



# Solva Surgery

Patient Engagement Summary V1

9<sup>th</sup> January – 5<sup>th</sup> February 2023

# Background

- On 8<sup>th</sup> December 2022, the GP Principal at Solva Surgery resigned their General Medical Services Contract and will cease providing services on 31<sup>st</sup> March 2023. 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.
- Solva Surgery provides General Medical Services to approximately 2,440 patients from a small purpose-built surgery premises in Solva, serving a rural population across north-west Pembrokeshire and the St David's peninsula. The Practice is the smallest by list size in Hywel Dda, and the dispensing rights held by the current Contractor will cease on 31<sup>st</sup> March along with the GMS Contract.
- There are no Community staff based at Solva Surgery (they are based in Fishguard or Haverfordwest). The Practice hosts some services other than GMS including weekly Cluster physio clinics, Heart Failure nurse clinics, LPMHSS clinics and a weekly drop-in session for Solva Care.

# The Patient Engagement Plan

- 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 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 9<sup>th</sup> January – Sunday 5<sup>th</sup> February 2023**. The engagement plan was developed in conjunction with the Community Health Council.
- All communications, including letters and questionnaires, were sent by post to all registered patients and were bilingual. Social media was used to raise the profile of the engagement and Solva Community Council in particular has been supportive in encouraging feedback from patients. Some patients have told us that they have fed back by more than once, therefore the number of responses will not precisely reflect the number of patients who responded.
- Weekly meetings have been held to support team working (Primary Care, Patient Engagement, Communications, Communications Hub, CHC representative) and to regularly review the plan and its implementation.

## Ways patients could engage

- by dropping-off paper **questionnaires** at Solva Surgery
- in **writing** by returning paper **questionnaires** to FREEPOST address
- 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 where a response was indicated
- by **email** to the Communications Hub, responded to where indicated
- **online** through 'Have Your Say / Dweud eich Dweud' site (online version of the same questionnaire, no registration required)
- in person at the **drop-in public engagement event** at Solva Memorial Hall on 23<sup>rd</sup> January
- feedback direct to the **Community Health Council** online (using the Health Board questionnaire)

# The Questionnaire

A questionnaire was devised with the Engagement team :

1. Please let us know the first 5 characters of your postcode e.g. SA62 6
2. Thinking about the last time you went to the Surgery, how did you travel there?
  - a. I walked
  - b. I went by car
  - c. I went by bus
  - d. Other (please state)
3. The Health Board is working with stakeholders on a limited number of available options to find a solution to how services can be delivered to patients in future. It is highly unlikely that new GPs can be found to take over the contract for the Practice by the end of March.

How would you prefer GP Practice services to be delivered for you after March?

- a. I would prefer to have Solva Surgery operated by the Health Board. (If Solva Surgery becomes managed by the Health Board, this means that the Health Board directly operates the services and is directly responsible for staffing and services).
  - b. I would prefer to have my registration transferred to another local GP practice (this would be the nearest one to your home address – in St Davids, Haverfordwest or Fishguard, depending on where you live).
  - c. Other (please state).
4. What is most important to you about your GP practice?
  5. Do you have any other comments or feedback?

# Who fed back?

- 1213 responses in total were received. Some patients told us they responded more than once so the number of responses will be slightly greater than the number of patients who responded.
- Patients who completed the questionnaire (by post, online or at the drop-in event) were asked to complete an optional equalities monitoring survey – a minority of patients chose not to complete some or all of the questions in the equalities survey, so the profile data is based on those responses we were able to capture:
  - 65% of respondents were aged over 55
  - 18% of respondents considered themselves to have a disability
  - 11% of respondents were carers
  - 55% of respondents were women

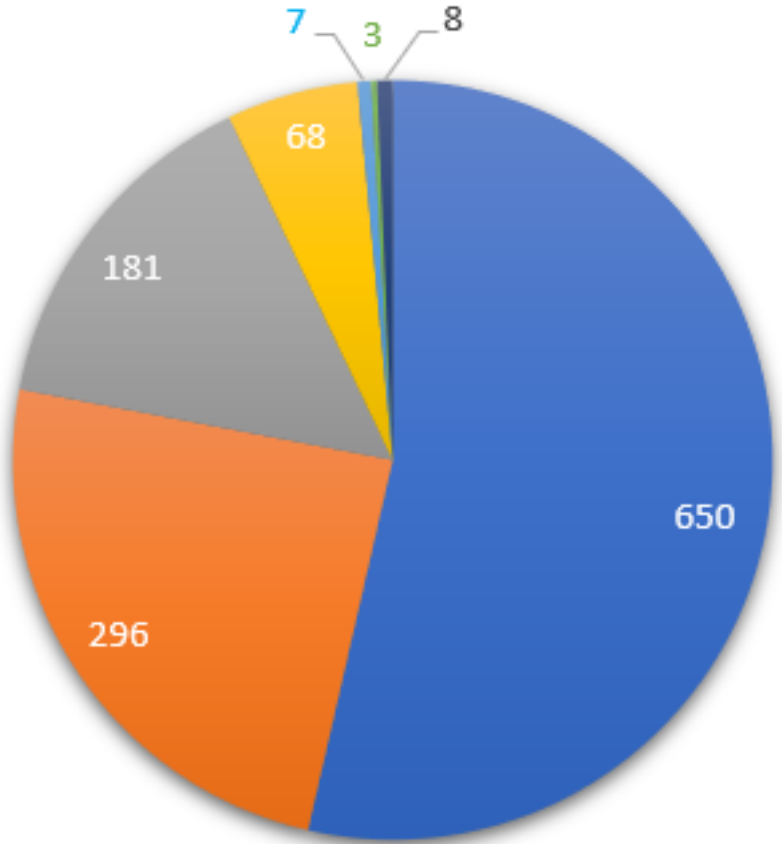


# How did patients feed back?



**1213** responses in total were received:

- Questionnaire returned by FREEPOST (650)
- Questionnaire returned via Solva Surgery (296)
- Questionnaire completed online (181)
- At the drop-in event (68)
- By telephone (7)
- By email (3)
- Via the CHC (8)



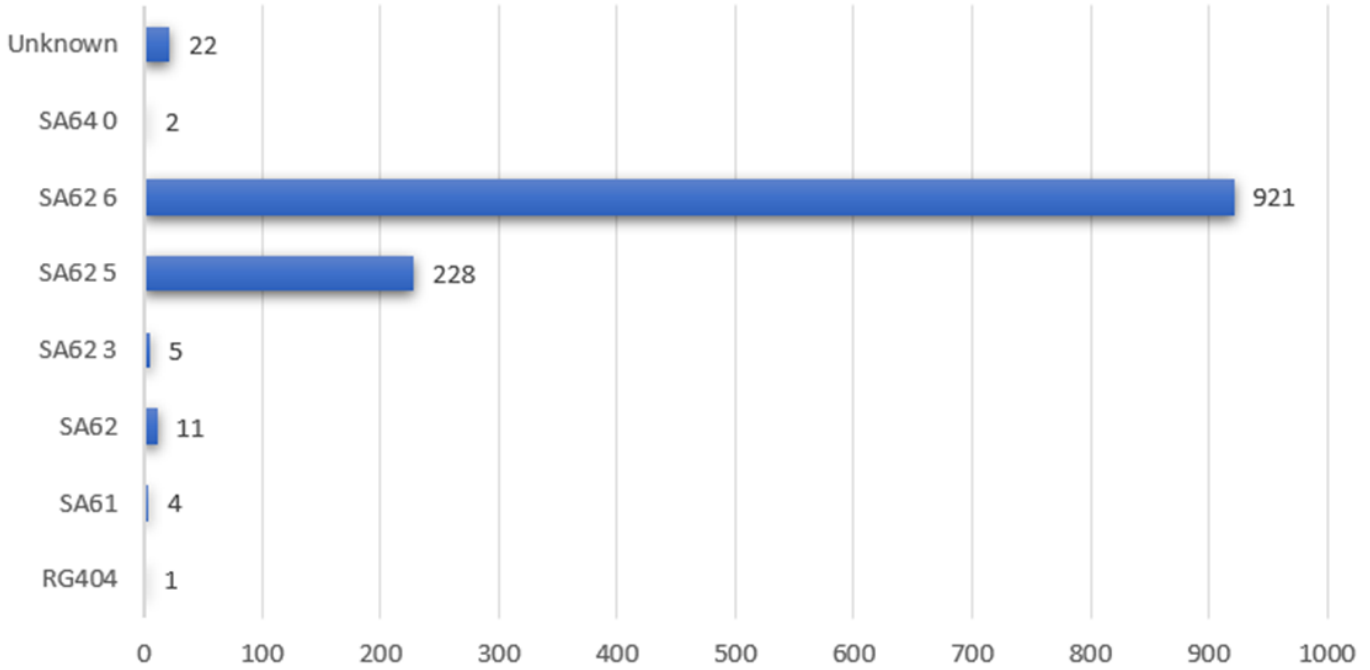
- Returned via freepost
- Collected from Solva Surgery
- Completed online
- Completed at the drop-in event
- By telephone
- By email
- Via the CHC

# Q1 Please let us know the first 5 characters of your postcode



1194 respondents provided their postcode

- 921 respondents providing their postcode were from SA62 6 (covering Solva, St David's and Simpson Cross areas)
- 228 respondents providing their postcode were from SA62 5 (Mathry and Letterston areas closer to Fishguard)



1,194 responses were received for this question

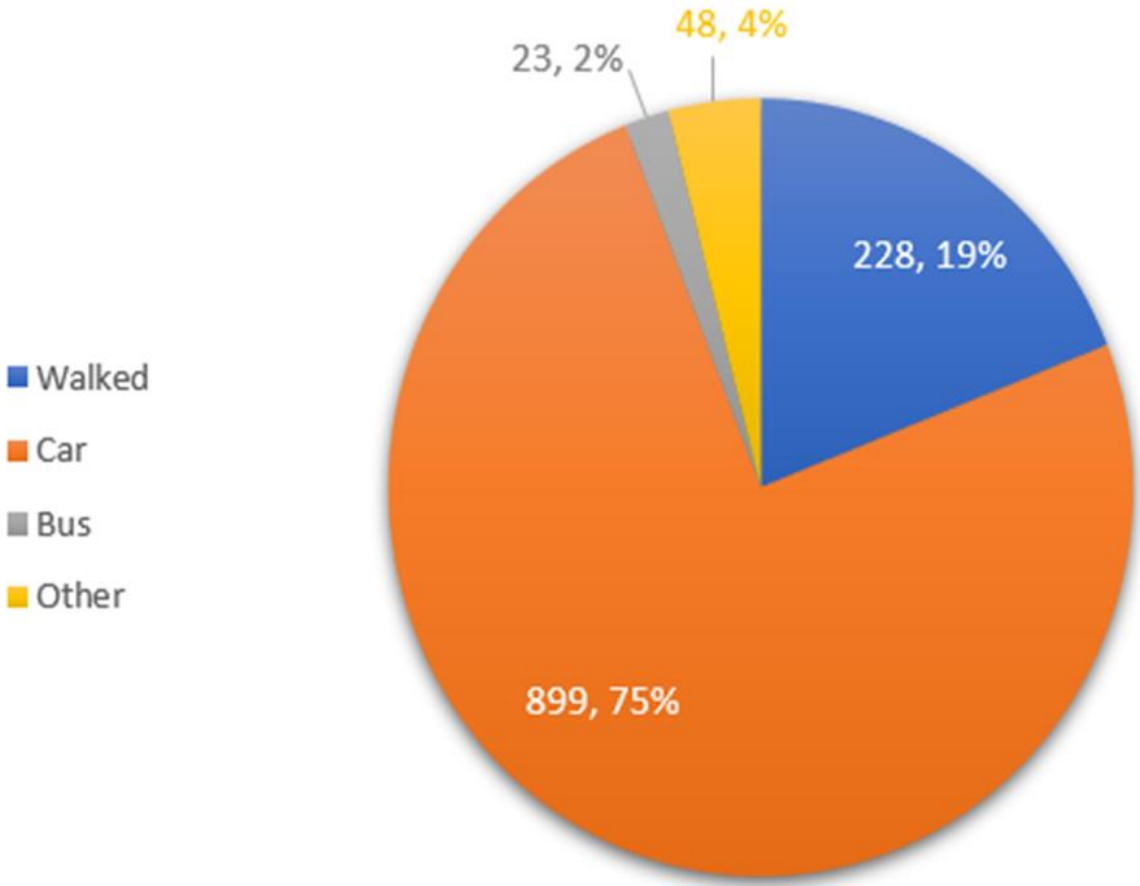


# Q2. Travel and transport



Q2 Thinking about the last time you went to the Surgery, how did you travel there?

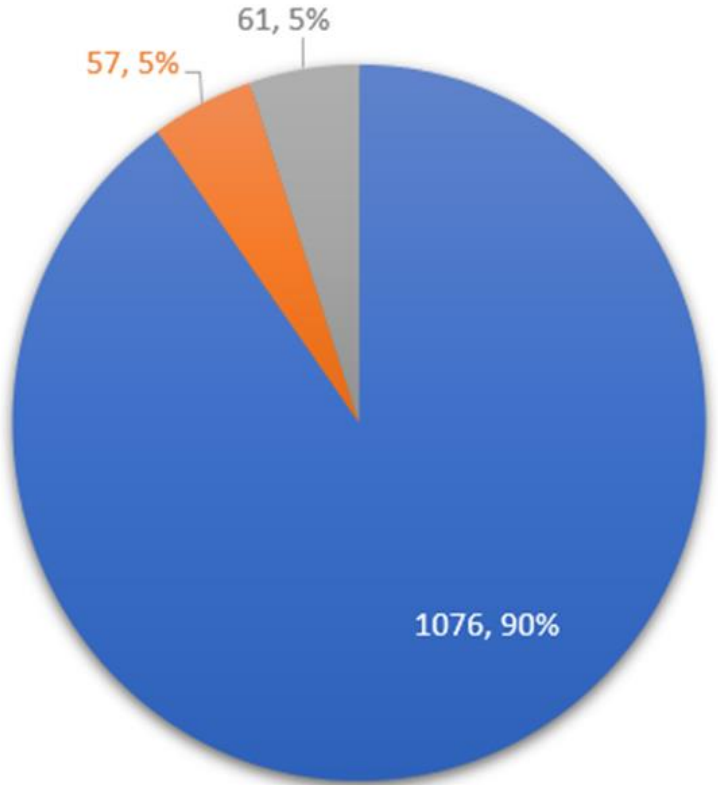
- a. I walked
- b. I went by car
- c. I went by bus
- d. Other (please state)



The Health Board is working with stakeholders on a limited number of available options to find a solution to how services can be delivered to patients in future. It is highly unlikely that new GPs can be found to take over the contract for the Practice by the end of March.

**How would you prefer GP Practice services to be delivered for you after March?**

- I would prefer to have Solva Surgery operated by the Health Board. (If Solva Surgery becomes managed by the Health Board, this means that the Health Board directly operates the services and is directly responsible for staffing and services)
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- Other



## Q3 Other Options



61 patients ticked the box for 'Other'.

These included respondents who expressed their dissatisfaction with the two options provided, and ideas including the Health Board establishing an 'integrated health centre', or an urge to 'change the model'.



## Q5. Do you have any other comments or feedback?



- Appreciation for the service that has been delivered to date
- Concern about capacity in other practices to absorb new patients
- Concern to retain services locally
- A reluctance to travel and concerns about car parking.

649 responses were received for this question



## Summary of what patients said

A number of common cross-cutting themes emerged during the analysis of responses, including:

- concern about the impact on the **community** of Solva if the Surgery had to close, as it is central to the quality of life for local residents.
- concern about **travel** to another GP practice in the event of a dispersal. Many patients told us they appreciated the good car parking facilities at Solva Surgery and said this would be more difficult if they had to go to St David's. 75% of the questionnaire respondents told us they travelled to Solva Surgery by car.
- concern about **continuity of care**. Many patients expressed appreciation for the practice staff who they regarded as friendly and professional, and told us that they valued dealing with familiar faces
- concern about the future of **dispensing**. Many patients told us about how convenient this service is for them and how they would struggle to use Community Pharmacies instead
- concern about the **capacity** for other neighbouring practices to take-on extra patients, especially St David's Surgery. Many people were of the opinion that other local practices are already 'full' and would struggle to offer them the same level of service.



# Drop-in event

A public engagement drop-in event was held on Tuesday 24th January in Solva Memorial Hall. It was well-supported by 249 people.

Questionnaires had been posted to patients prior to the event and many took the opportunity to share their views with members of the Primary Care team and to ask questions. Maps and infographics provided material for conversations.

Feedback from the event was positive.

# Governance process

- 13 February: CHC Executive to receive feedback report
- 13 February: Second Vacant Practice Panel to receive the report on the feedback, and the work on the two viable options
- 23 February: Public Board to meet to decide how services will be delivered to the Practice population from 1<sup>st</sup> April
- 31 March: end of the notice period
- 1 April: transition to the preferred solution for how services will be delivered