

Medium	Date received	Patient feedback	Response
Telephone	21/12/2022	Regarding the attempts to recruit for the vacancy at Solva Surgery: Could you inform me if you are currently advertising for this post?	Email response sent by GMS Team - complete.
Telephone	22/12/2022	Called to ask what happens to patients after 31/03/23, explained to stay reg with Gp until further information released.	Communications Hub responded - complete.
Telephone	28/12/2022	Solva surgery- what happens if something cant be sorted with Solva? Very worried as there aren't many doctors and she can't travel far to see a doctor. What will happen if issue isn't resolved? Doesnt see how all patients will be seen.	Call back from GMS team - complete.
Telephone	31/12/2022	Had letter explaining that Solva surgery is closing. Wants to know whats going to happen as she has monthly prescriptions and blood test - panicking a bit and would like some clarification please.	Call back from GMS team - complete.
Telephone	04/01/2023	Was concerned about closure of surgery and wanted to discuss.	Communications Hub responded - complete.
Email	04/01/2023	Thank you for your letter regarding the situation with Solva Surgery. I am writing to express my dismay at the news that Dr Dhaduvali will resign at the end of March and that there appears to be no replacement for her, despite unsuccessful attempts over recent years to find one. I believe there are about 2500 patients registered with the surgery at Solva and these folk are scattered over quite a wide area, this being a rural location. The nearest alternative surgeries are in Haverfordwest or St.Davids which for some patients is quite a distance. I am not sure that any of these surgeries would actually be able to take on such a large number of patients in any case. Anecdotal evidence suggests that Haverfordwest surgeries are already overloaded with long waits for appointments. I don't know the situation in St.Davids. The service provided by the Solva surgery has, in my case at least, always been excellent with appointments available within a relatively short time. In addition it has a prescription dispensing facility so it is a much easier process to collect medicines than having to make journeys to the pharmacies in Haverfordwest or St.Davids. The support staff are excellent and things like blood test can be speedily and efficiently carried out there. In conclusion I would urge that Hywel Dda Health Board ensure that every effort should be made to continue the GP and the other services at Solva, even if it means that the practice is maintained by a rota of locum GP's in the interim.	Email response sent by GMS Team - complete.
Email	06/01/2023	I was very upset and surprised to receive your letter saying that our surgery in Solva was likely to close due to the retirement of Dr Dhaduvali and that there was difficulty in getting a replacement G.P. to take on the practice. I cannot praise the staff there enough, from the G.P.'s to the receptionists, dispensers and the nurses, as they have always been so friendly, caring and professional in the way they serve us as patients. My husband and I are in our 70's and feel that to travel further to access a doctor is going to be difficult, especially if we cannot get transport. It was usually possible to get an appointment quite quickly, sometimes even the same day if possible. The nursing staff would contact patients to remind them of blood checks etc., their service is excellent. It would be tragic to lose such good, kind, professional staff. I do hope that Hywel Dda can find some way out of this situation to avoid the loss of the Solva surgery.	Email response sent by GMS Team - complete.
Letter	07/01/2023	Thankyou for your letter dated 16 December 2022 advising us of 1) the forthcoming retirement of Dr Dhaduvali on 31 March this year and 2) the search for a replacement to head this Practice. We have been patients of this Practice for 25 years. The entire team, both in the past and currently, has worked, and now works, to the highest standards and provides an excellent level of professionalism and support and cannot be faulted in any way. We much value this exceptional standard of care and also the close personal relationship that exists between patients and staff. In addition, we appreciate the provision of the pharmacy. We sincerely hope that you will shortly be able to maintain and continue <u>this vital part of village and community life</u> and that the staff continue in employment. We shall look forward to hearing from you over coming weeks with news of a replacement for Dr Dhaduvali and wish you well with that search.	Acknowledgement email sent by GMS team - complete.
Email	21/01/2023	I am writing to express my concern of the possible closure of the Solva surgery with effect 31 March 2023. I am an 82 year old lady living in Roch with mobility issues and medical needs. I am unable to leave my home without the support of my carer or family. My contact with the surgery is by phone and speaking to Doctors and staff who know me is beneficial to me. They understand my medical issues and always provide me the appropriate care I need. Having the pharmacist at the surgery is hugely beneficial to me, with my carer being able to pick up prescriptions. I have been a patient of Solva Surgery for over 50 years and have always found the Doctors and staff to be helpful and polite. The potential closure of the surgery is devastating and not knowing where and how I will get my medication is causing me a great amount of stress. Having the Health Board take on the practice would be my preferred option. As having Doctors/medical staff at a local surgery would assist the elderly in the local area. Patients having to move to St Davids or Haverfordwest surgeries is not ideal. These surgeries are already struggling to offer appointments and with extra patients this could be a disaster in the making. The Health Board needs to reassure patients that surgeries would receive a considerable amount of extra funding to support these extra patients and improve the medical services provided. The closure of the Solva Surgery is overwhelming. Please ensure you will do everything you can to keep the surgery open.	Complete.
Telephone	23/01/2023	wanted to know why the equality questionnaire wasn't enclosed - explained it will be at the foot of the questionnaire she has received - she agreed it was.	Communications Hub responded - complete.
Telephone	24/01/2023	Sent in the forms but cannot attend the meeting, can he be on the phone as apart of it? or any other alternative for those who cannot get there?	Call back from GMS team - complete.
Telephone	24/01/2023	Does not mind moving over to St Davids Surgery from Solva. Would like to know where she will be going please? Feels very distressed about the whole situation.	Communications Hub responded - complete.
Email	25/01/2023	It would be a great loss to the community to lose Solva Surgery, it provides employment for several local residents. It would also cause great hardship to all the registered patients that would have to travel to either St Davids or Haverfordwest to see a doctor. Many who are elderly or with out transport, Buses are few and far between, which would also make a visit to the Surgery or Pharmacy difficult. To register with other practices would be difficult as many places are already full, we find this with dentists, we just can't get on their lists. Solva has an excellent Pharmacy, when you need prescriptions you call the prescription line and pick it up 5 days later, it's perfect, NO long queues at Boots and Loyds in Haerfordwest. NO trying to find a place	Email response sent by GMS Team - complete.
Email	29/01/2023	I am a patient attached to solva surgery, I have filled out the questionnaire regarding future provision of care. However since that I have heard that the possible difficulty in attracting the required medically trained staff is a requirement too speak Welsh. Surely this is such a short sighted attitude. I am sure the great and the good of Pembrokeshire would rather have a doctor, than be unable to access medical help. It is beyond my comprehension why no one would want to live in this beautiful county, with all that it has to offer a family. Time to think outside the Welsh box.	Complete.
Telephone	30/01/2023	Has a form to fill in, wants to stay at Solva. The form needs to be sent in the next 2 days and would like to know how the online form will identify him as a patient that wishes to stay with Solva Surgery. Can you please advise him on the prior to sending the form back?	Call back from GMS team - complete.
Telephone	30/01/2023	Patient attended the solva surgery meeting 24/01/2023 solva Memorial Hall. A lady there said she would contact patient with what options of Surgeries he could transfer to if needed. Had a letter to fill out with regards to the healthboard taking over the surgery, or transferring to another surgery before he fills in this letter by 04/02/2023 and he wanted to know his options please.	Call back from GMS team - complete.