

# Urgent & Emergency Children and Young People's Services (Paediatrics) at Withybush and Glangwili Hospitals Consultation

26 May 2023 – 24 August 2023

## Key consultation findings

October 2023

Prepared by Opinion Research Services  
for:

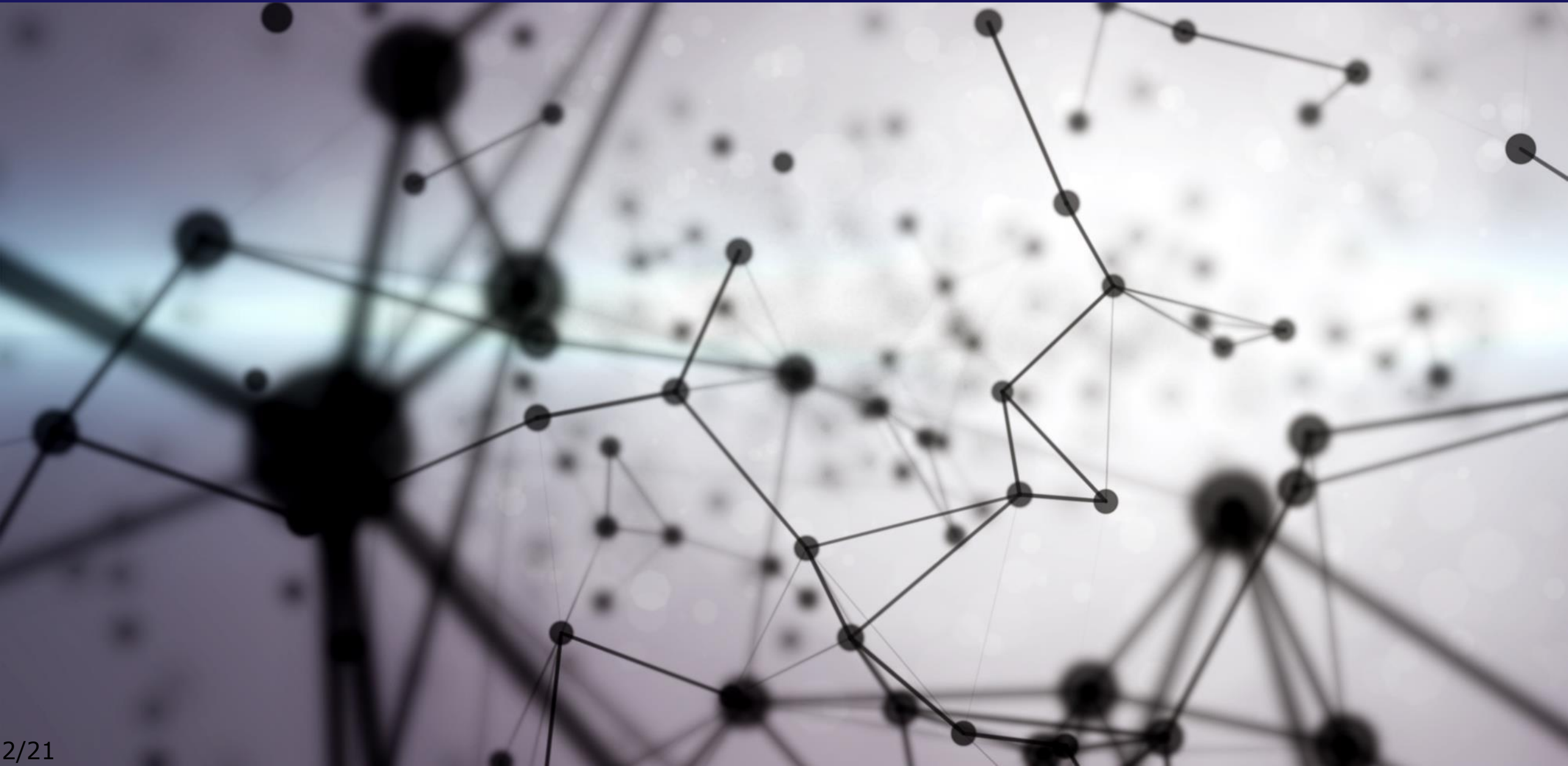


GIG  
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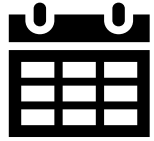
Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board



# Consultation activities



# Consultation activities and response



Formal public consultation between  
26 May 2023 – 24 August 2023  
Targeted at affected area



Analysis of consultation feedback undertaken by  
independent research organisation Opinion  
Research Services (ORS)



Extensive public, staff, and stakeholder  
engagement across multiple consultation  
strands



Consultation questionnaire (open to all)  
- **342** responses in total (including some partial completions)



**298** online (incl. 5 in Welsh)  
Paper and accessible versions of questionnaire - **44**, including **24** child-friendly  
versions, some completed by adults



Staff engagement via **17** staff events/meetings, 4 of which were drop-ins  
(**302** attendees); and **4** x in-depth interviews (undertaken by ORS)



**3** x focus groups with residents (service users) – 1 in each county  
Undertaken by ORS - **28** participants in total



**8** stakeholder meetings offered to county, town and community councils,  
Healthier Pembrokeshire Strategic Group, Stakeholder Reference Group (**107**  
attendees)



**10** x public drop-in events (7 face-to-face and 3 online) – **50** attendees  
**55** discussions at/visits to community groups and settings - c.**780** attendees  
- Summary notes of feedback analysed and reported

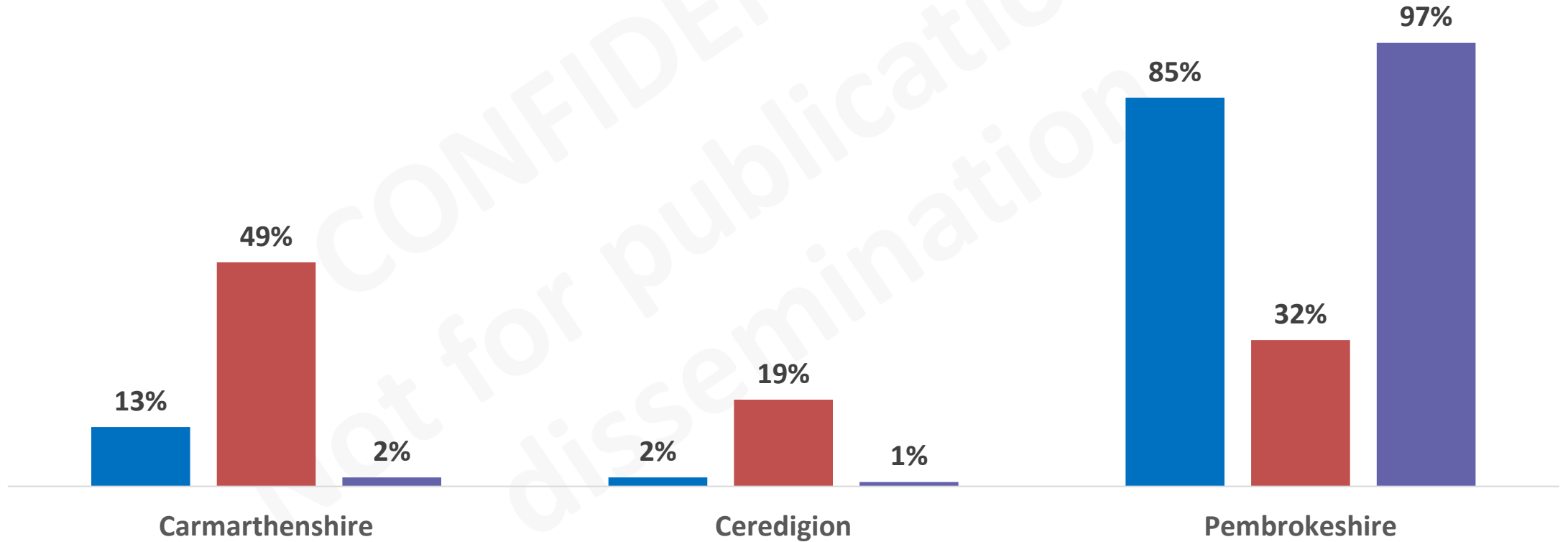


**4** x emails and letters with feedback + 57 'standardised submissions' from MP  
on behalf of constituents  
**13** social media comments/replies

# Main consultation questionnaire – by geography

By county (244 known locations)

- Questionnaire responses
- Population 18+: Overall HDUHB
- Population 18+: Whose nearest Hospital is Withybush



# Views on the options

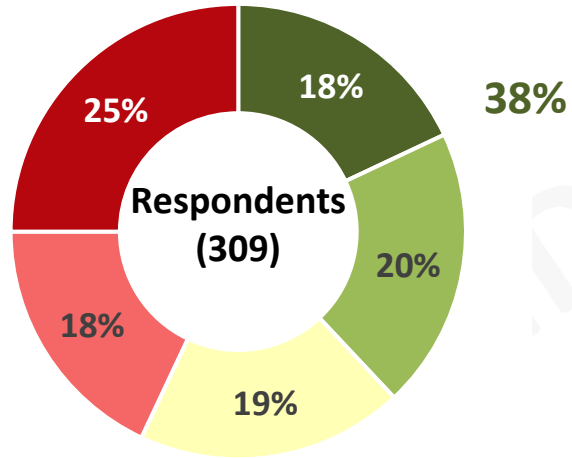


# Main consultation questionnaire - Is this option a good or poor choice?

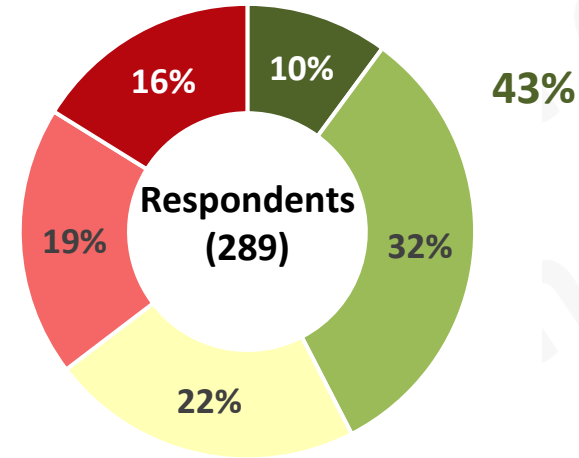
## Main questionnaire

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

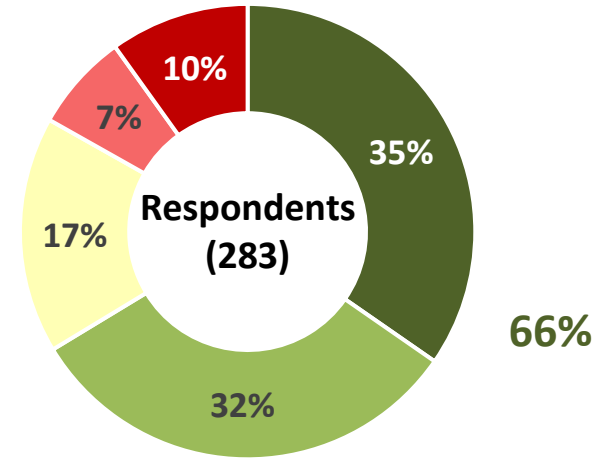
**Option 1**  
(expanded outpatient service)



**Option 2**  
(PACU 10am-6pm)

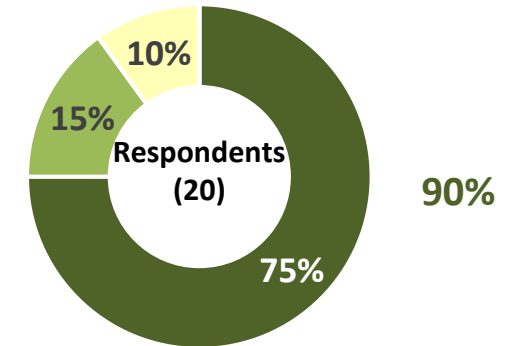
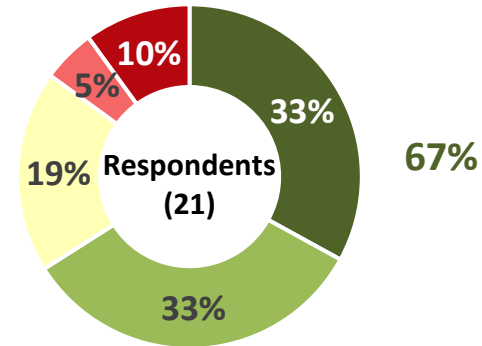
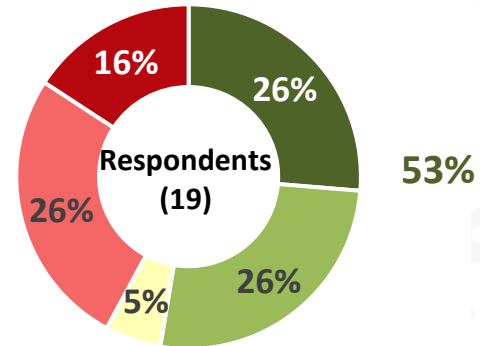


**Option 3**  
(PACU + some additions)



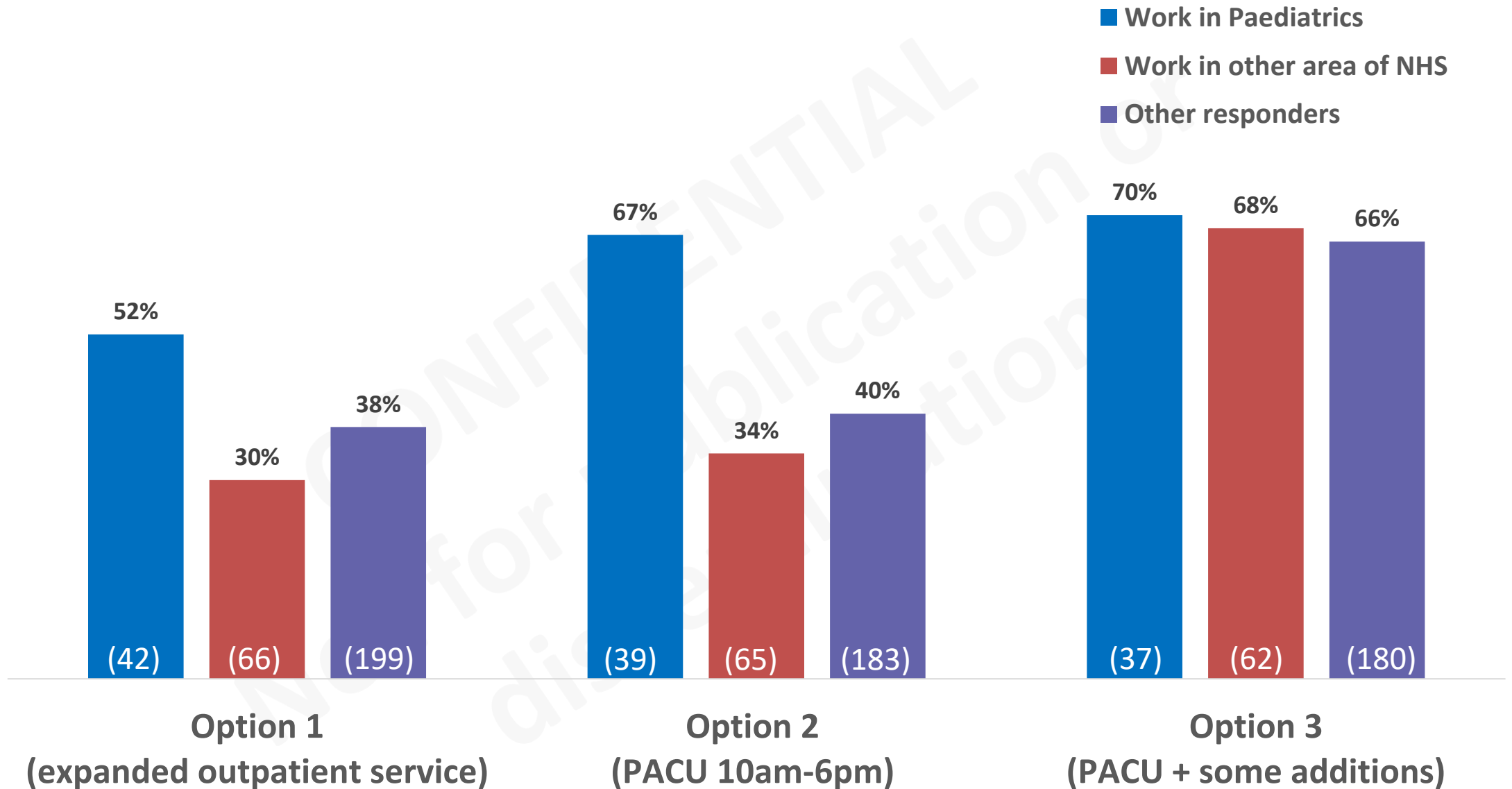
## Child-friendly questionnaire

- Great
- Good
- Okay
- Poor
- Bad



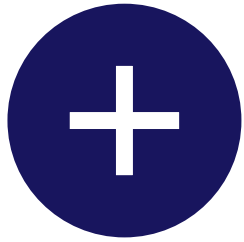
Base numbers of respondents shown in brackets  
Questionnaire results include some partial responses  
Not answered and "Don't know" responses are excluded from these charts

# Main consultation questionnaire: Respondent type



Base numbers of respondents shown in brackets  
Questionnaire results include some partial responses  
Not answered and "Don't know" responses are excluded from these charts

# Option 1



Expanded outpatient services at Withybush Hospital

**More care closer to home for Pembrokeshire residents**

**Cheapest and least complex option  
→ quickest to implement**

**Least confusing model for service users**

**More outpatient provision/rapid access clinics**

**Easiest to staff**

**Enhances current situation, which is working well (mitigates challenges that led to temporary service changes)**

***“Better than what we have now”***

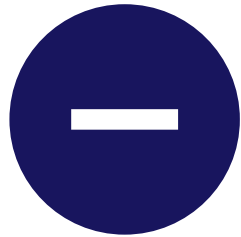
*“I feel that option one would be the best option currently. I feel expanding outpatient services in Withybush is the way forward. I feel this should include things like dressing changes, daily IVAB ... and to develop the current outpatients services provided” (Questionnaire respondent)*

*“This I believe reflects the current situation which seems to work well from all aspects mitigating the challenges that lead to merger. The staffing and clinical pathways have evolved and brings in stable service” (Questionnaire respondent)*

*“The further medical facilities are moved from the population centre and the M4 corridor the lower the patient footfall and the more difficult to obtain medical staff and fill rotas” (CRAiG Sir Gâr)*



# Option 1



Expanded outpatient services at Withybush Hospital

## Too limited

No PACU

More services needed at Withybush (e.g. radiology, dressing change)

Limited support for C&YP with long-term and/or complex medical needs

## Concerns around ability to staff expanded outpatient service

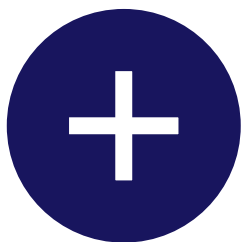
*“Bring back the paediatric care at Withybush, it would put a lot of parents at ease” (Child-friendly questionnaire respondent)*

*“Option 1 is no different to how it is now, and there’s nothing there now. Why would people vote for nothing? I don’t understand” (Focus Group Participant)*

*“We need a PACU service at Withybush. It is insane to not have one with all the remote areas in Pembrokeshire, not to mention how the population in Pembs quadruples in the summer with families visiting” (Questionnaire respondent)*

*“In my experience, your issue is lack of staff to carry out outpatient services for children with most clinics being run by staff from ... other areas. I therefore fail to see how you will be able to meet this objective” (Questionnaire respondent)*

# Option 2



PACU from  
10am – 6pm  
with limited  
outpatient  
services  
(Mon-Fri)

**Return of PACU  
(reassurance/peace of mind)**

**Better and more timely access to  
paediatric care/advice**

**Less travel for Pembrokeshire  
C&YP/families as more services  
closer to home**

**Would take some pressure off...**

**... Glangwili**

**...local GPs**

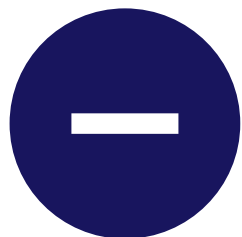
Undertaking an “*enormous*” number of consultations with CYP, including out of hours (at night and over weekend)

*“I think this is more sensible. Until they closed it, this is personal experience now, we used it weekly when my little one was born and when she was two weeks old, until they closed it” (Focus group participant)*

*“I think that children's services are needed in both Counties as there is too much for one hospital to deal with...” (Child-friendly questionnaire respondent)*

*“With no paed's service at Withybush primary care is left isolated and often managing very ill patients a long way from Glangwili” (Questionnaire respondent)*

# Option 2



PACU from  
10am – 6pm  
with limited  
outpatient  
services  
(Mon-Fri)

## Still insufficient services at Withybush

### Limited PACU hours

Lack of evening/weekend cover

### More limited outpatients/rapid access clinic

Potential confusion → different model of service during daytime and night

### Staff → potential sustainability issues

Concerns around staffing/sustainability of PACU at Withybush

*“Specialist treatment and doctor cover may be fragile”* if split between Glangwili and Withybush

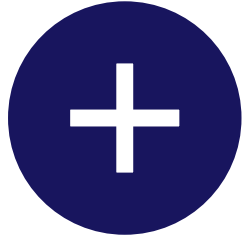
Would need significant recruitment to avoid destabilising the service

*“Good to have a dedicated ambulance to transfer paediatric patients to GGH, however as the service is during limited hours Monday and Friday this is not a comprehensive service during peak accident and emergency times”*  
(Questionnaire respondent)

*“Although the reopening of a PACU unit would make a huge difference to families living in Pembs, I am concerned about how the unit will be staffed from both a nursing and consultant perspective. A Monday to Friday service would require a huge recruitment of staff and potentially put pressure on the consultant staffing at Glangwili”*  
(Questionnaire respondent)

*“How realistic will Option 2 be to deliver taking into account the recruitment issues?”*  
(Ceredigion County Councillor)

# Option 3



PACU from 10am – 6pm with limited outpatient services (Mon - Fri) and some non-emergency treatments

## Returns more services to Withybush

Day care, radiology, and dressing change → positive

## Return of PACU (reassurance/peace of mind)

## Better and more timely access to paediatric care/advice

## Less travel for Pembrokeshire C&YP/families as more services closer to home

## Provision of staff training/upskilling

Potentially improve retention

Could negate need for paediatric input → streamlining processes and reducing waiting times

## Dedicated waiting area at Glangwili (A&E considered *“inappropriate”* for C&YP)

Would take some pressure off Glangwili

Some → ‘least worst option’

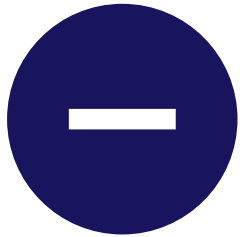
*“Carmarthen is too far away and difficult to get to in an emergency...” (Child-friendly questionnaire respondent)*

*“... this provides the best for Withybush with the biggest range of services available given the constraints, while also ensuring that those who still need to get to GGH get the best care and treatment with improved staff training and waiting areas, etc. This option not only benefits Pembrokeshire, but also those East of Carmarthen and South Ceredigion” (Questionnaire respondent)*

*“Option 3 will make a huge difference to children with complex needs in Pembrokeshire as GPs don’t always have the Paediatric experience” (Staff drop-in attendee)*

*“A&E in Glangwili at night, that’s a hostile place to be!!” (Public drop-in attendee)*

# Option 3



PACU from 10am – 6pm with limited outpatient services (Mon - Fri) and some non-emergency treatments

## Still insufficient services at Withybush

### Limited PACU hours

Lack of evening/weekend cover

### More limited outpatients/rapid access clinic

### Potential confusion having a different model of service during daytime compared to night

### Staff → potential sustainability issues

Concerns around staffing/sustainability of PACU at Withybush

Would need significant recruitment to avoid destabilising the service

*“That’s a good idea as you have GP Monday to Friday, but it’s the weekend we need cover for emergencies” (Public drop-in attendee)*

*“The one good thing about having PACU in one place is it’s easy for people to know it is just Glangwili then at least it is clear cut” (Staff drop-in attendee)*

*“This is a desired outcome but recognise it may come with struggles to support the service due to staffing issues” (Questionnaire respondent)*

*“The age old challenges around staffing and infrastructure will return that will result in destabilising the fragile paediatric service...” (Questionnaire respondent)*

# Some confusion...

*"This is limiting activity for emergency care and outpatients which is ridiculous! Withybush had plenty of room before for everything for all children. Why is there an issue now!"*  
(Questionnaire respondent)

*"... Why restrict outpatient? If PACU returns to Puffin I see no restriction of space. Why should paediatric have less space than they had previously or suffer due to any other department wanting space! Children should be a priority!"* (Questionnaire respondent)

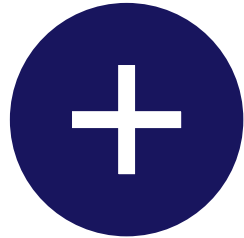
**Confusion among questionnaire respondents → why options 2 and 3 would mean less outpatient/ rapid access clinic activity**

Plenty of space available at Withybush previously

*"... I don't consider that providing these services would limit space for children's outpatient services....they had adequate space prior to all the 2016 changes"*  
(Questionnaire respondent)

*"This should not result in a decline in outpatient services. This does not seem to have been explained. A return to a dedicated space, like Puffin, to house outpatient services specifically for children ... would be preferred. This could act as a base and host to all minor services (blood tests, scans, scheduled consultations etc.) providing children with a dedicated space with a waiting room"* (Questionnaire respondent)

# Views relating to all three options



**Better to have some services back at Withybush than none at all**

**Rapid access clinics welcomed (but many questions about how they would work in practice)**

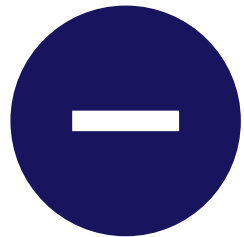
*"Having some kind of service available at Withybush is better than nothing. Realistically 24-hour care is never coming back ..."*  
(Questionnaire respondent)

*"As far as I'm concerned anything less than what we had before at Withybush won't be good enough"* (Public drop-in attendee)

**Many → none of the options are acceptable**

**Difficult/lengthy journeys from Pembrokeshire (especially far west) to Glangwili, especially with a sick child**

*"The distance worries me, in the main. If we have to get to Glangwili in an emergency and with the new 20mph limits, it just worries me. Especially for those that live further like in Angle or Dale"* (Pembrokeshire County Show attendee)



**Staffing issues (options 2 and 3 especially) given current recruitment/retention challenges within paediatric services**

**Difficulty accessing GP appointments → families may go straight to A&E rather than seeking GP referral to Withybush PACU or Rapid Access Clinics**

*"... You can't get into the doctor's surgery, so it wouldn't be any more use than driving to Glangwili out of GP hours anyway?"*  
(Public focus group participant)

# Views relating to all three options

## Importance of signposting

Potential confusion from having 'part-time' PACU service at Withybush...

... some → Option 1 provides clarity re where to take children in urgent/emergency situation

... if Option 2 or 3 taken forward, clear pathways/proper signposting needed to ensure residents and healthcare providers know what can/should be accessed where and when

*"The changes are confusing for the public. Once any decisions are made, can they be explained clearly so the public know what is available and where? ..." (Staff Partnership Forum)*

*"Part of the problem is where you go for what. Where would you go if your hurt your elbow in a fall?" (Pembrokeshire Youth Assembly)*

## Dedicated Ambulance Vehicle (DAV)

DAV → important and positive resource

Questions asked about...

Availability

Whether one is enough

Whether it is a 'ringfenced' resource (i.e., not used for general use when not required)

Paediatric expertise of the paramedics operating it

*"Does the DAV respond to any 999 call? Or is it directly allocated for young children? If parents have child that is ill or injured and they can't get to Glangwili, if they call 999, is the DAV available and dedicated to children?" (Pembrokeshire County Councillor)*

*"People just need to know they've got a quick, safe way to get to Glangwili. More awareness of DAVs. (Haverfordwest)*

Informing public about service important in offering reassurance



# Views relating to all three options

**Whichever option chosen, should include improvements to...**

... Glangwili emergency department (i.e. separate waiting area, additional training)

...PACU at Glangwili

...staff training at both sites

*"In addition to these options the A&E department in Glangwili needs significant improvement for children ... I was blue lighted there with my child. When we arrived we had to sit in ... reception for 45 mins with drunk people being antisocial, people with blood all over and being sick. My child was 3 at the time and was really upset by this"*  
(Questionnaire respondent)

*"The Glangwili PACU and ward are dilapidated, with unfit physical space (peeling paint/ broken windows/ lack of bathrooms and toilets/ poor ability to separate adolescents from children) and lack of appropriate clinical space (not enough cubicles/ no en-suite facilities for immunosuppressed children, for example, those with cancer/ no facilities for neurodivergent children or those with disabilities"*  
(Questionnaire respondent)

*"This is where I've got an issue. Why does only Option 3 offer additional training? All three should have this training. I might be cynical, but I think the public are going to choose Option 3 because it gives more, but I think it's the least deliverable"* (Staff drop-in attendee)

*"Why can't in house training go in Option 1 as well. It needs to happen more often that it is currently happening"* (Public focus group participant)

# Some alternatives/suggestions...

**By far most common → restore full paediatric services to Withybush**

## **Other common suggestions...**

Amend proposed hours for services at Withybush (evenings/weekends)

i.e., 9am – 10pm and/or Wednesday to Sunday

More telemedicine/use of digital options (e.g., video triage between Glangwili and Withybush)

## **More specific suggestions...**

Centre of excellence for women's and children's services at Glangwili

*"Outpatient and community services could be expanded at WGH with bigger and better designed premises to provide an integrated Paediatric Community Hub"* (Questionnaire respondent, paediatric staff)

Paediatric services could adopt the same day emergency care (SDEC) model, which *"currently works really well with the paramedic team..."* (Questionnaire respondent, 'other' staff)

Phased implementation (i.e. start with 'easier' Option 1 and, if successful, work towards implementing Option 3)

*"Different levels of qualified personnel"* within a PACU

*"E.g., a nurse walking around A&E as a sort of triage looking at cuts and bruises ... Someone walking round doing customer care offering coffee and teas ... A pharmacist that can understand what is wrong and see what medication they're already on. Rather than having to get extra doctors in all the time, people would benefit from more people on the front line ..."* (Public focus group participant)

# Equality and health inequality impacts



# Equalities and health inequalities impacts

Concerns about ongoing impacts on C&YP in Pembrokeshire and some parts of Ceredigion (re lack of emergency/inpatient care at Withybush)

- Those requiring inpatient admission
- Those with complex needs/requiring ongoing care
- Impact on ability of family members/others to visit

Specific concerns for...

- Families with disabled/neurodivergent children
- Disabled parents
- Parents with other children/caring responsibilities
- Single parent families

Potential for disproportionate impacts on low income families

- Mainly due to increased travel costs (sometimes also accommodation)
- Extended to concerns for families without access to private transport

*"A lot of families I work with are majorly concerned about how they get [to Glangwili] or get back. Trains and buses etc. are a problem. A lot of families we work with don't drive and that is very stressful for them" (Staff drop-in attendee)*

*"... Families with a child that has a chronic illness or complex needs, repetitive appointments can have a negative impacts on them having to travel further for consecutive appointments especially if the CYP has difficulties with long journeys" (Questionnaire respondent)*

*"It can be hard for parents, especially single parents, to juggle everything especially if they need to travel further" (Public drop-in attendee)*

*"I would feel more comfortable staying overnight at Withybush than Glangwili because I don't have to travel so far and my family could come visit me as they are nearer" (Child-friendly questionnaire respondent)*

# Equalities and health inequalities impacts

Some positive impacts identified for Pembrokeshire residents (return of PACU)

- C&YP and parents/guardian/carers in general
- Premature babies and their families (follow-up care closer to home)
- Low income families
- Families without private transport
- C&YP with additional/complex needs and their families

Also positive impacts on other services (i.e. ambulance service, A&E, GPs) and traffic congestion

*“Everyone will be positively affected as having these services back in our own county will have a positive impact on other services such as the ambulance, GPs, A&E and also the amount of traffic on our roads” (Questionnaire respondent)*

*People like single mums, they’ll benefit from it being closer to home, certainly in Pembrokeshire. Families where, like myself, you have a husband with a chronic illness ... I’m not a single mum, but it feels that way when there’s an emergency. People who don’t have support networks either, no parents who can help out. People in rural communities, villages and stuff like that, because it’s that much harder to get transport all the time. (Public focus group participant)*

*“It’s the poverty around here that makes it strikingly different like people not driving, not being able to afford cars. Public services around here as well are just terrible ... There are like three buses that go through the village” (Public focus group participant)*