local doctor in our area. Appointments are difficult to access now. A great worry that in the future it will be harder to see a doctor.

Just keep as it is

MOST SURGERY'S LOCAL TO ME ARE FULL TO CAPACITY AND TO GET AN APPOINTMENT OR ACCEPTANCE TO A NEW
PRACTICE WILL PROVE DIFFICULT.

I am extremely concerned as potential removal of Neyland/ Johnston surgeries, a transport links to other surgeries is very space and expensive.

DIFFICULT TO ARRANGE DOCTORS VISITS.

The decline in care for existing conditions is concerning as it the ability to get face to face appointments

HAVE HAD GOOD SERVICE WITH MY LOCAL G.P. UNTIL NOW IF MOVED WILL MAKE LIFE A LOT MORE DIFFICULT

From gathering information locally, I am lead to believe that most practices are full to capacity so I am very concerned that what ever practice (if I had to move) would struggle to give relevant appointments when required.

GP services seem to be lacking in continuity. That is very important to patients with numerous problems

where will the remaining GP locate to?

I am very worried as i've been registered with local surgeries for best part of 50 yrs and i am concerned about getting appointments etc. As i am getting older and will most probably have to use the service more and more

I have received a really good service from my GP, friendly, helpful and accommodating. I think it would be difficult if we were not able to access a local GP service. I know a lot of people who don't drive live in Neyland, who would struggle to attend if the GP service was moved

Very good doctors in this area trying to cope with the impossible. Concerned that our medication will cease to be available to us. We
need to raise our educational standard and improve leisure activities for youngsters so that doctors who are fathers of school age children are encouraged to move to the area.

Not happy having to give private details to a receptionist who then decides if a doctor will call back.

WOULD LIKE TO SEE A SURGERY LOCAL IF POSSIBLE WITH EASIER ACCESS TO DOCTORS FOR APPOINTMENT.

Need GP Services in Neyland - town population far too big to be without a surgery.

Inability to obtain an appointment.

I have seen all of the negative feedback on residents trying to get through to Argyle street and to access appointments, closing Neyland surgery would further add to these pressures.

Lack of qualified doctors to carry out the service.

That they will be overstretched and unable to provide the correct level of advice.

WHAT WILL WE DO WITHOUT A G.P.

There's no support or ability to get appointments. All they want to do is telephone consultations, yet when I've had to call in to the surgery at Neyland there's no patients there! We need local reliable GP services that work.

Not many with good opening times.

We never get to see the GP face to face, always a phone call appointments.
I am concerned that the Health Board is unable to fill the contract for a large and thriving practice in a beautiful part of Wales. What are you doing wrong?

Woefully inadequate. The increasing local population will place even more strain on local health services. Perhaps we will have to travel to Cardiff for a GP appointment as we have to now for hospital treatment.

Current provision is satisfactory. If the surgery closed, would prefer to keep the option of re-opening in the future as there is a precedent for this.

I believe in the Dr's always had a marvellous service from the Dr's and staff. Why can't we recruit Dr's to the area?

My concern is having a nearby surgery, with access to see a doctor when needed.

Making appointment

The lack of doctors, and having to travel (rely on bus service).

As with all NHS services, they are so stretched and staff moral at an all time low. I would like to be able to book an appointment in advance rather than same day. W also work in the NHS and having to ring at 8am is not easy for me as I am often the only staff member cover a 24/7 department at this time.

It is still almost impossible to see a doctor face to face. You cannot be diagnosed over the phone, if it is not the doctor you usually see, they some times have not read your notes!

We need desperately to keep the surgery.
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:10 AM</th>
<th>Complete breakdown of service. The workload has never been explained to their customers. People obsessed by phone reception, instead of demands on limited staff.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:15 AM</td>
<td>Neyland surgery has, in my experience, always provided excellent service. If not Neyland what will be ‘local’ in future?</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:17 AM</td>
<td>always had excellent service over the years and hope it could continue as before</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:17 AM</td>
<td>Don’t want to lose our surgery and local services, all surgeries are struggling already, it’s hard to get appointments in Argyle and Milford with any more patients added to already full lists.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:19 AM</td>
<td>if we lose the doctors in neyland i would feel stranded without any help</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:24 AM</td>
<td>not being able to see the doctor of our choice. not having enough time with a GP if you ned to deal with more than one issue. not being able to request repeat prescriptions online and having to go to the surgery. long waiting time to get an appointment, long phone ques. moved from england to pembroke and unable to access a GP or a dentist. i am welsh and originally from wales but had to move for work.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:27 AM</td>
<td>How are patients of Neyland and Johnston going to be accounted at other GP surgeries in the location as these GP surgeries are unable to accommodate their existing patients they have now. Appointments not available now, when you phone at time in morning and when you do get through appointments full so people putting pressure on A&amp;E.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:28 AM</td>
<td>how do i answer this politely? a joke really. sadly a Gp went to impossible to get a prescription. i have to go to the surgery and fill out a form. why can’t i just access a web portal to get my repeats? not enough space here to write everything i would like to say about the failing health services.</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:27 AM</td>
<td>we need our doctors surgery here in Neyland</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>9/01/2022 11:29 AM</td>
<td></td>
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<td>---------------------</td>
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<tr>
<td>none apart from my GP closing</td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:29 AM</th>
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<tbody>
<tr>
<td>Real concern for elderly neighbours and relations not having local access. Also ease of access - overloaded GPs. My wife had cancer last year - continuation of care</td>
<td></td>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:30 AM</th>
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<tbody>
<tr>
<td>Concerned about the adverse effect on elderly/disabled patients who rely on GP services locally</td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:31 AM</th>
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<tbody>
<tr>
<td>concern on so many good GPS retiring (so as they should) not enough GP's and ever increasing patients needs within local communities</td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:31 AM</th>
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<tr>
<td>not very efficient</td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:34 AM</th>
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<tbody>
<tr>
<td>I am very worried we are going to lose our surgery. I know all the other surgeries are at bursting point and to relocate 7,000 patients when there is a perfectly good surgery in Neyland seems silly. I know it is very difficult to get appointments in the other surgeries already.</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:32 AM</th>
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<tbody>
<tr>
<td>As above</td>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:33 AM</th>
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<tbody>
<tr>
<td>hard to get an appointment, long waiting times</td>
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<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:34 AM</th>
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<tbody>
<tr>
<td>As above - it is very difficult to get an appointment!</td>
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<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:35 AM</th>
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<tbody>
<tr>
<td>They are important and needed.</td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:35 AM</th>
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<tbody>
<tr>
<td>on bus route there very earing and you see the same doctor or to every time makes you feel good</td>
<td></td>
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<thead>
<tr>
<th>Screen Name Redacted</th>
<th>9/01/2022 11:36 AM</th>
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</thead>
<tbody>
<tr>
<td>i think there should be a doctors surgery in johnston</td>
<td></td>
</tr>
</tbody>
</table>
I'm concerned that Neyland will be left without direct medical care other than the chemist shop that has a pharmacist on site. Appointments are difficult enough to get so the situation will only deteriorate.

It appears that the Health Board is unable or unwilling to supply these.

It appears that Health Board is unable or unwilling to supply these.

I'm hugely concerned that we would be moved to an already overstretched surgery. Also some older more vulnerable residents may not have the means to travel out of their town.

Pembroke Dock Surgery had long queues outside from 7.30am last winter and Haverfordwest and Milford are overloaded already and appointments hard to get for people in those areas.

How all patients of Neyland and Johnston going to be allocated at other GP surgeries in other location as there GP surgeries are unable to accommodate their existing patients they have at time to phone in the morning yes do get through appointments full, so people putting pressure on A&E as people going there not doctors appointment.

We need our doctors surgery here in Neyland.

They are becoming harder and harder to access and trying to get an emergency appointment for a sick child/person could mean a trip to A&E if an appointment couldn't be obtained; putting pressure on an already busy Withybush A&E department.

There seems to be a shortage which surprises me as the position offers a good salary.

Real concern for elderly neighbours + relatives not having local access also ease of accesship overloaded GPs my wife had cancer last year continue of care.
That social is very important. I am a registered carer recently widowed who has no shops or anything for 3 miles. Plus I sometimes get confused. There is no way of detecting confusion with one off appointments and I have had brain bleeds. No regular checks.

It is so important that we have a GP service and one that we are comfortable with.

Would like to book an appointment in advance rather than having to ring on the same day.

Not enough GPS for the local population. Difficulty getting appointments.

That it is difficult to access a GP or other medical professional.

If I have a choice, I do not want to go to Argyle St P.Dock, a my family go there and are less than impressed with the service they receive. I have significant concerns about the provision of GP services in general due to the lack of success attracting and recruiting competent doctors to the county. Primary Care needs significant funding and crucial bolstering if it is to play it's part in the HDUHB plans for the new hospital and delivery of services fit for purpose in the future.

central about the adverse effect on elderly, disabled patients who rely on GP services locally.

I am unable to understand this. The language, speech and behaviour issues could miss other more crucial issues.

not very efficient

as above

Very concerned.
as above. it is very difficult to get an appointment

I am concerned that I have been able to book appointments or sometimes not been able to get through to do so.

I am concerned that Neylan will be left without direct medical care other than the chemist shop that has a pharmacy on site/appointment’s are difficult enough to get so the situation will only deteriorate.

The only surgery that I have ever heard positive things about and have had first had experience of is Barlow House in Milford. I would be happy to attend there. All the surgeries are overstretched having to wait longer for appointments. The future is concerning.

service when can be accessed is brilliant. very caring drs

My main concern if the vacancy is not filled, & to be sent to another practice.

I want the surgery to remain in use!

That they close Neyland GO services.

it is very difficult to get to see a medical professional

None.

we need to be able to see a doctor when needed not wait

Very difficult to make an appointment. No communication. Staff under
9/01/2022 12:24 PM

a lot of pressure. Too many patients. needs more doctors.

Screen Name Redacted
9/01/2022 12:26 PM

It is adequate/ good. No concerns.

Screen Name Redacted
9/01/2022 12:27 PM

As I am elderly, I prefer to have local access to get medical treatment.

Screen Name Redacted
9/01/2022 12:29 PM

all concerns, not having rang continuous for a appointment and being told eventually no appointments even though its only 8.05am, having to ring by 8am

Screen Name Redacted
9/01/2022 12:30 PM

not many the loss of this surgery is will be a big loss

Screen Name Redacted
9/01/2022 12:32 PM

not many to register with in distance

Screen Name Redacted
9/01/2022 12:34 PM

it seems very difficult to speak to or see a dr/nurse at most of the other surgeries in the area. how will they cope with the extra workload?

Screen Name Redacted
9/01/2022 12:36 PM

It's unthinkable that a town the size of Neyland (plus surrounding villages) should be without a GP surgery! Unthinkable! Especially for older people and young families.

Screen Name Redacted
9/01/2022 12:37 PM

all the other practices are under pressure and already over subscribed so getting an appointment will be harder than ever. drs who are overworked may be more likely to make a mistake or not have time to get a full picture.

Screen Name Redacted
9/01/2022 12:37 PM

I am afraid that it is becoming more difficult to see a doctor or medical professional.

Screen Name Redacted
9/01/2022 12:37 PM

no better or worse than elsewhere

Screen Name Redacted
9/01/2022 12:39 PM

Since COVID one doesn't know where one stands?
At the moment it's very difficult to get an appointment to see a GP. If Neyland/Johnston surgery are closed this will only increase pressure on local services!

Don't want surgery to close as have needed their services a love over the years.

Lost faith in their services during COVID.

LACK OF. Plus hospital services, waiting lists getting longer. Can't get seen by anyone anymore. Our health doesn't mean anything anymore. Work all our lives for wat!

GP service locally essential

To much bureaucracy. Management being paid to tick boxes, no communications with patients. Doctors are amazing.

to many patients

That they might disappear and we might be forced to join a large medical practice where you never see the same Dr twice

All the other GPs are full, there's no room for us to go anywhere else easily

GP services should be as local as possible to the service user

How difficult it is to see a doctor and how more challenging that will be if the surgery closes and all patients have to relocate to already strained services

On the whole it is archaic. Compared to elsewhere in the country we are so far behind. We cannot lose this practice as we will suffer
hugely, especially with having children also. As if losing our paediatric unit in our local hospital wasn't enough. Shocking!!

We cannot lose our surgeries it means a lot to me at all times

It is very difficult to gain a GP appointments as it is without this surgery closing. Who will take us as patients when when the service is difficult enough

I am really concerned about the closing of my surgery in Johnston. We need this surgery to be open as cannot get to any other surgery as no transport

Have not once been able to get an appointment so my ongoing health issues have not been addressed!!

At my age time will come when I can no longer drive I live alone.

GP have done really well during covid 19. We need to keep the surgery in Neyland. Neyland people deserve to have a surgery on there doorstep. Keep the surgery in NEYLAND PLEASE

There isn't enough GPs or services. I have concerns that you (Hywel Dda) are continuously reducing the services in this area so much so that I will not be able to easily access any care/medical services.

I have a chronic illness that requires continued monitoring + medication. Therefore if the facility were to be moved elsewhere it would make my life difficult in many ways.

Good

too many patients and not enough GPs

shouldn't be closing due to population of town
Towns getting bigger. Services not growing to demand.

shouldn't be closing due to population of town

no view but concerns about no ability to get help when needed

STILL WEEKS TO GET A ROUTINE APPOINTMENT. NOT ALWAYS HELPFUL, ANY TEST RESULTS ETC HAVING TO BE CHASED UP CONSTANTLY (NEYLAND)

if the surgery was to close then i think that it would overload other surgeries and therefore make getting an appointment would be longer than it is at the moment

There are long cues when you are trying to get an appointment to be seen, sometimes non available for a week.

SINCE CORONAVIRUS:- you have to phone at 8am or thereabouts to get an appointment, if you are lucky. if not, you cant book for the next day?? why?? so sometimes it takes 2/3 days to get an appointment!! this is the only gripe i have of the system, but i dont want the surgeries, drs, nurses or any other staff changes to be made. (EXCEPT PLEASE GET US ANOTHER DR FOR DR TOBAN.) thank you!!

i have only been with neyland and johnston surgery for 2 years and i used to live in milford haven when i moved i was out of the catchment area

NEYLAND AND JOHNSTON HAVE DELIVERED OUTSTANDING CARE THROUGHOUT MY TIME WITH THEM. I WISH THIS TO CONTINUE. EXTREMELY CONCERNED ABOUT BEING MOVED TO A DIFFERENT SURGERY- WAITING TIMES FOR CALLS TO BE ANSWERED ARE UP TO AN HOUR, SLOTS ARE FILLED UP QUICKLY FOR THAT DAY AND SO IF YOU TRY THE NEXT DAY, AND SO ON. I AM EXTREMELY WORRIED AND ANXIOUS ABOUT THIS SITUATION. I KNOW THE NUMBER OF PATIENTS IN OTHER
PRACTICES IS VERY HIGH AND DEMAND OUTWEIGHS THE NUMBER OF GP'S AVAILABLE SO IT IS IMPERATIVE THATNEYLAND AND JOHNSTON SURGERY CONTINUES ITS SERVICE TO THE COMMUNITY.

Screen Name Redacted 9/01/2022 01:43 PM
it is increasingly taking longer for appointments (due probably to more houses being built and less infrastructure) and medication takes over a week to get

Screen Name Redacted 9/01/2022 01:43 PM
In my opinion they do an excellent job, but I think they are very over worked we all need a break at times especially health workers

Screen Name Redacted 9/01/2022 01:46 PM
my main concern is the fact that pembs is failing to attract new GPs and i wonder why this is happening

Screen Name Redacted 9/01/2022 01:48 PM
actual dr service i have experienced great, very patient centered but getting an appointmnt is hard and the pressue on GP services is huge and they just cannot meet the demands

Screen Name Redacted 9/01/2022 02:02 PM
Uncertain of meaning of question but if you refer to at present - adequate

Screen Name Redacted 9/01/2022 02:02 PM
NEYLAN SURGERY HAS BEEN EXCELLENT- CALLS ARE ANSWERED WITH A SHORT WAIT COMPARED TO OTHER SURGERIES I HAVE EXPERIENCED. DOCTORS HAVE BEEN ABLE TO CALL TO MY MOTHER HOUSE TO CHECK ON HER HEALTH AND MENTAL HEALTH ISSUES WITHIN A DAY. CERTAIN SURGERIES ARE NOT EVEN ANSWERING CALLS, SEEING PATIENTS WHICH HAS RESULTED IN PATIENTS GOING TO A+E. PATIENTS ARE GOING UNCHECKED WITH PORTENTIAL LIFE THREATENING CONDITIONS. THIS IS A CRISIS WHICH THE GOVERNEMENT NEEDS TO ADDRESS AS I DO APPRECIATE THE PHENOMENAL WORKLOAD THE NHS IS EXPERIENCING.

Screen Name Redacted 9/01/2022 02:03 PM
some attitudes of receptionists needs improving

Screen Name Redacted 9/01/2022 02:04 PM
BEEN GOING BACKWARD FOR THE LAST FEW YEARS (WOULD LIKE TO NO WHERE MY TAXES HAVE GONE?)
<table>
<thead>
<tr>
<th>Screen Name Redacted</th>
<th>Difficulty in getting appointments</th>
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<tbody>
<tr>
<td>9/01/2022 02:04 PM</td>
<td>can't get appointments</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>as an MS patient I need regular bloods + need to be easily seen at my surgery</td>
</tr>
<tr>
<td>9/01/2022 02:15 PM</td>
<td>At present satisfied with locality At present satisfied with GPs, nurses and clerical But deeply concerned with current changes e.g. travel/uncertainty</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>our pharmacy in neyland do a brilliant job getting prescriptions done quickly i know if we had GP in h'west there are delays in collecting prescriptions in other pharmacies</td>
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<tr>
<td>9/01/2022 02:12 PM</td>
<td>very busy can't get appointment</td>
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<tr>
<td>Screen Name Redacted</td>
<td>the surgery has been excellent over the pandemic</td>
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<tr>
<td>9/01/2022 02:13 PM</td>
<td>In particular my wife has on-going health problems and regularly need the support currently allowed to her by a doctor who understands her various health problems and how they interact with each other. She sometimes requires help quickly by a doctor she knows - NOT by a different doctor each time</td>
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<tr>
<td>Screen Name Redacted</td>
<td>difficult to get appointments to see GP</td>
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<tr>
<td>9/01/2022 02:15 PM</td>
<td>Locally all other practices are over stretched and to see a doctor is almost impossible. To add more pressure to these practices would see doctors leave this system. To help and encourage doctors to the area more needs to be done the trust is paying managers. Before long they will have nothing to manage</td>
</tr>
<tr>
<td>Screen Name Redacted</td>
<td>I am concerned that it is getting harder to make an appointment* and keep on putting off going to the Dr's with my problems. &quot;Today appointments are now booked, call back tomorrow&quot;</td>
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</table>
my concerns - there won't be any

Since Covid, services from GPs is much harder to reach also the backlog of people needing and waiting for operation is at an all time high, putting more pressure on the NHS doctors have to treat these waiting patients

Slow and hard to get an appointment

MOST GP SURGERIES ARE FULL AND PEOPLE WAITING LONG TIME FOR APPOINTMENTS OR WAITING LONG TIME ON TELEPHONE TO MAKE APPOINTMENT. VERY MUCH A WORRY & UNSATISFACTORY.

I do not find this at all acceptable!

Doctors appointments don't seem to happen around here anymore! Wasting money on a WELSH QUESTIONNAIRE - SAVE THE PLANET

Are enough GPs being trained if why do GP's not want to provide a service locally?

poorer access i.e. longer waiting times greater travelling - time + cost.

services not so good since merger but absolutely necessary locally

Need improving

Poor access to appointments
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<tr>
<th>Screen Name Redacted</th>
<th>Generally good</th>
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<tr>
<td>Screen Name Redacted</td>
<td>Think the doctors need to remain in Neyland. I have an elderly father with dementia and the service we receive is fantastic. Dread to think what will happen in October if no service in the area</td>
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<tr>
<td>Screen Name Redacted</td>
<td>We need local GP services</td>
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<tr>
<td>Screen Name Redacted</td>
<td>No access to GP services for routine healthcare and preventative medicine</td>
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<tr>
<td>Screen Name Redacted</td>
<td>I know doctors work hard but I think when you are ill you need to know there will somewhere to go and see a doctor not speak to a receptionist and stress about getting through and then stress about having to travel to see a doctor.</td>
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<tr>
<td>Screen Name Redacted</td>
<td>The GPs in our service have always been good to me and my late husband. PLEASE keep it going</td>
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<tr>
<td>Screen Name Redacted</td>
<td>Surgeries over subscribed and difficulty obtaining appointments for face to face if non urgent</td>
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<tr>
<td>Screen Name Redacted</td>
<td>If Neyland services goes it is concerning where we will have to travel + how well other services perform. Neyland services are very adequate at the moment.</td>
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<tr>
<td>Screen Name Redacted</td>
<td>There appears to be difficulty getting face to face appointments with most of the local GP surgeries</td>
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<tr>
<td>Screen Name Redacted</td>
<td>GENERALLY LACK OF GPS IN PEMROKESHIRE MAYBE NEED TO PROVIDE MORE SPECIALIST SERVICES INSTEAD, LIKE PHYSIOTHERAPISTS/NURSES ETC.</td>
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<tr>
<td>Screen Name Redacted</td>
<td>concerned that the dr is now inaccessible to patients. avoiding the surgery. views are not reported to locals. media filled with scare stories</td>
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The services are vastly overstretched and the shortfall of properly trained doctors and nurses is putting us at risk.

So I don't need to go anywhere else.

As everywhere - not enough GPs for the local population.

Face to face appointments limited. Contact by phone challenging in the morning - recently registered 100 calls before getting through. Need to keep calling for an appointment daily if full - luck rather than planning. Recently had to go to A&E because the issue had escalated and unable to get doctor appointment.

Yes - concerns of access of course. Neyland pharmacy is the brightest shining light we have at present.

I feel other surgeries are already bursting at the brim and struggling with the amount of patients. It is a huge concern to imagine having poorly children and not being able to see a Dr.

I am very concerned that this is happening and think that everything possible must be done to keep this practice, other practices are bursting at the seams and appointments waiting times are ridiculous.

I worry about the future services as I have been well served and treated by the ones I have now.

That they be concerned and caring!

It is very concerning that we won't have a doctor locally if myself or elder family members should get ill.

I am extremely hard of hearing and need to lip read so need face to face appointments. I have a lot of problems using a telephone, up to now Neyland and Johnston GP services have been ok but I worry about the future after October.
I appreciate the problem Hywel Dda has - and I have grave concerns. Neyland surgery has been tremendous + while I appreciate the GPs reasons- it is now a tragic, serious situation.

One has to go back to changes years ago promises of improvements eg computers but its made it worse, as proof, todays mess of the NHS and elsewhere. As for today's system one MUST BE ONE ON ONE to talk and see a Dr.

GP surgeries seems to be swamped with having to make home calls (telephone) surgery visits should be resumed asap and pharmacy ease the load of prescriptions. Nurse practitioners should make more phone calls and assess visits or appointments when needed.

We are in need of more doctors in Neyland.

I would miss the Johnston surgery as it is in walking distance of my home.

Difficult to see a GP when required.

Very hard to get to see a Doctor about anything. Unable or very hard to make appointments for a few days time. Very hard to get appointments on same day. You phone up at 8am and its closed, then try at 1 minute passed 8am and you are in a queue or you can't get through.

Have been waiting to access a G.P. locally and appts are limited- think this will get more difficult if Neyland closes.

Access to appts really difficult- you have to ring daily if 'full'- feels like a lottery. Doctors are excellent when you do get to speak to one. Recently had to take my son to A+E in Carmarthen because issue had escalated due to npot able to get a docs appt over 3 days!

Neyland needs a fully staffed doctors surgery.
I DO WORRY IF NEYLAND SURGERY CLOSED IT WOULD BE MUCH HARDER TO ACCESS THESE SERVICES ALL SURGERIES IN PEMBROKESHIRE ARE FULL DUE TO A GROWING POPULATION AZND THE CHANCES OF GETTING A GP APPOINTMENT ARE PRACTICALLY NON EXISTENT

IT IS CONCERNING THAT THE UK G.P. SERVICES CANNOT ATTRACT YOUNGER OR MORE RECENTLY TRAINED G.P.S. IT IS HARD TO SEE A G.P. WITH A SURGERY IN TH ETOWN IT FEELS AS THOUGH IT WOULD BE VERY DIFFICULT IF THE SERVICE WAS ELSEWHERE

This is an integral of the locale and every effort should be made to maintain the status quo

It's difficult enough as it is without another on closely. To get appointments.

To little surgerys for size of Pembrokeshire

Never easy to see a doctor, can wait up to a week or so for an appointment. If everyone moves out of Neyland for a GP, puts new pressure on existing area and GP's - problem not solved just moved.

MY MAIN CONCERN FOR THE RESIDENTS OF NEYLAND + JOHNSTON IS THAT HYWEL DDA HEALTH BPOARD HAVE ASKED OUR OPINION BECAUSE THEY ARE NOT CAPABLE OF SORTING OUT THE PROBLEM AND I CAN SEE THAT IN THE FUTURE PEOPLE WILL PROBABLY DIE BECAUSE THEY WILL THINK THAT WE DO NOT HAVE DOCTORS WHO CAN HELP US. WHAT HAVE WE COME TO?

VERY DIFFICULT TO MAKE APPOINTMENTS AND SEE DOCTOR. RINGING AT 8 O'CLOCK IS STUPID.

Good service locally in Neyland
I have autism + health problems, it is important for me to see a GP locally when needed.

WHEN YOU TRY TO SEE YOUR DOCTOR FOR ANY REASON ITS POOR WHEN YOU CALL TO MAKE APPOINTMENT

THE SERVICE IS EXCELLENT - IN PARTICULAR THE RECEPTION ARE HELPFUL AND FRIENDLY NURSING SERVICES +CLINICS EXCELLENT ALL TOGETHER A VERY HIGH STANDARD OF CARE AND SUPPORT

None Very happy with staff and doctors all very helpful

I HAVE ONLY SEEN A DOCTOR ONCE IN 2 YEARS WOULD LOVE TO BE ABLE TO SEE A DOCTOR

All health services in Pembrokeshire deteriorated. No ambulances when needed, A+E blocked, reduced beds and so what do you expect. The health board and Welsh Assembly only want to concentrate on Carmarthen (Glangwili) which is not fit for purpose and all this has massive impact on Primary Care. You do not take in the view of Pembrokeshire residents.

1. Veri concerned about 8am lottery to talk to a doctor 2. Very concerned + annoyed that following a consultation I discussing my blood tests, scans et. with a receptionist, who is making decisions without offering a further conversation with a doctor!

I am concerned that the service from October will not be as good as it is now and this is the second time we have had service provision issues with this surgery.

fortunately i am in pretty good health and have not had to use the services in neyland for some time except for prescriptions

where would we go? where would we be allocated!? surgeries are already under enough strain with patients they already have! KEEP NEYLAND SURGERY.
dwindling service, almost impossible to get an appointment with a human GP

Many concerns about our declining GP services, its worrisome that no GPs can be found to take over the practice this will have a direct impact on other GP practices that have to take on more patients in an already stretched service. I feel this is a secondary impact of DR+GP not choosing Pembrokeshire because of the downgrading of services in Withybush General Hospital. The services of health care in Pembrokeshire are dire and very concerning

Very concerned that not enough is being done to sustain local provision. The health board has failed to manage this and many other services effectively.

my primary concern is for all health services, without being able to see someone face to face ever, its not easy for patients to explain their situation, or to feel heard. s someone with mental health issues, i find face to face much more reassuring then a phone call. another huge concern is calling up at 8am and already all appointments are taken - why? and how are people supposed to ever receive help? why? also when i was recently asked about a psych assessment, i was handed a leaflet on self care? how is that appropriate?!

I WOULD LIKE TO HAVE ACCESS TO A GP IN OUR NEYLAND SURGERY

very hard to get an appointment. get through on the morning to make a telephone appointment. the system is overwhelmed.

VERY GOOD SERVICE FROM NEYLAND SURGERY. DRS HAVE GONE ABOVE AND BEYOND FOR PATIENTS. IF WE LOSE OUR SURGERY, MANY PEOPLE WILL NOT BE ABLE TO ACCESS ANY SERVICES EITHER FINANCIALLY OR THROUGH ILL HEALTH. HYWEL DDA NEEDS TO UP ITS GAME!!!
i haven't seen my dr in nearly 2 years. i am not advised of results of blood tests, it is very difficult to talk to a dr. we have suffered reduction of services gradually and have already suffered change pf provider. not good enough!

my concern is about losing the practice, it is so vital to the area we live in my vulnerable daughter depends on it massively as do all my family.

i hope more dr about gp services locally and convivence to see a dr

HAVING A LOCAL SERVICE WOULD BE BETTER FOR ME

would like to be able to see a doctor occasionally

im concerns that about GP services in my locally what happens and how to depentent

HYPOCRATIC OATH NO LONGER STANDS. HYPOCRACY HAS TAKEN OVER.

i am worried because i need a local surgery so i know who the doctors are

EXTREMLEY CONCERNED ABOUT THE LACK OF DOCTORS IN THE AREA. NOT BEING ABLE TO EVEN CONTACT A LOCAL GP BY PHONE

lack of services that are accessible + available. Difficulty getting appointments

longer waiting times - especially for children and elderly. more stress on doctors and nurses too, not fair with services being constantly cut in PEMBROKESHIRE!

That there wont be any appointment times
The time in getting an appointment + now lack of services. Access for people without transport. People will be putting off going to surgery + therefore not being diagnosed and becoming seriously ill. More strain on the NHS.

We never see the same doctor even over a short period, therefore they don't know your history - you start at the beginning at each visit.

Closing the surgery will only make the already overworked surgeries worse. We are not receiving the services we deserve. Make appointments easier to obtain.

Very sparse services.

Keep St Clements in use.

Very concerned.

There is the obvious gripe about getting appointments.

None.

The GP services has suffered since the pandemic and don't feel we are being looked after properly. I think something needs to be done to get us back to a level we were at before.

Bitterly upset, being able to have a relationship with the practice, and speak to a known doctor. Practice seem to have no records or past history. Been better just lately, awful before.

Never had this problem before in all the years living in Neyland.
G.P.SERVICES, IF YOU CAN CALL THEM A SERVICE, ARE TRULY APPALING TO HAVE TO PHONE AT 8 AM TO TRY TO GET A PHONE APPOINTMENT IS RIDICULOUS. THEN IF YOU ARE LUCKY ENOUGH TO GET A CALL BACK AND MISS THE CALL YOU'VE MISSED YOUR CHANCE. WE NEED TO BE ABLE TO ARRANGE APPTS FOR FACE TO FACE CONSULTATIONS - NOT HAVE BARRIERS PUT IN PLACE

I have concerns about actually getting through to the practice and securing an appointment. Telephone lines are always busy and it takes a few days before you are lucky enough to ring and secure an appointment. I would only ring the GP as a very last resort as I know how pressured they are.

Too many people to access services (GP) but not enough GPs to see the volume of patients.

Not enough GPs to see the volume of patients in local areas, putting an increased pressure on our emergency department.

Cost New Dr Not getting the service

This free for all phone call at 8am is really distressing and i have never been given an appointment this way. I have had to phone late in the day and beg for an appointment.

Pembroke Dock is a shamble !! (my aunt is there). Not sure about Milford Haven. **NEYLAND NEEDS A SURGERY**

Please be kept in our town locally. Thanks you.

Not being able to see a Dr face to face. Trouble getting through to Doctors surgery or not being able to pre book appt.

Lack of appointments which are not emergencies.

Phoning at 8am to get Gp appointment and waiting in queue is very
stressful and not good for stroke and heart attack patients (like me). Could consultation be arranged some other ways? I am very deaf, could we use text messaging to arrange appointments. Deaf so phone consultations are no use for me, i need face to face appts.

Screen Name Redacted  
9/02/2022 03:10 PM  
Now or previous?

Screen Name Redacted  
9/02/2022 03:29 PM  
We have a growing population. most people moving into the area are older which is putting pressure on the services.

Screen Name Redacted  
9/02/2022 03:33 PM  
I think we should have a gp surgery locally. Its very worrying if you're poorly and do not know where you are going. Also, you get used to seeing the same gp.

Screen Name Redacted  
9/02/2022 03:40 PM  
Locally and nationally, GP practices are in decline. Services will only improve when investment into medical training in the UK and recruitment by financial incentives are adopted by the Tory government. Locally, it is very concerning.

Screen Name Redacted  
9/02/2022 03:43 PM  
You cant get appointments so if you had coroner you would probably die.

Screen Name Redacted  
9/02/2022 03:47 PM  
What GP services? The whole thing is a joke.

Screen Name Redacted  
9/02/2022 03:50 PM  
What GP Services??

Screen Name Redacted  
9/02/2022 04:00 PM  
I have always been satisfied with GP services.

Screen Name Redacted  
9/02/2022 04:05 PM  
I am extremely concerned . Both Johnston and Neyland are relatively large settlements, deserve their own GP service.

Screen Name Redacted  
9/02/2022 04:12 PM  
At the moment they are useless. Being diagnosed over the telephone is a joke!!

Screen Name Redacted  
9/02/2022 04:19 PM  
The system is collapsing and my concern is moving to another
surgery would put more pressure on that practice.

Screen Name Redacted
9/02/2022 04:21 PM
I am very anxious at the prospect of not having access to a GP. M husband and I very rarely need to see a GP but would not like to feel that we couldn’t see one if we needed to. And what about repeat prescriptions?

Screen Name Redacted
9/02/2022 04:24 PM
I have not yet ever been able to get a Doctors appointment. As always gone by the time i get through!

Screen Name Redacted
9/02/2022 04:26 PM
It is difficult now to have a face to face appointment as it is, i dread to think what it would be like if we were to lose St Clements Surgery.

Screen Name Redacted
9/02/2022 04:30 PM
Not being able access them when needed and being able to keep them local is very important.

Screen Name Redacted
9/02/2022 04:33 PM
Worried about the surgery closing. It has been hard during Covid and we do so need our surgery either in Neyland or Johnston.

Screen Name Redacted
9/02/2022 04:37 PM
We have been well served with our surgery and doctors. Just dread what the future would be like. Please keep Neyland surgery as it is- just fight for more doctors.

Screen Name Redacted
9/02/2022 04:44 PM
I personally would find it difficult having to travel to another town for a GP appt. I am a main carer for an elderly disabled person. I do not have a lot of time to access appts before being required to get back home asap.

Screen Name Redacted
9/02/2022 04:46 PM
Good.

Screen Name Redacted
9/02/2022 04:49 PM
My health was repeatedly put at risk by the administration of Argyle street medical group and have an extremely strong preference for continuity of existing provision.

Screen Name Redacted
9/03/2022 04:19 PM
My concern looking at the bigger picture and what's is going on within the Health Service in Wales and a feeling of being abandoned by NHS as more GP’s walk away from this service
I strongly believe that Johnston and Neyland surgeries are run much more efficiently than other surgeries in this area. Such a sad loss for all registered at this practice.

Difficult in getting an appointment because of staff vetting and being fobbed off. Always told doctors not available and when you do day and bring an ailment to nursing staff, you are told that a doctor need to be consulted. Telephone appts are wasteful.

Appointments are harder to get. Face to face appointments are limited and concerns for GPs burning out due to the volume of patients needing to be seen. Lack of funding for GP services due to cuts in frontline services.

The current provision has been excellent. If the surgery is closed, please mothball it so that it can be re-opened in the future, as happened a few years ago.

Difficulty in accessing care.

The concern is the amount of patients at surgery.

The concern is the amount of patients at the surgery.

The amount of patients at the surgery is a concern.

Inadequate facilities and appointments are hard to arrange.

Difficulty in accessing care.

Disappearing because of the attitude of HDUHB. No one want to work for a HB that continues to downgrade services. Does not have the interest of patients and ignores the wishes of locals and sets its own agenda of super hospital accessible to only those who can afford to
That after October, we will have no local surgery or doctors

Neyland is a large community and requires a surgery to be able to service the needs of the community. Appointments are hard to get and too often being referred to a pharmacist. Pembrokeshire is slowly losing too many NHS facilities - unacceptable.

Neyland needs to have access to local doctors. The transport system doesn't allow for waiting times at doctor's surgeries and could result in issues getting back home if evening appointment was given.

None

Unable to get appointments + possibility of no surgery. Neyland is in need of a surgery.

1. See DRs more 2. We need Drs in our community.

We have been lucky enough to have the doctors surgery in Johnston and the high level of service that we have received over the years. I worry that if the surgery closes in Johnston it may have a detrimental effect on my health and others within Johnston.

It has been very challenging not being able to see a GP face to face. Appointments are not readily available. I am concerned that I am going to be left without a GP + also that there will be no arrangement with the local chemist for prescriptions. If there is no GP services, would the community be able to sustain a pharmacy? Overall GP services in Hywel Dda Health Board have been poorly managed over time.

Neyland needs a fully staffed doctors surgery!

Been very good then that's if you use them properly.
If its gone completely, I'm on medication what would happen if there's no doctors.

Just concerned that there will be no local surgery.

We need local GP services rather than go to A+E

How will any other person beside myself manage. I've been 10 years living on my own since my husband died of cancer in 2013. It's not easy, my diabetes is not good and i am waiting results for the X rays to come back as i fell in the garden six weeks ago, my doctor seems to think that i've seriously had a trauma to my back.

I am concerned that if this practice closes, wherever we are moved to will be overwhelmed.

What about people who don't drive. They will have to pay to travel or not bother and their health get worse. If we do not have a surgery it will be a disgrace.

I could write an essay! so difficult trying to get an appointment at the best of times. I cannot imagine what it's going to be like going forward- the end of the NHS i guess.

Service has been quite good, including remote consultation via smartphone. Prescription service also good. Other local GP surgeries are reportedly full and hardly able to cope.

NHS in Wales is a joke! you cannot get in to see a Dr and it's a 10 hrs wait in A+E. A much needed shake up is in order, people with serious illness are being missed by not being able to access services.

We travel to Neyland for appointment at present which is fine but having a GP in the village is what drawn us to moving to Johnston originally. Having a local GP which can be accessed easily is essential for all in the village.
I think everybody should be able to see a GP locally. Not everybody can travel like I can.

Neyland and Johnston surgery must not close.

At the moment they are useless, being diagnosed over the telephone is a joke.

None

As we have come to rely on a very local service, it will be something that will be greatly missed.

That they aren't sustainable.

The fact that it may not be local anymore.

Can never get to see a GP only phone call.

Very good. As Johnston is a large community and needs access to local GP surgery. At it is at present.

We've been served by the same brilliant doctors here and the chemist Jan David and the Edwards family before him, were very good. It will be a sad day when the surgery closes.

I have no concerns at Neyland up till now.

They are already overstretched and getting an appointment is already near impossible in our local surgery. To fob the current patients on another practice would impact the service even more. God help those who cannot drive. The buses are few and far between.
Able to make appointments.

Not able to make appointments.

The service is quite bad, as it's hard enough trying to get through to a surgery without getting an appointment, and most of the time it's for a telephone appointment. It's quite difficult explaining symptoms over the telephone when sometimes you need to see a doctor face to face.

Neyland needs to have access to local doctors. The transport system does not allow for waiting times at doctor's surgeries and could result in issues getting back home if evening appointment was given.

I've not been able to make appointments. Can't get through most of the time I go to A+E and even they say have you seen your GP. I replied saying can't get appointment, (yeah issue of appointment)

I have no complaints.

My wife don't drive and the bus service is hit and miss, so she would need local because I'm only driver and spend long time on road.

This is a very sorry state after having two surgeries fairly near. Hopefully we can have one in Neyland.

I think it's disgraceful that these services are going and the health board does nothing about it.

What happens when you're not well?

If you can get to see a doctor it is okay. But you cannot get an appointment and doing it online is hopeless.
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<td>Easily accessible-supports Neyland chemist. Personal service. Easy to get appointment/advice.</td>
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<td>They are overwhelmed with the number of patients with an ever decreasing number of GPs</td>
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<td>Poor access, difficult to get appointments, particularly in person.</td>
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<tr>
<td>During Covid it was virtually impossible to get an appointment. I do not believe this was the fault of the doctors but overstretched receptionists protecting the surgery. Our local Pharmacy were brilliant-they should be financially recompensed.</td>
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<td>With young children it is critical to have these facilities available.</td>
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<td>To be honest GPs in Pembrokeshire aren't the level of what you get elsewhere within the country. We have had great care from Neyland and Johnston GP surgery, it would cause huge problems to lose this service to a large number of people. Where on earth would we move to? All other surgeries are over saturated already!</td>
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<td>Harder to see and talk to a DR.</td>
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<td>9/08/2022 10:57 AM</td>
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<td>I worry that if Neyland and Johnston surgery closes, patients will be added to existing practices further away that are already themselves stretched to their limits. This will make it even more difficult to access advice and treatment. Currently the interaction between our GP surgery and local pharmacy is excellent and we are provided with a great service. I suspect that this will be compromised if we are forced to join a &quot;super-surgery&quot;</td>
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<tr>
<td>All surgeries seem to be already very busy and over subscribed. It's a shame the health board is unable to attract more doctors to the area.</td>
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</table>
Neyland and Johnston are growing in population so we do need a GP in either village.

I feel other surgeries are already full to capacity, people constantly struggle to get DRs appointments as it is. With such a huge population in Neyland +Johnston where would we all go? Such a worrying time for everyone for basic needs, what next closing pharmacy?

Concern i have is that GP surgeries in Pembrokeshire are declining, not attracting younger GP to the area to continue services impacting on the smaller and more rural GP practices closing or amalgamating with bigger practices, putting more pressure on them and this will have a direct impact on providing a good service to the population of Pembrokeshire. I have many concerns about the health care in Pembrokeshire, i also have concerns that i will have to access my GP in a already stressed and overworked...

Covid has been used as an excuse. More streamlined services are required and strong leadership. Service delivery manager level.

Distance to go and see a doctor.

We have found the service very good and do not want to travel to see a GP.

That people do not have cars/bikes wouldn't be able to access healthcare. Longer waiting lists to be able to see GP.

Regular monitoring may stop.

Most consultations now are done by telephone. My main concern is that this will encourage the centralisation of surgeries in Carmarthen for example, and if a face to face appointment is necessary, it would entail a 70 mile round trip to see a GP. I am concerned that GP services are going to go the way of NHS dentistry and some of the services that used to be at Withybush Hospital.
Most consultations now are done by telephone. My main concern is that this will encourage the centralisation of surgeries in Carmarthen for example, and if a face to face appointment is necessary it would entail a 70 mile round trip to see a GP. I am concerned that GP services are going to go the way of NHS Dentistry and some of the services that used to be at Withybush Hospital.

Availability of daily appointments. Having to ring at 8am is hit and miss to get appointment.

Lack of face to face appointments and the lottery of ringing at 8am for appointments.

Really concerned because getting older, all sorts of problems are cropping up, so would like to have the reassurance that i could rely on some sort of service close by.

For the elderly accessing services who do not drive, poor disability , this could be tricky. More trips i.e to put repeat prescription in, then collecting them from GP and then to pharmacy.

That the health board are not doing enough to recruit GPs and disregard the feelings of locals.

Continuity should be the aim for all existing patients at the practice. Now can other practices take on all of Neyland and Johnston??

They are getting too big and waiting times are horrendous.

Removing this surgery would mean excluding many who would like to stay independent.

The staff are very helpful and would worry if i had to meet new staff who do not know my history.

I am concerned about not getting the same level of care.

Horrified that they seem to be disappearing. eg Even hospital services are being moved further away, for a rural area, it's devastating.

Practices are becoming too big. Patients are not just a number they are persons and should be treated appropriately. Local practices should remain and further support should be given to assist them.

Neyland surgery is a valuable local service.

Service not as good as it was but better than it going elsewhere.

See us face to face more often.

Becoming less and less GPs and Surgeries. I am elderly and have to rely on family for transport.

Under staffed and over worked. Demand is high and merging these services with another wouldn't help!

Very few doctors appointments and one less surgery mean less appointments. It is already difficult to access GP surgery services.

Listing them here seems futile. Everyone is aware of most of the concerns local GP services and their patients are facing.

I am concerned that i with others will not have reliable access to the necessary healthcare. We need more GPs.

I am concerned about the lack of a GP that is desperately needed, not just for myself but the whole community. The surgery is my lifeline,
don't know what we will all do without it.

GP services at present are excellent.

Milford Haven £16 one way. You need to look overseas and provide longer contracts to encourage GP provisions.

People's lives are put at risk, some may not even seek medical help because of lack of faith in the services provided, extremely difficult to get an appointment.

Not able to access a GP in a reasonable time- 4 wks approx. Great difficulty in calling into reception.

Not being able to make an appointment when you want to see a doctor. Getting up early (a very poor sleep) and waiting on the phone ages before finally getting through to find that there are no appointments available. Concerned about people not turning up for appointments. I question when those appointments were made? anyone really ill would surely not forget an appointment. Worked as a teacher for 30+ years up to now medical treatment in my area has been available for me. Although i understand the problems which is affecting many parts of Britain, i feel a lot of time is wasted o repeat appointments especially when they do not turn up. Were they needed in the first place? Perhaps a new system could be found where the Nurse/Manger could see people and pass on urgent/complex problems to the doctor.

So hard to get an appointment already- concerned for Octobers outcome.

By definition, Neyland and Johnston surgery served 2 towns, losing both locations increases travel time.

Need to retain GP services locally.

There are already not enough GPs and doctors, it would be a disaster to loss more and a whole surgery.
Need more doctors appointment later in the day, not have to phone early, what happens with medication.

It is very difficult to get an appointment.

Very poor, very difficult to get appointments, very difficult to get through on phone. Repeat prescriptions very difficult to order.

Waiting times to see a doctor. Accessibility to a doctor. Number of times you need to ring to even get through to reception.

The present surgery and shift have offered excellent service. I am concerned that unless a team of doctors can be arranged for Neyland, the GP service will not provide a reliable service.

Under serviced.

I wonder why the health board are actually making any attempts to keep the surgery open. I have no faith in them whatsoever!

They are all very busy now so having to absorb thousands more is going to be so hard. The staff are great but our health authority (Hywel Dda) are not popular. They seem to live in a different world to us in Pembrokeshire.

As long as i get my script if in another area. Would they supply delivery by van please.

It's nice to have GP services locally, but unfortunately not always possible. If needed, i think we will all manage to get to see a GP wherever it is.

Needed as i live in a rural area. (Needed) GP locally very important to myself.
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<td>Our local GPs are currently overstretched. Getting appointments is often difficult. Confidence in the system is at an all time low. The staff do their best but it is completely inadequate as it stands.</td>
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<td>Worried that Neyland closing will impact GP services in other areas and it will be more difficult to get appointments.</td>
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<td>Great concerns due to the lack of GPs locally. I realise i'm approaching the time when i'll need greater access to a GP. Unfortunately the NHS seems to be going backwards.</td>
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<td>I am worried about loosing them.</td>
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<td>Needed</td>
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<td>That we will lose them.</td>
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<td>I don't want to lose the surgery in Neyland it's a big worry.</td>
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<td>Friendly and efficient.</td>
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<td>No concerns. Would like it to be ongoing as close to me.</td>
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<tr>
<td>Screen Name Redacted</td>
<td>Very concerning that it has come to this.</td>
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Just how long it takes to get through to reception to get an appointment if they haven't all gone. 300 is not an exaggeration, that actually happened to me.

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Lack of appointments.

Screen Name Redacted  9/09/2022 03:05 PM

Overrun, Lack of appointments.

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With the increase in housing in Neyland, as well as upcoming developments, it is VITAL that Neyland have a GP surgery.

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Very good.

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Will not be able to recruit more doctors. A lot more stress on the doctors who are there now.

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Difficult to get access to doctor.

Optional question (1216 response(s), 63 skipped)
Question type: Essay Question

Q4  What is the first part of your postcode? (For example SA64)

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Sa73

Screen Name Redacted  8/01/2022 12:10 PM

SA73

Screen Name Redacted  8/01/2022 05:07 PM

SA73

Screen Name Redacted  8/01/2022 06:22 PM

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Optional question (569 response(s), 710 skipped)

Question type: Single Line Question
Q5 | How old are you?

![Pie chart showing age distribution]

**Question options**
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and above
- Prefer not to say

Optional question (654 response(s), 625 skipped)
Question type: Dropdown Question
Q6 | What is your sex or current gender? (Tick all that apply)

- Man: 376
- Woman: 271
- I use another term: 1
- Prefer not to say: 6
- Non-binary: 

Optional question (654 response(s), 625 skipped)
Question type: Checkbox Question
Q7  Is this the same as the sex you were assigned at birth?

Question options
- Yes
- No
- Prefer not to say

Optional question (611 response(s), 668 skipped)
Question type: Radio Button Question
Q8  Are you currently pregnant or have given birth within the last year?

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<tr>
<td>No</td>
<td>158 (27.1%)</td>
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<tr>
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<td>8 (1.4%)</td>
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<tr>
<td>Prefer not to say</td>
<td>5 (0.9%)</td>
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Question options

Yes  No  Not applicable  Prefer not to say

Optional question (584 response(s), 695 skipped)
Question type: Radio Button Question
Q9 Using this definition, do you consider yourself to be disabled?

- Yes: 460 (71.0%)
- No: 166 (25.6%)
- Prefer not to say: 22 (3.4%)

Optional question (648 response(s), 631 skipped)
Question type: Radio Button Question
Q10 | Please can you tell us what your disability, long-term illness or health condition relates to? (Tick all that apply)

**Question options**
- A long standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)
- A mental health difficulty (e.g. depression, schizophrenia, or anxiety disorder)
- A physical Impairment or mobility issues (e.g. difficulty using your arms or using a wheelchair or crutches)
- A social/communication impairment (e.g. a speech and language impairment or Asperger’s syndrome / other autistic spectrum disorder/option 4
- A specific learning difficulty (e.g. dyslexia, dyspraxia or AD(H)D)
- Blind or have a visual impairment uncorrected by glasses
- D/deaf or have a hearing impairment
- An impairment, health condition or learning difference that is not listed above
- Prefer not to say

Optional question (248 response(s), 1031 skipped)
Question type: Checkbox Question
Q11 | Which race or ethnicity best describes you?

### Question options
- Asian/British Asian: Chinese
- Asian/British Asian: Other
- Black/British Black: African
- Black/British Black: Caribbean
- Mixed Race: Black & White
- Mixed Race: Asian & White
- Mixed Race: Other
- White: British (British/English/Northern Irish/Scottish/Welsh)
- White: Irish
- White: European
- Prefer not to say
- Another race or ethnicity – please identify
- Arabic
- Asian/British Asian: Bangladeshi
- Asian/British Asian: Pakistani
- Black/British Black: Other
- Mixed Race: Black & Asian
- Traveller: Gypsy or Roma
- Traveller: Irish

Optional question (593 response(s), 686 skipped)
Question type: Dropdown Question
Q12 Which of the following terms best describes your sexual orientation?

- Asexual
- Bisexual
- Gay man
- Gay woman or lesbian
- Heterosexual or Straight
- Prefer not to say
- Other

Optional question (572 response(s), 707 skipped)
Question type: Checkbox Question
Q13 What do you consider your religion to be?

**Question options**

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- No religion
- Other religion
- Prefer not to say
- Sikh

*Optional question (588 response(s), 691 skipped)*

*Question type: Radio Button Question*
Q14  Are you married or in a civil partnership?

- Yes: 350 (64.9%)
- No: 172 (31.9%)
- Prefer not to say: 17 (3.2%)

Optional question (539 response(s), 740 skipped)
Question type: Radio Button Question
Q15  Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?

- Yes: 425 (72.0%)
- No: 133 (22.5%)
- Prefer not to say: 32 (5.4%)

Question options
- Yes
- No
- Prefer not to say

Optional question (590 response(s), 689 skipped)
Question type: Radio Button Question
Q16  If Yes, please tick any/all that apply

- Primary Carer of a disabled child or children: 12
- Primary Carer or assistant for a disabled adult or adults (aged 18+): 45
- Primary Carer or assistant for an older person/people (aged 65+): 17
- Secondary Carer (another person carries out main caring role): 7
- Prefer not to say

Optional question (101 response(s), 1178 skipped)
Question type: Checkbox Question
Q17 Please tell us the total annual income of your household (before tax and deductions, but including any benefits and allowances).

![Pie chart showing income distribution]

**Question options**
- **Below £10,000**
- **£10,001 – £20,000**
- **£20,001 – £30,000**
- **£30,001 - £40,000**
- **Over £40,001**
- **Prefer not to say**

*Optional question (117 response(s), 1162 skipped)*

*Question type: Radio Button Question*
Q18 What is your main language spoken/used at home?

Question options
- **English**
- **Welsh**
- **Prefer not to say**
- **Other (Please state - including British Sign Language)**

Optional question (542 response(s), 737 skipped)
Question type: Radio Button Question
Q19  What is your preferred correspondence language?

**Question options**
- English
- Prefer not to say
- Welsh
- Other (Please state - including British Sign Language)

*Optional question (176 response(s), 1103 skipped)*
*Question type: Radio Button Question*
Dear Mr. Fox,

Concerned that she is having cancer treatment and will not receive continuous, ongoing treatment. What will happen to her housing when she moves to a new home? We are very worried about her situation and are very concerned that she will be left without any support.

Please can you respond to Mr. Fox.

Yours sincerely,
[Your Name]
[Your Position]

---

Subject: Inquiry about the surgery's future

Date: 04/08/2022

Dear [Recipient's Name],

I am writing to inquire about the future of the surgery in Johnston and Neyland. I am a resident in the area and have been a patient of the practice for many years. I am concerned about the possibility of the surgery closing down.

I would like to know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. This would be particularly helpful to people in Neyland, as there are many elderly people in the town who do not have access to transport.

Please let me know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. I would also like to know if there are any plans to extend the employment net for nurses.

Thank you for your time and consideration.

Yours sincerely,
[Your Name]
[Your Position]

---

Subject: Inquiry about the surgery's future

Date: 30/08/2022

Dear [Recipient's Name],

I am writing to inquire about the future of the surgery in Johnston and Neyland. I am a resident in the area and have been a patient of the practice for many years. I am concerned about the possibility of the surgery closing down.

I would like to know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. This would be particularly helpful to people in Neyland, as there are many elderly people in the town who do not have access to transport.

Please let me know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. I would also like to know if there are any plans to extend the employment net for nurses.

Thank you for your time and consideration.

Yours sincerely,
[Your Name]
[Your Position]

---

Subject: Inquiry about the surgery's future

Date: 04/08/2022

Dear [Recipient's Name],

I am writing to inquire about the future of the surgery in Johnston and Neyland. I am a resident in the area and have been a patient of the practice for many years. I am concerned about the possibility of the surgery closing down.

I would like to know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. This would be particularly helpful to people in Neyland, as there are many elderly people in the town who do not have access to transport.

Please let me know if there are any plans to extend the employment net outside Europe and other areas of the world for doctors. I would also like to know if there are any plans to extend the employment net for nurses.

Thank you for your time and consideration.

Yours sincerely,
[Your Name]
[Your Position]
Dear Patient

Neyland & Johnston Surgery – please share your views as a patient

As you will be aware from our letter dated 13th July 2022, Neyland and Johnston GP Surgery has made the difficult decision to resign the General Medical Services contract they hold with the Health Board to operate the Practice from 31st October 2022. This follows the recent retirement of one of the GP Partners and unsuccessful attempts by the Practice to recruit more GPs.

Patients of Neyland & Johnston Surgery should remain registered at the Practice and should continue to access services such as appointments and prescriptions as normal. Care will continue to be provided by the same team currently within the Practice until the end of October.

The Health Board is working with a number of stakeholders locally to develop a long-term solution that secures this important service for your area. As part of this work the Health Board wants to hear your views as a patient of the Practice on what matters to you about the services you need from your GP Practice, and how any changes to the way services are delivered after October may affect you.

From 1st – 28th August we are undertaking a public engagement exercise with the Community Health Council. We would be grateful if you could complete and return the enclosed questionnaire, or contact us by any of the means below:

- By telephone to the Health Board’s Communications Hub on 0300 303 8322 (option 4)
- By email to ask.hdd@wales.nhs.uk
• By writing to us and/or completing the enclosed questionnaire and posting it to ‘FREEPOST HYWEL DDA HEALTH BOARD’. Alternatively you can drop off your completed questionnaire at one of our collection boxes at Neyland Surgery, Johnston Surgery, Neyland Pharmacy or Johnston Pharmacy

• Online via our ‘Have Your Say’ website at www.haveyoursay.hduhb.wales.nhs.uk

• Online in a virtual meeting (a group of patients meeting online with members of the Health Board Primary Care team using Zoom or similar.) Please email ask.hdd@wales.nhs.uk for more details.

Alternatively, you can feed back your views to the Community Health Council at https://hywelddachc.nhs.wales/get-involved/ways-to-share-your-views/gp-services-in-neyland-and-johnston/

Please feedback your views by 28th August. All feedback will be collated and will form an important part of the consideration and decision making by the Health Board on how services will be delivered from November onwards.

The Health Board appreciates the continuing support given by the community to the team at Neyland & Johnston Surgery through this challenging period.

Yours sincerely

Anna Swinfield
Head of GMS Sustainability
Neyland and Johnston Surgery – the future of services for registered patients

Neyland and Johnston GP Surgery has made the difficult decision to resign the General Medical Services contract they hold with the Health Board to operate the Practice from 31st October 2022. This follows the recent retirement of one of the GP Partners and unsuccessful attempts by the Practice to recruit more GPs.

The views of the local community and patients are being gathered prior to any decision by the Health Board about long term provision for the service. The Health Board is working closely with the Community Health Council during this process.

Please complete this questionnaire and return to us, either by dropping off at the following collection points: (Neyland Surgery; Johnston Surgery; Neyland Pharmacy; and Johnston Pharmacy) or by posting to FREEPOST HYWEL DDA HEALTH BOARD. You can also complete the questionnaire online on www.haveyoursay.hduhb.wales.nhs.uk (for Welsh version www.dweudeichdweud.biphdd.cymru.nhs.uk)

1. How would you prefer GP services to be delivered in your area after October?

2. How would you be affected if you had to access services elsewhere?

3. What views and concerns do you have about GP services locally?
**Equality Monitoring Form**

What is the first part of your postcode? (For example SA64)

<table>
<thead>
<tr>
<th>County: Carmarthenshire/Ceredigion/Pembrokeshire (please circle)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In order to monitor the effectiveness of our Equality Policy and practice, and to ensure our services are delivered in a way that is fair to all and free from bias, we would appreciate your co-operation in providing, on an entirely voluntary basis, the information as requested below. The information is confidential and anonymous, and will be used solely for statistical monitoring purposes. It is separated from any correspondence received from you and will be securely destroyed after we have captured the information in line with Health Board policy and General Data Protection Regulations 2018.</td>
</tr>
</tbody>
</table>

**Age:**

<table>
<thead>
<tr>
<th>How old are you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 – 24 years</td>
</tr>
<tr>
<td>25 – 34 years</td>
</tr>
<tr>
<td>35 – 44 years</td>
</tr>
<tr>
<td>45 – 54 years</td>
</tr>
<tr>
<td>55 – 64 years</td>
</tr>
<tr>
<td>65 – 74 years</td>
</tr>
<tr>
<td>75 and above</td>
</tr>
<tr>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

**Gender Identity:**

1. What best describes your gender?
   (Tick all that apply)
   | Man |
   | Non-binary |
   | Woman |
   | I use another term |
   | Prefer not to say |

2. Is this the same as the sex you were assigned at birth?
   | Yes |
   | No |
   | Prefer not to say |

**Pregnancy and Maternity:**

1. Are you currently pregnant or have you given birth within the last year?
   | Yes |
   | No |
   | Not applicable |
   | Prefer not to say |

**Disability 1:**

Section 6(1) of the Equality Act 2010 states that a person has a disability if:
   (a) That person has a physical or mental impairment, and
   (b) The impairment has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.

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

| Yes |
| No |
| Prefer not to say |

Page 1 of 3
Disability 2:
Please can you tell us what your disability, long-term illness or health condition relates to?

☐ A long standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)
☐ A mental health difficulty (e.g. depression, schizophrenia, or anxiety disorder)
☐ A physical Impairment or mobility issues (e.g. difficulty using your arms or using a wheelchair or crutches)
☐ A social/communication impairment (e.g. a speech and language impairment or Asperger’s syndrome / other autistic spectrum disorder)
☐ A specific learning difficulty (e.g. dyslexia, dyspraxia or AD(H)D)
☐ Blind or have a visual impairment uncorrected by glasses
☐ D/deaf or have a hearing impairment
☐ An impairment, health condition or learning difference that is not listed above
☐ Prefer not to say

Ethnic Group:
Which race or ethnicity best describes you?

<table>
<thead>
<tr>
<th>Arabic</th>
<th>☐ Mixed Race : Asian &amp; White</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian/British Asian: Bangladesh</td>
<td>☐ Mixed Race : Black &amp; Asian</td>
<td>☐</td>
</tr>
<tr>
<td>Asian/British Asian: Chinese</td>
<td>☐ Mixed Race : Other</td>
<td>☐</td>
</tr>
<tr>
<td>Asian/British Asian: Indian</td>
<td>☐ Traveller: Gypsy or Roma</td>
<td>☐</td>
</tr>
<tr>
<td>Asian/British Asian: Pakistani</td>
<td>☐ Traveller: Irish</td>
<td>☐</td>
</tr>
<tr>
<td>Asian/British Asian: Other</td>
<td>☐ White: British (British/English/Northern Irish/Scottish/Welsh)</td>
<td>☐</td>
</tr>
<tr>
<td>Black/British Black: African</td>
<td>☐ White: Irish</td>
<td>☐</td>
</tr>
<tr>
<td>Black/British Black: Caribbean</td>
<td>☐ White: European</td>
<td>☐</td>
</tr>
<tr>
<td>Black/British Black: Other</td>
<td>☐ Prefer not to say</td>
<td>☐</td>
</tr>
<tr>
<td>Mixed Race : Black &amp; White</td>
<td>☐ Another race or ethnicity – please identify</td>
<td>☐</td>
</tr>
</tbody>
</table>

Sexual Orientation:
Which of the following terms best describes your sexual orientation?

<table>
<thead>
<tr>
<th>Asexual</th>
<th>☐ Heterosexual or Straight</th>
<th>☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bisexual</td>
<td>☐ Prefer not to say</td>
<td>☐</td>
</tr>
<tr>
<td>Gay man</td>
<td>☐ Other</td>
<td>☐</td>
</tr>
<tr>
<td>Gay woman or lesbian</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

Marriage / Civil Partnership:
1. Are you Married or in a Civil Partnership?

<table>
<thead>
<tr>
<th>Yes</th>
<th>☐</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>
### Religion or Belief:
What do you consider your religion to be?

<table>
<thead>
<tr>
<th>Buddhist</th>
<th>Jewish</th>
<th>Sikh</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Christian</th>
<th>Muslim</th>
<th>Other religion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hindu</th>
<th>No religion</th>
<th>Prefer not to say</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

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### Caring Responsibilities:
Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

**If Yes, please tick any/all that apply:**

- [ ] Primary Carer of a disabled child or children
- [ ] Primary Carer or assistant for a disabled adult or adults (aged 18+)
- [ ] Primary Carer or assistant for an older person/people (aged 65+)
- [ ] Secondary Carer (another person carries out main caring role)
- [ ] Prefer not to say

---

### Language:
What is your main language spoken / used at home?

<table>
<thead>
<tr>
<th>English</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Welsh</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other (Please state - including British Sign Language)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prefer not to say</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

---
**Hywel Dda University Health Board**
**Equality Impact Assessment (EqIA) for Neyland & Johnston Surgery**

**Form 1: Overview**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong></td>
<td><strong>What are you equality impact assessing?</strong></td>
<td>This EqIA assesses the potential impact of changes to the way General Medical Services (GMS) will be delivered to the registered practice population of Neyland &amp; Johnston Surgery from 1st November 2022.</td>
</tr>
<tr>
<td><strong>2.</strong></td>
<td><strong>Brief Aims and Description</strong></td>
<td>On 11th July 2022, the GP Principal at Neyland and Johnston Surgery resigned their GMS Contract with Hywel Dda University Health Board. The Health Board has a statutory duty to ensure the sustained delivery of primary medical services to this practice population of approximately 5,930 patients.</td>
</tr>
<tr>
<td><strong>3.</strong></td>
<td><strong>Who is involved in undertaking this EqIA?</strong></td>
<td>GMS Sustainability, Primary Care team</td>
</tr>
<tr>
<td><strong>4.</strong></td>
<td><strong>Is the Policy related to other policies/areas of work?</strong></td>
<td>Yes – WG and Health Board process for managing GMS Contract terminations and the Joint Framework for Managing Continuous Engagement (with CHC).</td>
</tr>
<tr>
<td><strong>5.</strong></td>
<td><strong>Who will be affected by the strategy / policy / plan / procedure / service?</strong></td>
<td>Patients registered with the Practice, local stakeholders including neighbouring GMS Practices, other Primary Care Contractors, staff at the Practice and potentially the wider healthcare system (includes Out of Hours and Withybush Hospital). (Consider staff as well as the population that the project / change may affect to different degrees)</td>
</tr>
</tbody>
</table>
6. **What might help/hinder the success of the Policy?**

The three-month notice period for single-handed Contractors has necessitated timely public engagement to support decision-making on the future of services for the practice population. This notice period is extremely challenging. There exists a degree of concern among many residents in Pembrokeshire regarding the siting of the new hospital and this has been voiced during the public engagement. The broader sustainability picture for GMS Practices within Pembrokeshire and the wider Health Board is concerning (Risk Register 1451).
Form 2: Human Rights

**Human Rights**: The Human Rights Act contains 15 Articles (or rights), all of which NHS organisations have a duty to act compatibly with and to respect, protect and fulfil. The 6 rights that are particularly relevant to healthcare are listed below.

Depending on the Policy you are considering, you may find the examples below helpful in relation to the Articles.

<table>
<thead>
<tr>
<th>Consider, is the Policy relevant to:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Article 2: The right to life</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Example</strong>: The protection and promotion of the safety and welfare of patients and staff; issues of patient restraint and control</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Article 3: The right not to be tortured or treated in an inhuman or degrading way</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Example</strong>: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; Issues of patient restraint and control</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Article 5: The right to liberty</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Example</strong>: Issues of patient choice, control, empowerment and independence; issues of patient restraint and control</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Article 6: The right to a fair trial</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Example</strong>: Issues of patient choice, control, empowerment and independence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Article 8: The right to respect for private and family life, home and correspondence; Issues of patient restraint and control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Example: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; the right of a patient or employee to enjoy their family and/or private life</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Article 11: The right to freedom of thought, conscience and religion |
| Example: The protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers |

X
# How will the strategy, policy, plan, procedure and/or service impact on: -

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
<th>No Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td><strong>X</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Is it likely to affect older and younger people in different ways or affect one age group and not another?**

Older people with more complex health needs tend to use primary care services more heavily than other younger sectors of the population. Any changes to the location of services necessitating travelling further than is already the case will impact this group. There is a Health Visitor clinic weekly in Neyland (not Johnston).

**Opportunities for improvement / mitigation**

Consideration could be given to how some patients could access services closer to their home address than is currently the case by allocating some patients to a neighbouring practice closer to them.

<table>
<thead>
<tr>
<th><strong>Disability</strong></th>
<th><strong>X</strong></th>
</tr>
</thead>
</table>

**Those with a physical disability, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes**

Patients in this group may struggle with changes in the location of services (if travelling further than they already do) or changes in model of care or the team delivering services.

**Opportunities for improvement / mitigation**

Consideration could be given to how some patients could access services closer to their home address than is currently the case by allocating some patients to a neighbouring practice closer to them.

<table>
<thead>
<tr>
<th><strong>Gender Reassignment</strong></th>
<th><strong>X</strong></th>
</tr>
</thead>
</table>

**Consider the potential impact on individuals who either:**

- Have undergone, intend to undergo or are currently undergoing gender reassignment
- Do not intend to undergo medical treatment but wish to live in a different gender from their gender at birth.

Neyland & Johnston Surgery does not provide the Transgender Local Enhanced Service (LES) for their patients.

**Opportunities for improvement / mitigation**

All 4 neighbouring practices provide the full or part of the Transgender LES – Winch Lane, St Thomas’s, Robert Street and Barlow House. Any patients allocated to one of these practices would have the opportunity to benefit from this service in their practice.

<table>
<thead>
<tr>
<th><strong>Marriage and Civil Partnership</strong></th>
<th><strong>X</strong></th>
</tr>
</thead>
</table>

This also covers those who are not married or in a civil partnership.
Form 3 Gathering of Evidence and Assessment of Potential Impact
<table>
<thead>
<tr>
<th>How will the strategy, policy, plan, procedure and/or service impact on:</th>
<th>Positive</th>
<th>Negative</th>
<th>No Impact</th>
<th>Potential positive and / or negative impacts</th>
<th>Opportunities for improvement / mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pregnancy and Maternity</td>
<td>X</td>
<td></td>
<td></td>
<td>There is a Health Visitor clinic weekly in Neyland (not Johnston). There are no Midwife clinics held in either surgery.</td>
<td>If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.</td>
</tr>
<tr>
<td>Race/Ethnicity or Nationality</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religion or Belief (or non-belief)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sex</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How will the strategy, policy, plan, procedure and/or service impact on:

- Positive
- Negative
- No impact

Potential positive and / or negative impacts

Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.

Opportunities for improvement / mitigation

If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.
How will the strategy, policy, plan, procedure and/or service impact on:-

<table>
<thead>
<tr>
<th>Positive</th>
<th>Negative</th>
<th>No Impact</th>
<th>Potential positive and / or negative impacts</th>
<th>Opportunities for improvement / mitigation</th>
</tr>
</thead>
</table>

**Socio-economic Deprivation**

Consider those on low income, economically inactive, unemployed or unable to work due to ill-health. Also consider people living in areas known to exhibit poor economic and/or health indicators and individuals who are unable to access services and facilities. Food / fuel poverty and personal or household debt should also be considered.

- **X**

- The Welsh Index for Multiple Deprivation for this area is classed as Medium. Cost of living increases will affect all socio-economic groups but disproportionately (food and fuel poverty).

- Any increase in travel above that which already exists may incur additional costs for patients, depending on the mode of transport and eligibility for free public transport or community transport.

- Reducing travel for some patients who live closer to another practice than to GP and other services in Neyland (‘care closer to home’).

**Welsh Language**

Please note opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.

- **X**

- 18% of Pembrokeshire residents identify as Welsh speakers.

Reducing travel for some patients who live closer to another practice than to GP and other services in Neyland (‘care closer to home’).
### Form 4: Examine the Information Gathered So Far

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Do you have adequate information to make a fully informed decision on any potential impact?</td>
<td>Yes</td>
</tr>
<tr>
<td>2.</td>
<td>Should you proceed with the process whilst the EqIA is ongoing?</td>
<td>Yes</td>
</tr>
<tr>
<td>3.</td>
<td>Does the information collected relate to all protected characteristics?</td>
<td>Yes</td>
</tr>
<tr>
<td>4.</td>
<td>What additional information (if any) is required?</td>
<td>-</td>
</tr>
<tr>
<td>5.</td>
<td>How are you going to collect the additional information needed? State which representative bodies you will be liaising with in order to achieve this (if applicable).</td>
<td>-</td>
</tr>
</tbody>
</table>
Form 5: Assessment of Scale of Impact

This section requires you to assign a score to the evidence gathered and potential impact identified above. Once this score has been assigned the Decision column will assist in identifying the areas of highest risk, which will allow appropriate prioritisation of any mitigating action required.

<table>
<thead>
<tr>
<th>Protected Characteristic</th>
<th>Evidence: Existing Information to suggest some groups affected. (See Scoring Chart A below)</th>
<th>Potential Impact: Nature, profile, scale, cost, numbers affected, significance. Insert one overall score (See Scoring Chart B below)</th>
<th>Decision: Multiply ‘evidence’ score by ‘potential impact’ score. (See Scoring Chart C below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>2</td>
<td>-2</td>
<td>-4 (Medium)</td>
</tr>
<tr>
<td>Disability</td>
<td>2</td>
<td>-2</td>
<td>-4 (Medium)</td>
</tr>
<tr>
<td>Sex</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Gender Reassignment</td>
<td>1</td>
<td>+2</td>
<td>2 (Positive)</td>
</tr>
<tr>
<td>Human Rights</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Marriage and Civil Partnership</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Pregnancy and Maternity</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Race/Ethnicity or Nationality</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Religion or Belief</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### Socio-economic Deprivation

<table>
<thead>
<tr>
<th></th>
<th>2</th>
<th>-2</th>
<th>-4 (Medium)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welsh Language</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Scoring Chart A: Evidence Available

<table>
<thead>
<tr>
<th>Score</th>
<th>Evidence Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Existing data/research</td>
</tr>
<tr>
<td>2</td>
<td>Anecdotal/awareness data only</td>
</tr>
<tr>
<td>1</td>
<td>No evidence or suggestion</td>
</tr>
</tbody>
</table>

#### Scoring Chart B: Potential Impact

<table>
<thead>
<tr>
<th>Impact Score</th>
<th>Impact Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-3</td>
<td>High negative</td>
</tr>
<tr>
<td>-2</td>
<td>Medium negative</td>
</tr>
<tr>
<td>-1</td>
<td>Low negative</td>
</tr>
<tr>
<td>0</td>
<td>No impact</td>
</tr>
<tr>
<td>+1</td>
<td>Low positive</td>
</tr>
<tr>
<td>+2</td>
<td>Medium positive</td>
</tr>
<tr>
<td>+3</td>
<td>High positive</td>
</tr>
</tbody>
</table>

#### Scoring Chart C: Impact

<table>
<thead>
<tr>
<th>Impact Score Range</th>
<th>Impact Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-6 to -9</td>
<td>High Impact (H)</td>
</tr>
<tr>
<td>-3 to -5</td>
<td>Medium Impact (M)</td>
</tr>
<tr>
<td>-1 to -2</td>
<td>Low Impact (L)</td>
</tr>
<tr>
<td>0</td>
<td>No Impact (N)</td>
</tr>
<tr>
<td>1 to 9</td>
<td>Positive Impact (P)</td>
</tr>
</tbody>
</table>

### Form 6 Outcome

You are advised to use the template below to detail the outcome and any actions that are planned following the completion of EqIA. You should include any remedial changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or undertake further research.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will the Policy be adopted?</td>
<td>The decision on the future of services for this registered population after 31\textsuperscript{st} October 2022 will be made at Board.</td>
</tr>
<tr>
<td>If No please give reasons and any alternative action(s) agreed.</td>
<td>This reflects the governance process for decision-making on this matter.</td>
</tr>
<tr>
<td>Have any changes been made to the policy/ plan / proposal / project as a result of conducting this EqIA?</td>
<td>No</td>
</tr>
<tr>
<td>What monitoring data will be collected around the impact of the plan / policy / procedure once adopted? How will this be collected?</td>
<td>This depends on the outcome at Board.</td>
</tr>
<tr>
<td>When will the monitoring data be analysed? Who will be responsible for the analysis and subsequent update of the impact assessment as appropriate?</td>
<td>Primary Care team</td>
</tr>
<tr>
<td>Where positive impact has been identified for one or more groups please explain how this will be maximised?</td>
<td>Potential positive impacts on travel distances and times if this can be reduced for some groups (elderly, disabled), and for any transgender patients (no data available for this group) through allocation to another Practice.</td>
</tr>
<tr>
<td>Where the potential for negative impact on one of more group has been identified please explain what mitigating action has been planned to address this.</td>
<td>Potential negative impacts on travel distances and times for some patients, depending on where they live. This forms part of the determination by Board.</td>
</tr>
<tr>
<td>If negative impact cannot be mitigated and it is proposed that HDUHB move forward with the plan / project / proposal regardless, please provide suitable justification.</td>
<td></td>
</tr>
</tbody>
</table>
Form 7 Action Plan

<table>
<thead>
<tr>
<th>Actions</th>
<th>Assigned to</th>
<th>Target Review Date</th>
<th>Completion Date</th>
<th>Comments / Update</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EqIA Completed by:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Team / Division</th>
<th>Contact details</th>
<th>Date</th>
</tr>
</thead>
</table>

**EqIA Authorised by:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Team / Division</th>
<th>Contact details</th>
<th>Date</th>
</tr>
</thead>
</table>
25th July 2022

To Whom it may concern

Following our recent meeting in relation to the LHB proposed plans for the surgery in Neyland/Johnston and having discussed these plans with all the partners we would like to raise our concerns and objections to the current proposal.

At present the proposal is that the LHB take over and manage the practice. However, they do not propose to take over the practice as it stands but intend to alter the existing practice boundary and deregister a significant number of patients. As a practice we object to the LHB making these boundary changes.

The patients who will be deregistered under this plan have chosen to register with the practice despite having the option to register with other practices whose boundary they live within. We feel that the LHB are taking away this patient choice and that the LHB should take over the Neyland/Johnston practice as it stands and only deregister those patients who are outside the current practice area. We are concerned that the LHB do not appear to have considered that some of these patients will have relatively recently been allocated to the practice following the change in the Argyll boundary and reallocating these patients again may affect patient care.

We are very concerned that changing the practice boundary, deregistering patients and allocating them to neighbouring practices will destabilize these practices. As you are aware we have ongoing sustainability issues and feel that any change to our list size could exacerbate this. We continue to operate an open but closed list, in line with BMA guidance due to workload issues. However, due to ongoing patient allocations our list size continues to grow. We are concerned that the LHB have not considered our position and how the proposed sudden influx of patients could impact on our ability to provide services for our patients.

We appreciate that the LHB need to have a plan in place to continue to provide primary care services for the patients currently registered in Neyland/Johnston. However, we feel that this plan does not offer the best option for either the patients at the Neyland/Johnston practice or the neighbouring practices. The LHB needs to revisit the proposal with the aim of the taking over the management of the practice as it stands.

On behalf of the partners at The Robert Street Practice
Further to the comments we have made to you previously in relation to the options that are available for Neyland/Johnston after the contract is handed back, we would like to make some additional comments to be taken to the next VPP meeting.

The practice would currently struggle to take on any more patients and have been operating a closed but open list for several years. Patients are allocated to either practice in turn. We have been asked various questions in relation to our sustainability recently by the health board and we continue to have issues with no end in sight. Our salaried GP has returned from maternity, but we still have 5 sessions unfilled, which have historically been an issue for many years, despite advertising etc. We cannot see this changing when the contract is handed back. We still have a partner who is on reduced duties for the foreseeable future, and another salaried GP with health issues. We feel the extra burden of additional patients would have a domino effect for the practice, risking us tumbling and possibly getting into the same situation with contracts as Neyland/Johnston.

The practice also feels that to disperse some of the patients would leave a practice too small to be sustainable in the long term, leading to additional patients possibly being allocated to us, accelerating the issue with sustainability leaving us again at risk of handing our contract back.

We continually have difficulties in recruiting staff to the practice as shown by our unfilled vacancies. Locums are few and far between and we feel we are probably in a worse position to recruit GPs than a managed practice would be. We have had difficulty recruiting staff as a whole with numbers applying being now drastically reduced, and we do not have the ability to call on bank staff for nursing or clerical employees if they are absent. The health board do have this ability and would be in a stronger position to manage the practice if kept as a whole, as opposed to the additional work practices would encounter if patients were dispersed to us.

Please can these comments be passed to the VPP and any relevant person in relation to the decisions the health board will make. Please can a response to our comments be passed back to the practice in a timely manner.

Thank you

The Robert Street Practice
Manchester Square Health Centre
Manchester Square
Milford Haven
Pembrokeshire
SA73 2JW
Dear [Name]

Re: Response to Neyland/Johnston practice GMS contract termination

Please would you accept this letter as our official stakeholder response to the consultation period. Thank you for the information you have provided, at a series of meetings, regarding the Health Board proposals to continue GMS to the patients of the Neyland/Johnston practice. We appreciate the modelling work you have done on the proposed allocations.

However, we feel it is important that we ensure the Health Board is aware of our dissent from the proposed solution.

This is based on the following principal issues:

- St Thomas surgery has never closed its list. We have accepted organic growth of our list size in a sustainable way over the last few years. Many years ago, in 1998 we had an allocation of approximately 1000 patients to our list. Service expectation, repeat prescription numbers and patient demographics were very different. However, we all remember the operational difficulties.

We currently have sustainability issues ourselves. We have not successfully replaced a retiring partner and have struggled to recruit suitable clinicians (nurse/doctors) over the last 2-3 years. Our practice will have 3 doctors over the age of 60 within 12 months. These are all doctors who work full time. Retirement may occur with short notice, especially if clinical practice becomes unsustainable.

- The timing of the list allocation is possibly the worst possible. We will be conducting influenza and Covid vaccination clinics during the months of October/November, often on Saturday’s. We will have little resource for additional work.

- We strongly object to re-drawing of practice boundaries. The proposal would see us as the only practice covering a substantial area south of Llangwm down to Burton. This includes a Nursing Home. This defies patient choice and is at odds with the Health Board policy. It limits options if the doctor patient relationship irretrievably breaks down between our practice and a patient. We already have the largest practice area in Pembrokeshire and cover the highest number of Nursing/Residential homes.

We accept there is no simple solution to this problem. Whilst we will continue to engage with the Health Board, we feel it is important our views are formally recorded.

Yours sincerely,

Richard Thompson
On Behalf of St Thomas Surgery Partnership

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Drs. V. Buntwal, A. Paterson, R. Thompson, S. Vijay, T. Ali, C. John, K. Mathias
St. Thomas’ Surgery, Rifleman Lane, St. Thomas’ Green, Haverfordwest, Pembrokeshire, SA61 1QX
Tel: (01437) 762 162 Fax: (01437) 776 811
Follow us on Twitter @stthomasurgery / Website: stthomasurgery.wales.com

Drs. V. Buntwal, A. Paterson, R. Thompson, S. Vijay, T. Ali, C. John, K. Mathias
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Tel: (01437) 762 162 Fax: (01437) 776 811
Follow us on Twitter @stthomasurgery / Website: stthomasurgery.wales.com
N&J dispersal Winch Lane perspective

Thank you for coming to the practice again today to explain the dispersal of patients as part of the N&J move to a managed practice.

Winch Lane Surgery would like to make the point that the dispersal of patients to Winch Lane puts additional pressures on us and reduces our ability to manage our current list and may threaten our sustainability. We have a growing practice population and this may be further increased by local housing developments; whilst we have successfully recruited 2 doctors to replace a retired partner and to match the list increase we now find ourselves limited by the size of the surgery building. Further increases in the practice population cannot be matched by an increased number of clinicians as there are no more rooms for them to work from. The increase in list size from the dispersal will increase demand for routine and urgent primary care, will increase waiting time for appointments and will increase the demand on our telephone lines which are often very busy. As workload increases this will put strain on existing clinicians and could lead to loss of staff threatening the sustainability of the practice.

I think it is important for the Health Board to understand that dispersing patients as part of making N&J a managed practice will put pressure on us and the other neighbouring surgeries and I would be grateful if this view could be represented to the Health Board as they develop a solution for the future of Neyland surgery.
Support for patient dispersal

Hi,

Should the dispersal of patients to Winch Lane and other surgeries happen in November could the health board consider additional support to the surgeries receiving those patients? When patients are transferred to a new surgery the surgery will conduct a review of their notes and medication, establish repeat prescriptions, check blood tests and other prescribing safety checks; for medications such as opiates and benzodiazepines we will ask to see a patient to discuss the prescription. This is a large amount of work normally but for 700 to 800 patients in one month would be overwhelming and we would need support in terms of a pharmacist or other qualified personnel to support this transition.

Yours
From: Johnston Community Pharmacy, via Sharepoint

Date: 10th August 2022

To whom it may concern,

I’ve been asked by [redacted] to share my views on the situation with regards to Neyland and Johnston surgeries as a local stake holder.

I can only really speak of the Johnston branch as this is the population that I serve via my pharmacy in Johnston [redacted].

It would be a massive blow to the population of Johnston if they were to lose their surgery. Johnston village has a significant population many of whom that require medical services have limited mobility and would have to make the choice of postponing / not receiving treatment if they were moved to a surgery in a different town such as Haverfordwest. There is also a large population on low incomes who would find the cost of transport to another town as prohibitive and an impediment to access GP services.

There is a risk that if the patient list is moved to other towns then the patients would then collect their prescriptions in those localities posing a significant risk to our pharmacy business. If the impact is such that the business is no longer viable then the patients would also lose access to clinical services provided through the pharmacy.

The result would be a massive increase in workload and pressure on the Haverfordwest Surgeries and Pharmacies which are already cracking at the seams. I feel it would be a dereliction of duty for the Health Board to leave this population under provisioned and the result will lead to significant patient harm.

I sincerely hope that the right decision is made and the surgery in Johnston is maintained.

Kind Regards,

Simon [redacted] MRPharmS
Subject: Neyland and Johnston GP practice

Hi [Name]

I have attempted to respond on the link within the above attached letter regarding Neyland and Johnston GP practice resignation from the GMS contract but I am getting redirected. Hence the response to you in person. Although there are no health visitors actually based in these practices prior to COVID Health Visitors were based in Neyland.

I have discussed the stakeholder response in regards to Health Visiting Service with [Name] Senior Nurse Quality Assurance for Pembrokeshire and [Name] Health Visiting Team Leader for this area of Pembrokeshire. Our concerns in regards to how medical services will be run from 31st October for these practice populations include the following:

1. The 8 week GP examination of the infant: this is currently supported by the health visiting service, through health visitors being present at the clinic appointments. This allows for communication with GP, parent and health visitor to address any concerns that have been identified in regards to the infant’s growth and development as well as parental wellbeing.
2. Continued delivery of the childhood immunisations is a concern as there has already been a long que in this area which is gradually reducing.
3. The general support and communication between the Health Visitors and other members of the Primary Care Team is a concern, especially in regards to children and families where there are or could be safeguarding issues. Continuity and good communication, sharing of information are essential contributory factors to ensure children are safeguarded and also in the care of the vulnerable.

Thank you for the opportunity to respond to this issue and if there is anything further that you require from us as a service please do not hesitate to contact me.

Regards,

SDM/Senior Nurse Health Visiting & Early Years

Rheolwr Cyfleniwyd Gwasanaeth Ynys Môn - Gwasanaethau Ymwybydd Ychyd, Y Blynyddoedd Cynnar a Phartneriaethau
26th July 2022

Mr Steve Moore
Chief Executive
Hywel Dda University Health Board
Ystwyth
St David’s Park
Jobswell Road,
Carmarthen SA31 3BB

cc: Jill Patterson - Director of Primary Care

Dear Mr Moore and Ms Patterson,

Re: Neyland Health Centre

We are writing as a Community Council regarding the relinquishing of the GP contract by Neyland Health Centre. The vast majority of residents in our council area are registered with the Neyland Health Centre.

We feel that it is essential that General Medical Services continue to be provided from a health centre based in Neyland. We understand that the area of Neyland town centre is not within the catchment area of any other medical practice, and we are very aware that all the surrounding practices are under considerable pressure. Indeed, it is only a couple of years since the Argyle Practice in Pembroke Dock transferred around three thousand patients to the Neyland Health Centre to ease the pressures in Pembroke Dock.

We wish to express our continuing support for Neyland Health Centre and strongly urge the Health Board not to consider dispersal of the practice.

It is also important to stress how important the development of the proposed Health and Wellbeing Centre is to the future development of health services in the Neyland area. The current premises are not large enough to allow for any expansion of patient numbers nor the range of services that could be provided. The new Hub will have the potential to transform healthcare provision and will make recruitment of staff easier. The community hub that was completed a couple of years ago has become a focal point of the community and is helping to foster the re-development of Neyland area, which, in turn, will help to address the issues of urban deprivation.

Yours sincerely,

Cllr Hywel Dyer - Chairman
23rd August 2022

Head of GMS Sustainability
Withybush Hospital
Fisguard Road
Haverfordwest
SA61 2PZ

By email to ask.HDD@wales.nhs.uk

Dear

JOHNSTON GP SURGERY

The Community Council wishes to address the impending closure of the GP surgery in Johnston.

Johnston Surgery has provided an invaluable service to the majority of Johnston residents over many years. Pre covid the Doctors were carrying out many minor operations, and the surgery was functioning superbly in parallel with the Neyland Surgery. Since Covid, Johnston Surgery has been substantially downgraded to basically two mornings per week. Patients have had to travel to Neyland Surgery on a poorly timed bus service, which frequently results in much lost time waiting for buses in Neyland. With a substantial number of elderly residents in Johnston, this is surely not acceptable, especially with Winter approaching.

While we acknowledge the national issue of a shortage of GP provision, it is imperative that we keep Johnston Surgery open. If this cannot be as a standalone practice by recruiting a replacement GP, then it could be made a subsidiary of one of the other large local practices such as Barlow House, Robert Street, St Thomas Green, Winch lane etc. With the right NHS support and enthusiasm to succeed, this would be the best option. The registered patients do not want to go to Neyland, Milford or Haverfordwest. The size of practice here in Johnston surely meets the necessary criteria, and must therefore remain open.

Yours sincerely

PETER HORTON
CLERK TO JOHNSTON COMMUNITY COUNCIL
Dear Jill,

Can I first thank you for your time, initially on the 14th of July and more recently on the 2nd August, to discuss with me our interest in supporting Hywel Dda University Health Board maintain Primary Care Services in the Neyland and Johnston communities.

We understand that the current contract holder has given notice which expires on the 31st October.

As I explained you on the 2nd, we have convened a Primary Care Advisory Panel to support the development of the Board’s thinking. I attach the panels Terms of Reference for your information.

Following the initial meeting of that panel and subsequent consideration by the board of that panels recommendations, I write today to formalise our expression of interest in providing, on behalf of Hywel Dda University Health Board, Primary Care services to the Neyland and Johnston communities.

In addition, on the advice of the panel, I wish to make the following points to you for your consideration;

1) While acknowledging your initial view that it would not be practical for a collaboration to be taken forward immediately - i.e. contemporaneously with the expiration of the notice period on the 31st August - after due consideration we would wish to make it clear that we believe we can be in a position to assist on that timeline. We have, at our disposal, GP resource committed to delivering a minimum of 12 sessions per week, GP Locum Resource to augment that capacity, resource experienced in the TUPE transfer of staff (we have from the current contract holders an outline understanding of staff likely to fall within the TUPE regulations) and in the operation of the Alternative Provider Medical Services (APMS) Contract. We accept the need for the opportunity presented to be competitively tendered in time (and indeed would welcome such an exercise as an opportunity to demonstrate more fully our credentials) however would respectfully suggest that the Health Board may decide to make a time-limited direct award to Community Interest Care CIC. This is permissible because the Public Contracts Regulations 2015 allows a "light touch" regime to be used for services (including healthcare services) worth under £663,540 (which we would expect to apply here for a contract of a significant number of month). In the alternative, you may even prefer to structure a more innovative partnership arrangement between ourselves and Hywel Dda UHB for this immediate period.

2) While accepting you were unable to confirm on the 2nd (in advance of patient engagement and certain stages within your formal decision making process) your proposals in relation to the practice in the short term I wish to convey to you formally our request that the Health Board ensure that nothing done in the interim, immediate term, has the effect of undermining the long-term viability of the Neyland and Johnston Surgery. By this I mean, in particular, that the patient list is maintained at it's current level. Reductions in that overall patient number through dispersement would in our considered view pose a very considerable risk to the long-term viability of the remaining practice and would likely negatively impact on the Health Boards ability to secure a long-term alternative provider of the service.
3) We are beginning, immediately, to work up a prospectus setting out our vision for the operation of the practice and developing our high level business plan. In order to enable us to do that we have a number of information requests to put to you. We would be very grateful if you could facilitate responses to the following queries;

- Patient Roll of the Practice (Split by Branch)
- Income Potential (Global Sum / Additions / QUAIF Potential etc.)
- Real Estate Position (Ownerships) and Cost Information

Some of the above will be held by the practice who've agreed to make their financial information available for inspection by our Finance Director however we'd welcome confirmation of the figures from yourselves.

4) My final ask is, I'm pleased to say, one to which we're already both committed and that is that we work in the closest possible collaborative fashion to deliver the very best possible outcome for patients in the communities of Neyland and Johnston. It's the belief of Community Interest Care C.I.C. that we can bring substantial benefit in both the immediate and the long-term, innovating to integrate Health with our existing Social Care and Community provision. We believe we can be part of the solution from the 31st October and would ask that, through your team, you accelerate dialogue and collaboration in order that we deliver the best possible immediate outcome for patients and the locality.

We would very much welcome a member of your team being allocated as our official link to the Health Board and their participation in our Primary Care Advisory Panel going forward.

I very much look forward to continuing to work with you to secure the future of the Neyland and Johnston Practice,

Yours Sincerely,

Paul Miller

Managing Director (RI)

Community Interest Care
EXTRAORDINARY EXECUTIVE COMMITTEE MEETING

SUBJECT: Neyland and Johnston Practice Vacant Practice Process

AUTHORS: Sam Dentten, Deputy Chief Officer

AGENDA ITEM: 3a

MEETING DATE: 5th September 2022

Noting  Discussion ✔  Decision/Ratification ✔

Purpose
To agree the CHC’s stance on the future of GP services in Neyland and Johnston as part of the Health Board’s Vacant Practice Process and the CHC’s role in NHS service change.

Background
The CHC first learned of problems relating to the sustainability of the General Medical Services Contract held at Neyland and Johnston Practice in late May. We learned that the contract had formally been returned on July 11th giving a statutory notice period of 3 months. Work began immediately with the Health Board to understand the emerging position and how public engagement should be designed and structured. A Vacant Practice Panel was held by the Health Board on July 14th. A further Vacant Practice Panel will be held on September 13th to reflect on engagement responses and a final decision will be taken by the Health Board on 29th September.
Role of the CHC in Service Change

Community Health Councils have a particular role regarding NHS planning or service change which is set out in Welsh Government Regulations (2015). This specific role has been subject to more detailed Welsh Government guidance which addresses the roles of NHS organisations and CHCs in relation to the processes of service change and public consultation.

Our role in planning the public engagement process

Through discussions with the Health Board we worked together to agree a public engagement plan. The approach was agreed virtually by the CHC Executive Committee in July.

- The short notice period meant that the public engagement period had to be compressed to fit the challenging governance timescales involved.
- The engagement period ran from Monday 1st August to Friday 2nd September with online responses captured up to Friday 9th September.
- The engagement process used standard media, social media, poster and paper/virtual survey approaches. The Health Board’s dedicated Communications Hub was used to field telephone calls.
- At time of writing approximately 750 people responded.
- The Health Board engaged with politicians as part of their approach at the request of the CHC as part of learning gained from another recent GP service change process.
- Due to the concerns relating to potentially major changes to the local communities’ GP services, the public were given the option to respond directly to the CHC. Approximately 80 people chose to do this.

What we thought about the engagement process

We felt that the Health Board listened to what we had to say when the engagement process was being planned. The Health Board ran regular “engagement and communications” meetings that the CHC attended prior to and during the engagement period. Anonymised public views were shared and the engagement process or emerging issues were discussed. We welcomed the use of the Communications Hub and we
were also pleased to see that the Health Board responded to questions from the public during this time.

**What people said during the engagement**

A number of broad themes arose during the engagement period:

- As is common with GP contract resignations, there were substantial concerns raised within the local community around any perceived loss of services.
- The vast majority of responses indicated that people wanted to continue receiving care from their current practice.
- We heard from more residents from the southern part of the practice area (Neyland and Johnston) than the northern areas (Johnston and Haverfordwest).
- People highlighted the following as major concerns relating to the future of services.
  - Difficulties arising around needing to travel further to access care, lack of transport, inconvenience, fragility, cost etc.
  - Loss of continuity of care particularly as many people clearly valued the existing service and the staff who have cared for them
  - Worries about accessing GP care at a new practice, the related upheaval and uncertainty
  - Concerns around being allocated to a GP practice that they didn’t like
- Current challenges around accessing a GP clearly fed into people’s concerns. They were worried about how hard it was to see a GP now. Whilst some were happy to access care virtually many felt that face-to-face care was important to them. Generally people felt that were they to be allocated to another practice, access to a GP would become much harder.
- Difficulty seeing or speaking to a GP for working people was another theme, with worries that greater pressures on surrounding surgeries would exacerbate access problems in working hours.

**Our Conclusions**

In presenting the CHC’s conclusions, it is important to highlight the respective roles of the Health Board and CHC within this process. The
Health Board holds a contract with GP practices. If it receives a contract resignation it will seek to ensure that affected people remain registered with a GP. It must also give due consideration to the needs of the community it serves.

As set out at the start of this document, the CHC has a statutory role in NHS service change, ensuring that the Health Board engages effectively with the public. The CHC will also develop its own balanced view based on what the public have said.

CHCs are not in a position to take an expert stance on the complex and challenging logistics of GP provision or generate solutions for an area. Our focus is on ensuring that our conclusions are based on the real-world impacts of service change proposals on people, ensuring these impacts are understood and incorporated into decision-making.

We have taken the opportunity to absorb the responses made by the public.

Having considered information available and public feedback during the engagement period CHC makes the following points:

**GP provision at St Clements surgery**

The CHC understands that the Health Board would favour maintaining St Clements surgery as a “managed practice” in the absence of another provider. Some Neyland patients experienced uncertainty in 2018 when 2,200 patients were registered with St Clements rather than Argyle Surgery. We feel it is important to keep GP services stable and accessible within the Neyland area and people would welcome the continuity of accessing the same practice.

Managed practices can be difficult to staff however and tend to be reliant on locum GPs. If St. Clements did become a managed practice:

- the CHC would like to see robust measures in place to capture patient experience
- the CHC would like to see the continuation of existing additional and enhanced services where there is a need for them
- the CHC would like regular updates as the practice becomes established on a managed basis
**GP provision at Johnston surgery**

Johnston surgery has been run as a branch site for some time and services accessible at the site have reduced in recent years. It has generally operated as an admin site with some limited clinical services provided.

The CHC understands that maintaining the branch surgery could impact on the ability of the Health Board to sustain the necessary range of services at the St Clements site.

- the CHC has concerns around the physical capacity of St Clements surgery to handle patient flows whilst also feeling that care should be offered as close to home as possible. Therefore, Johnston should remain open for local residents to access GMS services.

- if the site did close the CHC feels that the Health Board should consider what services might be provided locally to reduce the impact on local people.

**List Dispersal**

The CHC understands that the Health Board may seek to disperse a proportion of patients who live closer to the neighbouring practices in order to protect the sustainability of St Clements, on the assumption that staffing a managed practice safely will be difficult.

We feel that the impact of this development on people should not be underestimated. Many people described their relationship with their practice as very good and others have voiced fears around being moved to an unfamiliar practice.

- The CHC feels that numbers of people to be dispersed should be minimised, accepting that this is a difficult situation and too many patients trying to access too few staff is not safe or sustainable.
- Where patients were allocated to another GP surgery, they should be allowed to appeal that decision and have their views considered individually.
- Patients attending a new surgery should have appropriate information about their new surgery provided and feel welcomed.
- Practices that accept new patients should be monitored to understand the impact that any new patient numbers have had so that appropriate support is available. Patients of GP practices that have received increased numbers after a nearby GP closure have sometimes reported that it can make their practice busier and more crowded.

**General Feedback**

As mentioned earlier, the format of the patient survey allowed patients to comment on a wide array of their experiences as they seek to access GP services.

- The CHC feels that the Health Board should use this feedback as a basis for establishing a managed practice if this was the option selected. Amongst many positive comments, there are concerns about specific facets of access and customer care attitudes.