

Cross Hands and Tumble GP Practice Questionnaire

SURVEY RESPONSE REPORT

27 October 2023 - 26 November 2023

PROJECT NAME:

Cross Hands and Tumble GP Practice – the future of services for registered patients



SURVEY QUESTIONS

Q1 Please let us know the first 5 characters of your postcode e.g. SA14 6

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11/23/2023 02:12 PM

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11/24/2023 09:28 AM

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11/24/2023 09:32 AM

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Screen Name Redacted SA14 7

11/24/2023 09:48 AM

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11/24/2023 09:50 AM

Screen Name Redacted SA14 7

11/24/2023 09:52 AM

Screen Name Redacted SA14 6

11/24/2023 09:55 AM

Screen Name Redacted SA14 6

11/24/2023 09:57 AM

Screen Name Redacted SA14 7

11/24/2023 10:49 AM

Screen Name Redacted SA14 7

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Screen Name Redacted SA14 7

11/24/2023 11:13 AM

Screen Name Redacted sa146

11/24/2023 02:19 PM

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11/24/2023 02:28 PM

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11/24/2023 04:28 PM

Screen Name Redacted SA147

11/24/2023 05:44 PM

Screen Name Redacted SA14 8

11/24/2023 07:27 PM

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Screen Name Redacted Sa14 6b

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Screen Name Redacted SA14 7

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Screen Name Redacted Sa14 7

11/25/2023 07:29 PM

Screen Name Redacted SA14 6

11/26/2023 10:49 AM

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11/26/2023 04:00 PM

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11/26/2023 04:12 PM

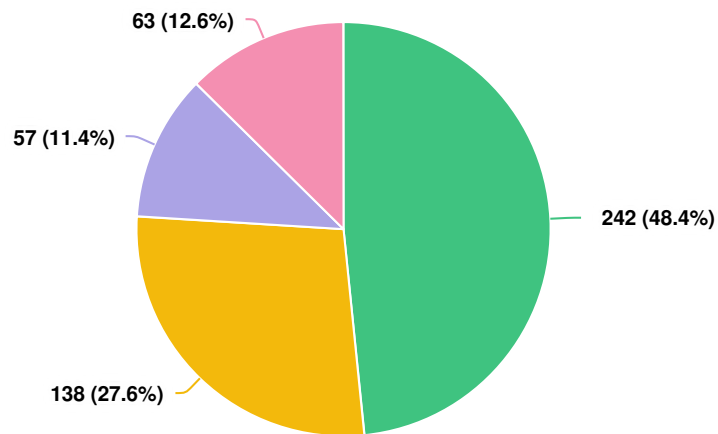
Screen Name Redacted SA14 6
11/26/2023 09:29 PM

Screen Name Redacted SA18 3
11/26/2023 10:10 PM

Mandatory Question (500 response(s))

Question type: Essay Question

Q2 When was the last time you attended Cross Hands and Tumble Practice?



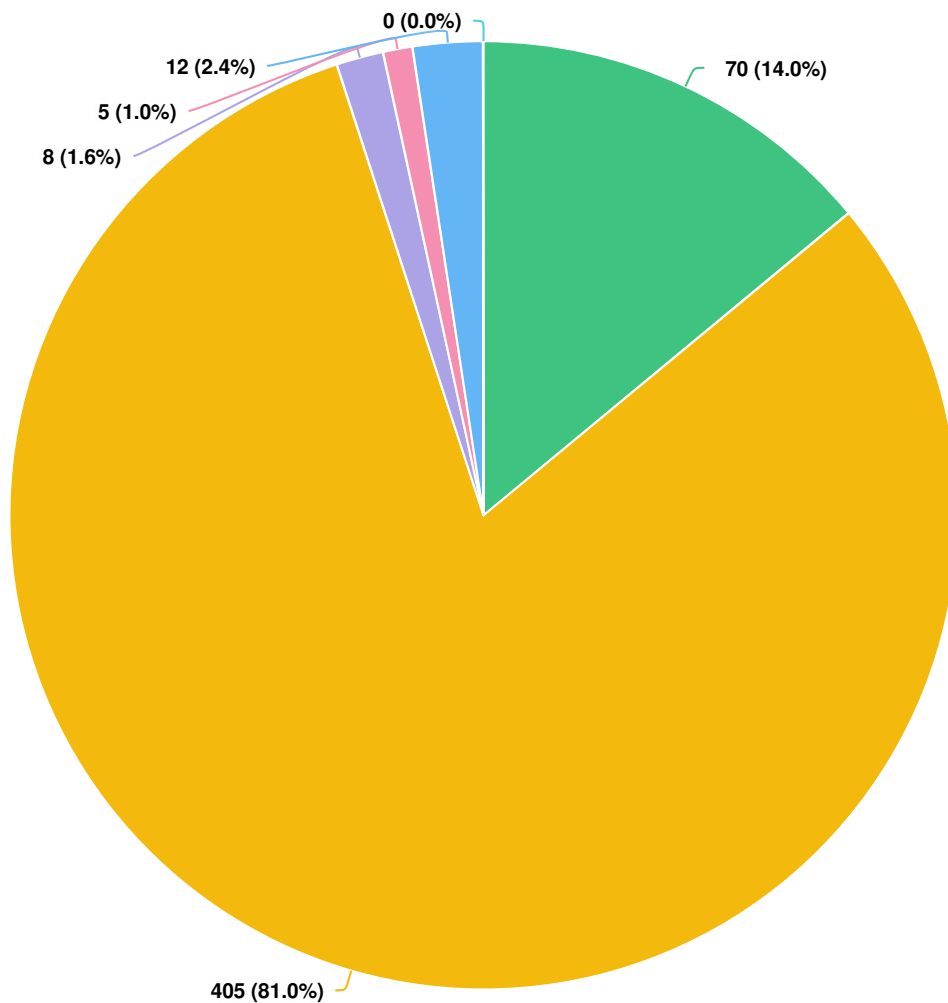
Question options

- in the last month
- in the last six months
- in the last year
- more than a year ago

Mandatory Question (500 response(s))

Question type: Radio Button Question

Q3 Thinking about the last time you went to the Practice, how did you travel there?

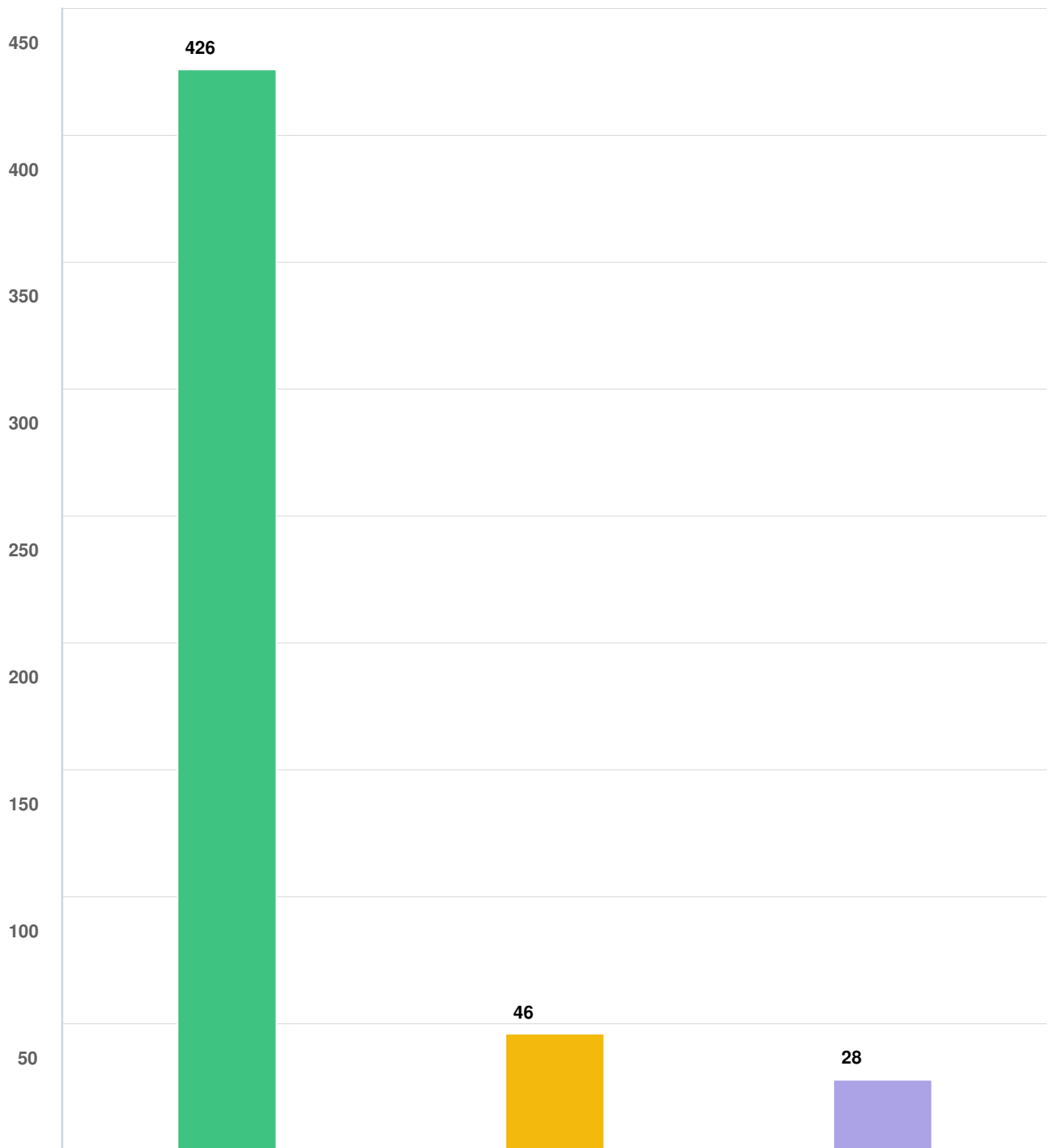


Question options

- on foot
- by car
- by bus
- by taxi
- Other (please specify)
- by bike

Mandatory Question (500 response(s))
Question type: Radio Button Question

Q4 How would you prefer GP Practice services to be delivered for you after March 2024?



Question options

- I would prefer to have Cross Hands and Tumble Surgery operated by another provider (such as another GP practice)*
- I would prefer the Health Board to transfer my registration to another local GP Practice.**
- Other (please specify)

Mandatory Question (500 response(s))
Question type: Checkbox Question

Q5 | What is most important to you about your GP Practice (e.g., telephone access, appointment availability, seeing the same team, car parking, friendly staff etc.)?

Screen Name Redacted
10/27/2023 04:06 PM

Seeing the same GP

Screen Name Redacted
10/27/2023 04:17 PM

Tumble surgery just up the road for me

Screen Name Redacted
10/27/2023 04:35 PM

Always friendly staff. Having consistency with seeing the same gp.

Screen Name Redacted
10/27/2023 04:36 PM

Appointment availability face to face and being able to see the same GP. Friendly staff is also important

Screen Name Redacted
10/27/2023 04:53 PM

to clean the dirty and outdated building up, provide access to more doctors, answer the phones and generally be better

Screen Name Redacted
10/27/2023 05:09 PM

Seeing the same GP, consistent care from GP Team, Face to face contact with a GP, A GP who listens and does not prejudge because of mental health issues.

Screen Name Redacted
10/27/2023 05:20 PM

All of the above

Screen Name Redacted
10/27/2023 05:30 PM

To be local. Tumble has a lot of older residents and having the GP surgery on Heol Y Bryn is vital to the community. Of course having easy access to appointments is important and friendly staff as suggested in the question.

Screen Name Redacted
10/27/2023 06:12 PM

Car parking, friendly knowledgeable staff, appointment availability.

Screen Name Redacted
10/27/2023 06:48 PM

Its been challenging to even see a doctor. Its difficult to get to see the doctor who knows you and has empathy. Getting continuity is impossible. Receptionist are often unsympathetic and unhelpful. Car parking in Tumble is quite stressful. A walk has been taken down for months...and nothing has been completed. Its still unfinished. Getting someone to pick up the phone is stressful. For a routine clinic appointment the wait is approx a month.

Screen Name Redacted 10/27/2023 06:53 PM	Helpful and friendly staff. As well as appointment availability
Screen Name Redacted 10/27/2023 06:58 PM	The caring and Friendly nature of all staff and outstanding service provided since we've lived in the area
Screen Name Redacted 10/27/2023 07:50 PM	Convenience of location, seeing the same GP
Screen Name Redacted 10/27/2023 08:12 PM	To have a gp practice in the village? Where people are able to walk to it
Screen Name Redacted 10/27/2023 08:23 PM	Appointments and friendly staff
Screen Name Redacted 10/27/2023 09:51 PM	Appointment availability. Friendly staff.
Screen Name Redacted 10/27/2023 10:14 PM	Telephone access, ability to book an appointment for a week or twos time for non urgent concerns, but also availability of emergency appointments
Screen Name Redacted 10/27/2023 10:48 PM	The practice needs to stay within the local area, 7500 patients can't possibly be assigned to already stretched doctors surgery's in the area. Local staff need to keep their jobs.
Screen Name Redacted 10/28/2023 05:56 AM	Getting an appointment! The most basic thing a patient can ask for.
Screen Name Redacted 10/28/2023 07:02 AM	Appointment availability especially for kids
Screen Name Redacted 10/28/2023 07:16 AM	All of the above. However seeing familiar faces is very important. We have a child with Asperger syndrome who needs stability and to build trust with staff.
Screen Name Redacted 10/28/2023 09:45 AM	Telephone access

Screen Name Redacted 10/28/2023 12:06 PM	Appointment availability for people working office hours. It is difficult to contact the surgery unless you phone between 8-9am when I drive to work. The econsult service was great until they turned it OFF during evenings and weekends!!
Screen Name Redacted 10/28/2023 12:18 PM	Seeing same team Telephone access
Screen Name Redacted 10/28/2023 01:03 PM	Appointment availability
Screen Name Redacted 10/28/2023 02:05 PM	Telephone access, friendly staff and appointment availability
Screen Name Redacted 10/28/2023 02:27 PM	Having a practice that is no longer than 1 mile away from where I live. Being able to have telephone access. Parking availability.
Screen Name Redacted 10/28/2023 03:27 PM	Appointment availability
Screen Name Redacted 10/28/2023 04:45 PM	Appointment available
Screen Name Redacted 10/28/2023 07:54 PM	Telephone access, ask my GP as work hours do not allow we to stay on the phone at 8.30
Screen Name Redacted 10/28/2023 10:23 PM	Telephone access, same health care professionals
Screen Name Redacted 10/28/2023 10:47 PM	Appointment on the day u ring, telephone access
Screen Name Redacted 10/28/2023 11:27 PM	Appointment availability and telephone access
Screen Name Redacted 10/29/2023 07:06 AM	Appointment availability
Screen Name Redacted 10/29/2023 08:51 AM	Telephone access

Screen Name Redacted 10/29/2023 12:38 PM	Being able to get the same day appt. Online pill check as long as we submit our own blood pressure, this way surgery is free to those that really need it. Parking. Reliable service
Screen Name Redacted 10/29/2023 04:12 PM	appointment availability
Screen Name Redacted 10/30/2023 07:29 AM	Easily accessed medical advice whe needed for my family and a friendly and supportive team
Screen Name Redacted 10/30/2023 03:35 PM	Seeing the same team of doctors.
Screen Name Redacted 10/30/2023 05:07 PM	Having a service that is able to effectively care for its patient population.
Screen Name Redacted 10/30/2023 05:18 PM	To get an appointment when one I needed either be over the phone or in person
Screen Name Redacted 10/30/2023 11:46 PM	Seeing the same team/GP to keep continuity.
Screen Name Redacted 10/31/2023 09:22 AM	Appointments, see same Dr's , car parking, ease of access with small children.
Screen Name Redacted 10/31/2023 04:36 PM	All of the above are important to every patient. It's difficult to single out one prerequisite over another. For me, accessing the surgery through different mediums e.g. telephone, email, econsult, iMessage or WhatsApp is also important. Not everyone can get to a telephone between 8am and 9am and then wait most of the day for a return telephone call from the GP. So writing a quick message about my problem then getting on with my day is my preferred method of contact for non-urgent conditions. Appointment availability, especially for those patients who miss or cannot telephone between the 8am-9am time slot and have to ring later the day to see a GP, should be within a few days or a week and certainly less than the current 2-3 weeks. Car parking is also important for those who are elderly, less mobile or those who get stressed if they cannot find a parking space and are afraid of missing their appointment. Friendliness of the staff: this goes without saying! All the staff - GP's, receptionists, nurses

etc., - at the Crosshands and Tumble surgeries are fantastic and so helpful. I have never had an issue with any of them and it is a pleasure being a patient there. I'm so deeply saddened that the surgery cannot continue in its present form and I'm worried about the future of the GP's services in the Crosshands and Tumble areas.

Screen Name Redacted

10/31/2023 06:47 PM

I need access to my GP due to my renal medication. This is also a good place to go when my mental health is low.

Screen Name Redacted

10/31/2023 08:10 PM

Being able to contact the practice and speak to a practitioner, and be seen if necessary

Screen Name Redacted

10/31/2023 08:20 PM

Online appointment booking, easy gp access for routine appointments

Screen Name Redacted

10/31/2023 08:48 PM

All of the above... Close to home, appointment availability, seeing decent doctors, staff actually answering the phone, actually being allowed to have an appointment with a GP, not being told at 8am that all appointments have been taken, car parking, friendly reception staff, friendly GP's, female patients being allowed to see a Female GP, not having to wait until 6pm for a call back after phoning at 8am, a decent set of GPs that want to help patients..unlike Dr Wiley , Dr Brown and Dr Hill that don't care and tell all patients that they should go private, polite reception staff, actually being able to see a GP face to face, a surgery within the same area i,e crosshands/tumble/gorslas for easy access for appointments,

Screen Name Redacted

10/31/2023 11:12 PM

Telephone availability and to be able to have an appointment is priority..as not been able to see a GP is worrlysome.

Screen Name Redacted

11/01/2023 08:32 AM

Being able to see the doctor, on occasion have have advise over the telephone and in a matter of a day or two been in out of hours or A and E and the problem was not what was discussed, as over the phone, on two occassions I have had a doctor tell me my son had anxiety when it was an extreme ear infection and ended up out if hours. And myself again told over the phone my knee complaint was probably damaged tissue ended up being a slight dislocation. These methods don't work. Never seen same doctor twice. Parking jn tumble is awful and time keeping shocking, I understand that some patients issues can take longer but I've been given 8.30am appointment before work and have been sitting in the waiting room until 9.15am.

Screen Name Redacted 11/01/2023 11:10 AM	Appointment, continuity of familiar health support, telephone access
Screen Name Redacted 11/01/2023 07:50 PM	Appointment availability and being able to see a doctor in person when needed
Screen Name Redacted 11/01/2023 09:23 PM	Access and continuity of service such as with existing referrals and repeat prescriptions
Screen Name Redacted 11/02/2023 03:41 PM	Friendly staff, being able to access appointments in an appropriate manner, whether that is over the telephone or face to face. And availability of appointments, not having to wait over a month for a routine appointment. Not having to travel far to the surgery and in a perfect world parking available
Screen Name Redacted 11/02/2023 07:20 PM	Appointment Availability, Seeing the same team for continuity.
Screen Name Redacted 11/02/2023 07:28 PM	Appointment Availability, seeing the same doctor for continuity,
Screen Name Redacted 11/03/2023 08:37 AM	Seeing the same team, telephone access, parking is a plus.
Screen Name Redacted 11/03/2023 10:02 AM	Easy access to the practice
Screen Name Redacted 11/04/2023 01:24 PM	Appointment availability. Car parking. Seeing the same staff is better but not necessary.
Screen Name Redacted 11/05/2023 04:57 PM	That I can walk to the surgery and that well being services are provided - well woman, well man, blood tests etc
Screen Name Redacted 11/05/2023 05:05 PM	Appointment availability
Screen Name Redacted 11/05/2023 10:14 PM	Appointment availability

Screen Name Redacted 11/06/2023 11:25 AM	Telephone access, access to services and appointments, car parking, friendly staff.
Screen Name Redacted 11/06/2023 03:42 PM	Access would be good how was Tumble surgery ever Built as bad as it was in the First place is the biggest question and the car park in Cross hands has always been to small.
Screen Name Redacted 11/06/2023 04:59 PM	Telephone access and appointment availability
Screen Name Redacted 11/06/2023 05:02 PM	Being able to see a doctor can't make an appointment with the system which is used at the moment all I seam get be offered is a call from a doctor who does not know me
Screen Name Redacted 11/06/2023 05:55 PM	Getting an appointment seeing a doctor and seeing the same assigned doctor who will know my notes
Screen Name Redacted 11/06/2023 06:14 PM	Available spots at short notice without it being an "emergency". Sometimes the pharmacy send you to the GP due to infection they have confirmed but cannot medicate and the surgery say no spots and try calling tomorrow but no guarantee to get through or get call back. Another 24hrs infection needing antibiotics! This is for children and adults.
Screen Name Redacted 11/06/2023 06:16 PM	Seeing the same doctors
Screen Name Redacted 11/06/2023 06:43 PM	Locality. I have early onset dementia. I need familiarity and the next local gp services would be too far
Screen Name Redacted 11/06/2023 07:02 PM	Appointment availability
Screen Name Redacted 11/06/2023 07:33 PM	Being able to see a GP as soon as needed. Local to my home (within 5 miles) ideally seeing a bank of set GPs rather than always someone new, but this would be least important to me out of these three.
Screen Name Redacted 11/06/2023 07:39 PM	Closeness as disabled, friendly compared to cross hands and penygroes GP Practice, car parking, appointment availability, the care they give

Screen Name Redacted 11/06/2023 07:50 PM	All the above.
Screen Name Redacted 11/06/2023 08:38 PM	Being able to access a GP in a timely manner. Also to continue with the e-consult service.
Screen Name Redacted 11/06/2023 08:41 PM	All of the above,especially later appointments as I work from 3 am til 7/8 pm at night
Screen Name Redacted 11/06/2023 10:12 PM	Appointment availability and seeing the same doctor
Screen Name Redacted 11/07/2023 12:36 AM	Appointment availability and seeing the same team
Screen Name Redacted 11/07/2023 01:39 AM	Seeing the same team, local
Screen Name Redacted 11/07/2023 10:45 AM	Car Parking. Helpful and friendly staff. The rapid response to on-line consultations.
Screen Name Redacted 11/07/2023 11:55 AM	appointment availability
Screen Name Redacted 11/07/2023 01:44 PM	Appointment availability and seeing the same team
Screen Name Redacted 11/07/2023 01:53 PM	A nice team who I've known many of for years and know the family. Able to see a female doctor if requested, e-Consult very helpful
Screen Name Redacted 11/07/2023 03:03 PM	Appointments
Screen Name Redacted 11/07/2023 05:54 PM	Seeing the same team so as not to have to repeat everything every time you contact them
Screen Name Redacted 11/07/2023 06:47 PM	Very friendly staff

Screen Name Redacted 11/07/2023 07:07 PM	All of the above
Screen Name Redacted 11/07/2023 07:32 PM	Telephone access, local appointments , doctor knowing me
Screen Name Redacted 11/07/2023 07:35 PM	Appointments
Screen Name Redacted 11/07/2023 07:43 PM	Telephone access and seeing the same team
Screen Name Redacted 11/07/2023 08:06 PM	Convenience parking local knowledge staff
Screen Name Redacted 11/07/2023 08:18 PM	Appointment to be seen
Screen Name Redacted 11/07/2023 09:23 PM	Continuity and accessibility
Screen Name Redacted 11/07/2023 09:53 PM	Being able to access medical help in a timely manner - just seeing a doctor would be a good start
Screen Name Redacted 11/07/2023 10:31 PM	Telephone access and seeing the same team so there's continuity in provision with ongoing problems.
Screen Name Redacted 11/08/2023 03:22 PM	seen the same team
Screen Name Redacted 11/08/2023 04:25 PM	Appointment availability (either face to face or by telephone.
Screen Name Redacted 11/08/2023 05:59 PM	Telephone access for minor issues which can be addressed via a telephone or video call. Appointments we can book in advance for non-urgent issues. A telephony system which has a queuing system which tells you what number you are in the queue. The current system is inadequate. Seeing the same person is far less important to me than appointment availability and an adequate telephony system. I don't mind travelling to Pontyberem or Felinfoel if I get

better access.

Screen Name Redacted

11/08/2023 07:09 PM

Easily accessible for GP Practice.

Screen Name Redacted

11/08/2023 07:20 PM

Ease of getting to see a GP or speak to someone. The staff are always friendly and there is car parking (albeit limited).

Screen Name Redacted

11/08/2023 07:58 PM

Seeing the same highly professional, knowledgeable and experienced staff

Screen Name Redacted

11/08/2023 08:17 PM

Telephone access. Appointment availability. Seeing the same team. Car parking. Friendly staff. To be able to see GP on the same day in an emergency. Not have to travel far to see a GP.

Screen Name Redacted

11/08/2023 08:23 PM

Appointment availability. Car parking. Seeing the same team.

Screen Name Redacted

11/08/2023 08:29 PM

Seeing same team . Appointment availability. Support to elderly patients. Be able to get blood test at surgery.

Screen Name Redacted

11/08/2023 08:35 PM

Easy access by phone . Appointment availability. Find it difficult using phone system to talk to doctor work in school.

Screen Name Redacted

11/09/2023 12:31 AM

Access to appointments

Screen Name Redacted

11/09/2023 01:43 PM

Easy access to contact the surgery and same-day appointments. I think the option to pre-book appointments for non-urgent cases should be available too.

Screen Name Redacted

11/09/2023 03:59 PM

Appointment availability

Screen Name Redacted

11/09/2023 04:20 PM

Being able to get hold of a Doctor to speak to either by phone or face to face. Rather than being told no appointments available try again tomorrow, this can go on for days.

Screen Name Redacted

11/09/2023 04:26 PM

Telephone access, appointments, parking.

Screen Name Redacted

11/09/2023 04:30 PM

Distance to travel. Cost to travel. Parking. Public transport is non existence in this area how are we meant to travel if ill. Its bad enough having to complete a 30 mile round trip at a cost of 8-10pounds to have a blood test and take half a day unpaid off work.

Screen Name Redacted

11/09/2023 05:05 PM

Access

Screen Name Redacted

11/09/2023 05:45 PM

Tumble surgery is walking distance from my house. I suffer with mental health problems and I know the team there. I would have anxiety issues if I had to go somewhere new.

Screen Name Redacted

11/09/2023 05:57 PM

Seeing the same team Car parking as I'm disabled

Screen Name Redacted

11/09/2023 05:57 PM

Telephone access and appointment availability

Screen Name Redacted

11/09/2023 06:54 PM

Car parking, on line access

Screen Name Redacted

11/09/2023 07:10 PM

Appointment availability as I work in the college and find the telephone calls difficult to fit around my work. Being able to make an appointment in advance is important to me.

Screen Name Redacted

11/09/2023 07:21 PM

Appointment availability, telephone after 9am due to working at 8am

Screen Name Redacted

11/09/2023 08:01 PM

Appointment availability

Screen Name Redacted

11/09/2023 08:32 PM

Telephone access, offering of both same day and scheduled appointments, online booking system for appointments

Screen Name Redacted

11/09/2023 08:33 PM

Appointment availability

Screen Name Redacted 11/09/2023 08:45 PM	Appointment availability.
Screen Name Redacted 11/09/2023 09:00 PM	Appointment availability
Screen Name Redacted 11/09/2023 09:15 PM	Phone access, availability to see the kids when they're unwell same day, car parking, repeat over the phone
Screen Name Redacted 11/09/2023 09:31 PM	Availability, friendly, compassionate staff, dignity, access to appointments, face to face consultations
Screen Name Redacted 11/09/2023 09:35 PM	Appointment availability, friendly helpful staff
Screen Name Redacted 11/10/2023 11:16 AM	Appointment availability and good care
Screen Name Redacted 11/10/2023 06:33 PM	A local service. It must be in Tumble
Screen Name Redacted 11/10/2023 10:22 PM	Telephone access and appointment availability. Important to have an option to be able to make an appointment especially for working families. Having a system of only offering appointments on the day has been the downfall of the practice especially when it takes on average 50-60 attempts just to get through to reception. They used to offer open clinics and opportunity to book appointment times in the week before covid- that desperately needs to be reinstated.
Screen Name Redacted 11/11/2023 06:55 AM	Bring able to see the same doctor who deals with your ongoing health issue
Screen Name Redacted 11/11/2023 06:10 PM	Seeing the same team, friendly staff, appointments easy to get , actually see a GP face to face . Able to get medication.I
Screen Name Redacted 11/11/2023 09:22 PM	All of the above reasons
Screen Name Redacted 11/12/2023 09:11 AM	Appointment availability

Screen Name Redacted

11/13/2023 02:44 PM

Telephone access, appointment availability and seeing the same team are all important. Convenient car parking is also essential.

Screen Name Redacted

11/13/2023 02:48 PM

Telephone access, appointment availability and seeing the same team are all important. Convenient car parking is also essential.

Screen Name Redacted

11/13/2023 03:11 PM

Appointment availability and friendly staff

Screen Name Redacted

11/13/2023 03:19 PM

Tumble surgery staff have worked very hard in the face of dwindling resources and increased demand. However, in comparison to some areas the services are very outdated and lack flexibility. E.g. e-consult was a welcome development but fairly recent. Many patients arrive by car, so parking is a necessary. Whilst daily triage is useful, not being able to book routine advance appointments is frustrating.

Screen Name Redacted

11/13/2023 06:37 PM

All of the above. Access by AskmyGP or similar would be good. Also, being able to get a blood test without a 30+ mile trip to Llanelli or Carmarthen, as I am unsure how much longer I will be driving at my age and there is no bus service near to my address. Consistency of a GP rather than a supply of Locums.

Screen Name Redacted

11/14/2023 07:08 AM

Appointment availability, car parking, friendly staff

Screen Name Redacted

11/14/2023 09:18 AM

1. Appointment availability/telephone access 2.seeing the same team 3.car park 4.friendly staff

Screen Name Redacted

11/14/2023 11:28 AM

Available appointments for working patients

Screen Name Redacted

11/14/2023 01:07 PM

Appointment availability

Screen Name Redacted

11/14/2023 01:36 PM

Telephone; parking; being able to see the same Dr to build up a rapport and history with my 15 month old. We currently have a couple of really lovely Dr that my daughter is very comfortable with and have taken good care of us both. Online access to manage appointments would be a nice bonus and more convenient when working full time.

Screen Name Redacted
11/14/2023 08:43 PM
Online consulting, face to face appointments availability, accessibility on foot from home. Presence of a doctors surgery close to home is a factor when buying property/moving to area.

Screen Name Redacted
11/14/2023 10:20 PM
Appointment availability

Screen Name Redacted
11/15/2023 12:13 PM
Continuity of care Prompt easy access for children with a Gp specialising in peadiatrics

Screen Name Redacted
11/15/2023 12:13 PM
Continuity.

Screen Name Redacted
11/15/2023 01:32 PM
appointment availability. seeing the same doctor

Screen Name Redacted
11/15/2023 01:47 PM
All of the above, but appointment availability is the most important.

Screen Name Redacted
11/15/2023 02:32 PM
Being able to see a GP when you need one.

Screen Name Redacted
11/15/2023 02:37 PM
Accessibility. I need a GP close to home, not further away. Cross Hands is growing and developing, a GP locally is needed more now than ever.

Screen Name Redacted
11/15/2023 03:18 PM
appointment availability

Screen Name Redacted
11/16/2023 06:25 AM
I can see Dr when required as I suffer with lymphoma ond suffer with infections also I have weekly inr blood tests

Screen Name Redacted
11/16/2023 08:30 AM
appointment availability

Screen Name Redacted
11/16/2023 08:34 AM
Being able ring up and get an appointment. Currently you have to ring at 8am to get one and it's a complete nightmare. This makes me reluctant to even try to speak to a doctor.

Screen Name Redacted 11/16/2023 10:14 AM	Get to see a doctor not speak on the phone when they can't see what is wrong with you
Screen Name Redacted 11/16/2023 10:23 AM	Appointment availability
Screen Name Redacted 11/16/2023 10:25 AM	Appointment availability
Screen Name Redacted 11/16/2023 10:27 AM	Appointment availability
Screen Name Redacted 11/16/2023 10:29 AM	Appointment availability
Screen Name Redacted 11/16/2023 10:31 AM	Appointment availability
Screen Name Redacted 11/16/2023 10:49 AM	Continuity of GP that you see, (i.e. not locum based service), appointment availability, friendly staff
Screen Name Redacted 11/16/2023 11:18 AM	All of the above but also, having knowledgeable practitioners who take time to understand your issues and act accordingly - follow ups, referrals Etc.
Screen Name Redacted 11/16/2023 12:00 PM	Seeing the same doctor.
Screen Name Redacted 11/16/2023 12:05 PM	Appointment availability, friendly staff
Screen Name Redacted 11/16/2023 12:19 PM	As near as possible to my home. Poplar Court, Cross Hands. Over 50s site. Telephone access. Appointments, bloods, injections, small operations ie:- removal of warts for example.
Screen Name Redacted 11/16/2023 12:21 PM	Good parking, having the appropriate staff in reception, better way of ordering prescriptions
Screen Name Redacted 11/16/2023 01:10 PM	seeing the same team

Screen Name Redacted 11/16/2023 02:15 PM	Accessing appointments & continuity of care from same team/GP
Screen Name Redacted 11/16/2023 03:14 PM	All of the above.
Screen Name Redacted 11/16/2023 03:14 PM	All of the above
Screen Name Redacted 11/16/2023 04:08 PM	Having access to a GP who is well acquainted with your medical history closest to where we live. Llanelli is 6 miles away.
Screen Name Redacted 11/16/2023 04:31 PM	Seeing the same team
Screen Name Redacted 11/16/2023 05:45 PM	All the above
Screen Name Redacted 11/16/2023 05:52 PM	All the above
Screen Name Redacted 11/16/2023 06:20 PM	Appointment availability, same team especially doctors . Friendly staff ,
Screen Name Redacted 11/16/2023 06:45 PM	Being able to make an appointment to see Dr face to face. Not to be told after stressful 30 min wait all appt have gone by 8.30am! we used to have an open surgery 4 times a week, never were we told there are no appointments left (this should never happen) we were happy to wait our turn. Want to be able to phone anytime not be told via automated call when we should call, most people work, I can only call during my lunch break. Our choice if we want a face to face appt or phone appt. Tel triage isn't what we want.
Screen Name Redacted 11/16/2023 07:10 PM	Telephone access*
Screen Name Redacted 11/16/2023 07:19 PM	Convenience/ helpful staff/ welsh speaking

Screen Name Redacted 11/16/2023 08:00 PM	Appointment available preferably face to face
Screen Name Redacted 11/16/2023 08:13 PM	Appointment availability
Screen Name Redacted 11/16/2023 08:17 PM	Appointment availability either in person or by phone
Screen Name Redacted 11/16/2023 08:23 PM	Easy access from where I live
Screen Name Redacted 11/16/2023 09:28 PM	To be able to pre book appointments. Continuity of care.
Screen Name Redacted 11/16/2023 09:37 PM	Having face to face appointments, and not have to wait nearly a month for an appointment.
Screen Name Redacted 11/17/2023 12:18 AM	Telephone access. The current system is not friendly to those who work 9-5 as you are usually held in a telephone queue for sometimes more than half an hour, which is not practical when needing to travel to work. Also, being able to book an appointment ahead of time i.e. on a different day is important and would possibly help to free up the phone lines, instead of having to phone the practice at the beginning of that day. Perhaps being able to keep a certain number of future appointments available for certain conditions would be beneficial. Staff training regarding maintaining a friendly manner towards patients is also needed in this practice. Unfortunately I have had too many incidents where empathy and patience is lacking on the reception desk.
Screen Name Redacted 11/17/2023 06:25 AM	Knowing the same staff and GP's
Screen Name Redacted 11/17/2023 07:19 AM	Welcoming staff Close proximity
Screen Name Redacted 11/17/2023 07:22 AM	Appointment availabilit.
Screen Name Redacted 11/17/2023 09:45 AM	ALL OF THE ABOVE, Excellent service since closing service letter, hmmmmmm Doctors that work a full week???

Screen Name Redacted 11/17/2023 09:51 AM	See a Dr when you need one, not wait two weeks
Screen Name Redacted 11/17/2023 09:57 AM	Appointment availability
Screen Name Redacted 11/17/2023 10:01 AM	Timely care in a place that I need to be seen
Screen Name Redacted 11/17/2023 10:02 AM	all as above
Screen Name Redacted 11/17/2023 10:04 AM	appointment availability and quality of staff
Screen Name Redacted 11/17/2023 10:07 AM	All of the above
Screen Name Redacted 11/17/2023 10:10 AM	Telephone access & appointment availability
Screen Name Redacted 11/17/2023 10:13 AM	ALL OF THE ABOVE
Screen Name Redacted 11/17/2023 10:13 AM	Telephone access, appointment availability
Screen Name Redacted 11/17/2023 10:16 AM	Local, available by bus
Screen Name Redacted 11/17/2023 10:20 AM	SEEING THE SAME TEAM, APPOINTMENT AVAILABILITY, FRIENDLY STAFF, CAR PARKING
Screen Name Redacted 11/17/2023 10:25 AM	Parcio yn rhydd gherwydd anabledd. Gwasanaeth drwy gyfwrng gymraeg. Mynediaf dros y ffon ymthuydd ac argaeledd apuyntiaedau a staff cyfreillgew.
Screen Name Redacted 11/17/2023 10:24 AM	APPOINTMENT AVAILABILITY, PARKING, SAME GP, TELEPHONE ACCESS, INTERNET PRESCRIPTIONS

Screen Name Redacted 11/17/2023 10:27 AM	APPOINTMENT AVAILIABILTY, PARKING, SEEING THE SAME TEAM, TELEPHONE ACCESS, INTERNET ACCESS FOR PRESCRIPTIONS
Screen Name Redacted 11/17/2023 10:31 AM	Telephone access friendly staff. Use of technology to deal with usses. Qualified people to triage not just receptionist
Screen Name Redacted 11/17/2023 10:32 AM	APPOINTMENT AVAILABILITY, BETTER TRIAGE, BETTER PHONE SYSTEM TO BOOK, NOT WAITING FOR GP TO CALL BACK, USE OF ZOOM/TEAMS COULD BE AN OPTION
Screen Name Redacted 11/17/2023 10:37 AM	SAME DOCTOR, ALL WELSH SPEAKING STAFF, APPOINTMENT.
Screen Name Redacted 11/17/2023 10:38 AM	Gweld yr un meddyg Apwynriadau derbynyddion cyfuilg ar
Screen Name Redacted 11/17/2023 10:43 AM	Being local due to monthly problems with getting the correct prescribed medicines
Screen Name Redacted 11/17/2023 10:43 AM	APPOINTMENT, SEEING THE SAME DOCTOR
Screen Name Redacted 11/17/2023 10:47 AM	ALL OF THE ABOVE, CAR PARK FACILITIES
Screen Name Redacted 11/17/2023 10:49 AM	Argaeledd apwyntiadau a gweld yruntim
Screen Name Redacted 11/17/2023 10:50 AM	APPOINTMENT AVAIALBLITY
Screen Name Redacted 11/17/2023 10:53 AM	Accessibility not just a receptionist assessment
Screen Name Redacted 11/17/2023 10:54 AM	VERY HAPPY WITH THE EFFICIENT DR AND STAFF. ARE ALWAYS THERE FOR MY CONCERNS OVER REPEAT PRECRIPTIONS AND HEALTH WORRIES

Screen Name Redacted 11/17/2023 10:56 AM	seeing the same team, friendly staff, car park
Screen Name Redacted 11/17/2023 10:56 AM	SEEING THE SAME TEAM, APPOINTMENT AVAILABILITY
Screen Name Redacted 11/17/2023 10:59 AM	All the above
Screen Name Redacted 11/17/2023 11:02 AM	appointment availability, seeing the same team, car parking
Screen Name Redacted 11/17/2023 11:14 AM	APPOINTMENT AVAILABILITY, SEENING THE SAME TEAM
Screen Name Redacted 11/17/2023 11:08 AM	Appointment availability and seeing the same time
Screen Name Redacted 11/17/2023 11:10 AM	Seeing the same Doctor or team
Screen Name Redacted 11/17/2023 11:16 AM	Telephone access appointment availability seeing a doctor not just a telephone conversation
Screen Name Redacted 11/17/2023 11:16 AM	NO PROBLEMS WITH THE SURGERY, STAFF AND DR ARE ALWAYS AVAILABLE
Screen Name Redacted 11/17/2023 11:18 AM	Same team telephone access
Screen Name Redacted 11/17/2023 11:18 AM	ALL OF THE ABOVE BUT I AM HAPPY TO SEE A DOCTOR
Screen Name Redacted 11/17/2023 11:21 AM	ALL THE ABOVE
Screen Name Redacted 11/17/2023 11:24 AM	Apwyntiau cyflym a hawdd
Screen Name Redacted 11/17/2023 11:24 AM	SEEING THE SAME TEAM, EASE OF TELEPHONE ACCESS

Screen Name Redacted 11/17/2023 11:27 AM	All above
Screen Name Redacted 11/17/2023 11:31 AM	Having a local GP means easier access, being able to attend at short notice due to proximity and hopefully continuity of care
Screen Name Redacted 11/17/2023 11:31 AM	SEEING THE SAME TEAM, FRIENDLY STAFF, APPOINTMENT AVAILABILITY. IT WOULD BE NICE TO HAVE BLOOD TESTS REINTRODUCED RATHER THAN AT LLANELLI OR CARMARTHEN
Screen Name Redacted 11/17/2023 11:33 AM	TELEPHONE ACCESS, APPOINTMENT AVAILABILITY
Screen Name Redacted 11/17/2023 11:34 AM	Being local for easier access appointment availability
Screen Name Redacted 11/17/2023 11:38 AM	Telephone access and appointment availability discussing with the same GP an ongoing issue this is not always available
Screen Name Redacted 11/17/2023 11:39 AM	TELEPHONE ACCESS, APPOINTMENT AVAILABILITY
Screen Name Redacted 11/17/2023 11:44 AM	All of the above
Screen Name Redacted 11/17/2023 11:42 AM	SEEING THE SAME STAFF
Screen Name Redacted 11/17/2023 11:44 AM	ALL OF THE ABOVE ARE IMPORTANT TO ME
Screen Name Redacted 11/17/2023 11:47 AM	N/A
Screen Name Redacted 11/17/2023 11:50 AM	Appointment availability - in particular urgent appt on the same day of phoning transport must be on a regular bus route
Screen Name Redacted	All of the above, together with being an active bus route

11/17/2023 11:53 AM

Screen Name Redacted

11/17/2023 12:11 PM

I am 90 years old and still currently driving. I would not want to drive much further than Cross Hands or Penygroes to see a Doctor. Seeing the same team gives one confidence that the Doctor is aware of any irregularities in one's health. Whilst getting an appointment with the current practice is a headache on the telephone- at least I can call in the surgery and make an appointment with the receptionist. I have been with this practice since birth and would like to see my final years with them!!

Screen Name Redacted

11/17/2023 12:21 PM

The way in which the practice is managed and accesability to telephone access, e-consult and if need be seeing a medical professional or nurse.

Screen Name Redacted

11/17/2023 12:23 PM

Telephone access and appointment availability

Screen Name Redacted

11/17/2023 02:01 PM

Telephone access and appointment availability

Screen Name Redacted

11/17/2023 02:42 PM

appointment availability and telephone accessibility

Screen Name Redacted

11/17/2023 03:20 PM

Telephone access and appointment availability

Screen Name Redacted

11/17/2023 03:21 PM

Locality and availability of appointments

Screen Name Redacted

11/17/2023 04:54 PM

Seeing the same team. CAR PARKING. Staff are excellent. Econsult and appointment systems

Screen Name Redacted

11/17/2023 06:23 PM

Appointment availability

Screen Name Redacted

11/17/2023 06:34 PM

Telephone access and appointment

Screen Name Redacted

11/17/2023 07:17 PM

High standard of clinical care

Screen Name Redacted 11/17/2023 08:20 PM	Telephone access, appointment availability I.e. if urgent on the same day or open clinic (walk in)
Screen Name Redacted 11/17/2023 08:44 PM	Appointment availability & telephone access
Screen Name Redacted 11/18/2023 09:09 AM	Seeing the same team and it is very local and accessible. I have found the team very friendly and helpful.
Screen Name Redacted 11/18/2023 09:17 AM	Accessibility to primary care and prescriptions for my children medical condition.
Screen Name Redacted 11/18/2023 10:02 AM	Telephone access
Screen Name Redacted 11/18/2023 10:12 AM	Appointment
Screen Name Redacted 11/18/2023 10:38 AM	Location close to my home
Screen Name Redacted 11/18/2023 11:30 AM	Access to a GP when needed for emergency, appointment availability, evening surgery, blood tests available at the surgery, better telephone times for ringing for results etc. car parking.
Screen Name Redacted 11/18/2023 11:53 AM	all above and late appointments would be an advantage
Screen Name Redacted 11/18/2023 12:23 PM	It is important to be able to have in person appointments on the day of need when urgent. Telephone and online consultations are also needed to receive prompt advice, prescriptions or direct to the correct service, referral or to get a face to face appointment if needed. Being able to book an appointment at a convenient time for non-urgent or follow up appointments. Approachable, understanding staff are essential. Having the same staff member for ongoing conditions is also important for continuity.
Screen Name Redacted 11/18/2023 12:34 PM	Easier access to make an appointment to see the GP

Screen Name Redacted 11/18/2023 12:38 PM	to make appointment availability easier
Screen Name Redacted 11/18/2023 12:51 PM	Appointment availability, car parking, telephone access
Screen Name Redacted 11/18/2023 01:35 PM	Telephone access and close proximity
Screen Name Redacted 11/18/2023 01:39 PM	Telephone access and seeing the same team
Screen Name Redacted 11/18/2023 01:43 PM	Appointment availability and telephone access
Screen Name Redacted 11/18/2023 02:07 PM	Appointment availability and not having to phone in excess of 50 times to actually get through and when I do get through not being told all appointments are gone and to phone back tomorrow
Screen Name Redacted 11/18/2023 02:36 PM	Seeing the same GP,s
Screen Name Redacted 11/18/2023 02:45 PM	Appointment availability
Screen Name Redacted 11/18/2023 03:04 PM	Appointment availability
Screen Name Redacted 11/18/2023 04:35 PM	Seeing the same doctors.you
Screen Name Redacted 11/18/2023 05:38 PM	readily available appointments
Screen Name Redacted 11/18/2023 06:35 PM	Easy access to nurses. I have Renal cancer & need constant checks of blood pressure/bloods etc due to the medication I'm on.
Screen Name Redacted 11/18/2023 06:41 PM	It's easy to get to & the nurses are fabulous

Screen Name Redacted 11/18/2023 10:28 PM	Continuity, stability, trust and confidence.
Screen Name Redacted 11/18/2023 11:50 PM	Online booking and consultations. I could never get a slot at the surgery whenever I phoned up
Screen Name Redacted 11/18/2023 11:51 PM	Seeing the appropriate hcp when you need them.
Screen Name Redacted 11/19/2023 08:19 AM	Continuity
Screen Name Redacted 11/19/2023 10:36 AM	Appointment availability and seeing the same team
Screen Name Redacted 11/19/2023 10:51 AM	Telephone triage system
Screen Name Redacted 11/19/2023 10:56 AM	Appointment availability and phone access
Screen Name Redacted 11/19/2023 11:31 AM	Appointment available
Screen Name Redacted 11/19/2023 01:24 PM	Easy telephone access for appointments/ repeat prescriptions and greater availability for appointments. Also being able to see tgw same doctor.
Screen Name Redacted 11/19/2023 02:38 PM	Continuity of care
Screen Name Redacted 11/19/2023 06:18 PM	telephone access & appointment availability
Screen Name Redacted 11/19/2023 07:18 PM	Seeing the same doctors, friendly staff
Screen Name Redacted 11/19/2023 07:50 PM	Seeing the same doctor and appointment availability

Screen Name Redacted 11/19/2023 08:15 PM	Very helpful telephone service friendly staff always help to get you appointment
Screen Name Redacted 11/19/2023 08:59 PM	Seeing the same doctor,easy access to see a doctor and get monthly meds following cancer treatment
Screen Name Redacted 11/19/2023 09:06 PM	Convenience and ability to consult with doctor
Screen Name Redacted 11/19/2023 09:59 PM	Appointment availability
Screen Name Redacted 11/20/2023 01:09 AM	Seeing a doctor/nurse in a timely manner
Screen Name Redacted 11/20/2023 07:27 AM	Appointment availability for full time workers and ability to book in advance for non urgent issues to coincide with work rotas
Screen Name Redacted 11/20/2023 10:05 AM	Appointment availability and the same staff
Screen Name Redacted 11/20/2023 10:15 AM	Easy access from the house, friendly staff, good with my children, my son is autistic and they are brilliant with him.
Screen Name Redacted 11/20/2023 10:29 AM	Telephone access and appointment availability
Screen Name Redacted 11/20/2023 11:01 AM	Telephone access and prompt appointments. Polite staff not acting as gatekeepers.
Screen Name Redacted 11/20/2023 11:05 AM	appointment availability
Screen Name Redacted 11/20/2023 11:24 AM	Appointment, seeing the same doctor
Screen Name Redacted 11/20/2023 11:34 AM	seeing the team

Screen Name Redacted 11/20/2023 12:08 PM	Appointment availability when needed
Screen Name Redacted 11/20/2023 12:12 PM	To be as local as possible, accessibility for a wheelchair
Screen Name Redacted 11/20/2023 12:18 PM	appointment availability
Screen Name Redacted 11/20/2023 12:31 PM	Appointment availability
Screen Name Redacted 11/20/2023 12:41 PM	Fast access to doctors
Screen Name Redacted 11/20/2023 02:13 PM	appointment availability
Screen Name Redacted 11/20/2023 02:24 PM	Telephone access, e-consultations and appointment availability.
Screen Name Redacted 11/20/2023 03:34 PM	Continuity of care by seeing the same doctor.
Screen Name Redacted 11/20/2023 03:33 PM	Seeing the same team for consistency
Screen Name Redacted 11/20/2023 04:20 PM	In order of importance. Appointment availability, telephone access, seeing the same doctor, friendly staff
Screen Name Redacted 11/20/2023 04:21 PM	Appointment availability
Screen Name Redacted 11/20/2023 04:27 PM	Convenience
Screen Name Redacted 11/20/2023 04:29 PM	Accessibility
Screen Name Redacted 11/20/2023 06:23 PM	Same team friendly staff

Screen Name Redacted

11/20/2023 06:52 PM

Telephone access and appointment availability

Screen Name Redacted

11/20/2023 07:42 PM

Appointment availability

Screen Name Redacted

11/20/2023 08:24 PM

Continuity with the same Doctor

Screen Name Redacted

11/20/2023 08:35 PM

Seeing the same team

Screen Name Redacted

11/20/2023 08:38 PM

Consistent Care Team

Screen Name Redacted

11/20/2023 08:43 PM

Seeing the same Team.

Screen Name Redacted

11/20/2023 09:33 PM

I have found Tumble surgery to be extremely easy to use, particularly over the last year during my pregnancy of my first child. Tumble surgery is within walking distance of my home and when I has difficulty with my sight a few years ago I was able to walk to the branch, which was great as I was unable to drive at the time. Being able to attend either the tumble branch or the cross hands branch has been extremely convenient and I have never had to wait long to see someone. Everyone is very friendly and the link with the pharmacy next door is fantastic.

Screen Name Redacted

11/20/2023 10:18 PM

Appointment availability

Screen Name Redacted

11/20/2023 10:59 PM

Seeing the same team ,appointment availability ,access to health care locally, continuity of local care in our community.

Screen Name Redacted

11/21/2023 05:29 AM

I need easy access as I am a wheelchair user. I need to have telephone, video and a wider range of appointment availability. It is hard to get an appointment when working. I also have complex autoimmune conditions which mean it is better for me to access the same doctor if possible. I also need to have my bloods taken regularly.

Screen Name Redacted

11/21/2023 06:43 AM

Locality

Screen Name Redacted

11/21/2023 09:19 AM

All of above and the fact that it's been my surgery for such a long time. Even with the changes in Doctors in the practice over the years it's still 'my surgery'.

Screen Name Redacted

11/21/2023 09:54 AM

Appointment availability. Actually getting through to the surgery within a few minutes and not having to spend an hour or two trying to get the surgery to reply and then having to wait several hours before a callback from a doctor. It's important that the elderly/infirm who do not have their own transport have somewhere close to where they live.

Screen Name Redacted

11/21/2023 10:11 AM

Continuity of care (seeing the same team and proper follow-up of treatment, tests exams, etc.).

Screen Name Redacted

11/21/2023 10:13 AM

Telephone access and appointment availability

Screen Name Redacted

11/21/2023 11:02 AM

Quick access by car (my granddaughter) Local Friendly Doctors

Screen Name Redacted

11/21/2023 11:11 AM

It is within walking distance, Or bus service. Appointment availability. Call back by one of the doctors same day. Home visit possible if unable too get to the surgery due too genuine illness or injury affecting ability to walk. Or too ill to get to the surgery.

Screen Name Redacted

11/21/2023 12:20 PM

Appointment availability and continuity of care

Screen Name Redacted

11/21/2023 12:31 PM

Where do I start? It would be nice to have consistent care, to be understood and supported by the same person. The attitude of staff needs to change from, "I'm running a medical practice", to "This is here for the patients". Kind gentle caring people. Rules need to be done away with. The incessant circling because, "the rules say" are ridiculous. Telephone access needs to be upgraded. Parking needs to be adequate. Staffing needs to be appropriate. Overall the system needs to driven by patient need, not some nebulous rulemaker. There is no reason why "there are too many patients" needs to be the mantra when it's actually that there are too few doctors Decent caring staff. Let me repeat, decent caring staff to support patients and the doctors

Screen Name Redacted 11/21/2023 01:37 PM	Appointment availability, continuity of care and easy access
Screen Name Redacted 11/21/2023 01:51 PM	Being able to actually book an appointment rather than having to go through the ridiculous system of playing telephone lottery at 8am
Screen Name Redacted 11/21/2023 02:53 PM	appointment availability, repeat prescriptions.
Screen Name Redacted 11/21/2023 03:22 PM	Seeing the same team
Screen Name Redacted 11/21/2023 03:26 PM	Appointment availability when you need it
Screen Name Redacted 11/21/2023 03:53 PM	Appropriate triage (Doctor or Nurse), modern systems and process (IT and diagnosis support), and services that are responsive when required (i.e. illnesses that don't present just before 8am are unseen/untreated).
Screen Name Redacted 11/21/2023 05:01 PM	All of the above plus phlebotomist would be useful or nurses who can do blood tests instead of travelling
Screen Name Redacted 11/21/2023 05:45 PM	Appointment availability either face to face or by telephone, without a long wait
Screen Name Redacted 11/21/2023 05:52 PM	Face to face appointments, same team, friendly staff
Screen Name Redacted 11/21/2023 06:45 PM	APPOINTMENT AVAILABILITY, SAME TEAM, ABILITY TO ACCESS FULL SERVICES BLOOD TESTS ETC. AND TELEPHONE ACCESS
Screen Name Redacted 11/21/2023 06:47 PM	Seeing the same team, staff. Homebound visits and understanding the needs of homebound patients.
Screen Name Redacted 11/21/2023 06:51 PM	Appointment availability. Would like open surgery .Being able to make planned appointments

Screen Name Redacted 11/21/2023 07:59 PM	All of the above. Continuity of care is important to me as is appointment availability, friendly staff and being able to get an appointment with the gp of my choice.
Screen Name Redacted 11/21/2023 08:37 PM	Seeing the same team and friendly staff
Screen Name Redacted 11/21/2023 08:47 PM	Being able to get a appointment within a reasonable time frame. Easy telephone access Disabled parking and easy access for disabled / elderly.
Screen Name Redacted 11/22/2023 09:49 AM	Convenience in all aspects from travel to appointments
Screen Name Redacted 11/22/2023 10:04 AM	Access when needed in terms of an appointment where necessary or telephone consultation where it is appropriate to the issue. Also a practice relatively local and also the quality of the services offered. There are so many houses being built in the area that the demand for GP services must be increasing so it is surely vital to maintain this GP practice in some way and it must ease pressure on other NHS services if more can be offered through a GP practice.
Screen Name Redacted 11/22/2023 11:11 AM	Access to doctor who is aware of my medical history. Absolutely friendly staff.
Screen Name Redacted 11/22/2023 12:21 PM	existence of practice with possibility to SEE a doctor.
Screen Name Redacted 11/22/2023 02:14 PM	Telephone access, seeing the same team, friendly staff and appointment availability
Screen Name Redacted 11/22/2023 02:22 PM	Telephone access, appointment availability, seeing the same team and friendly staff
Screen Name Redacted 11/22/2023 02:41 PM	Plenty of disabled parking and access. Availability for appointments within a reasonable time.
Screen Name Redacted 11/22/2023 05:15 PM	Appointment availability with a well qualified friendly staff preferably with same GP practice with more access to GP qualified doctors

Screen Name Redacted 11/22/2023 05:23 PM	Seeing the same team
Screen Name Redacted 11/22/2023 06:13 PM	Seeing the same team.
Screen Name Redacted 11/22/2023 06:27 PM	Continuity with staff, especially the GPs
Screen Name Redacted 11/22/2023 06:28 PM	being close to a surgery as I have reduced mobility
Screen Name Redacted 11/22/2023 06:30 PM	.
Screen Name Redacted 11/22/2023 06:31 PM	Appointment availability
Screen Name Redacted 11/22/2023 06:32 PM	.
Screen Name Redacted 11/22/2023 06:34 PM	Access to a GP (I don't like telephone appointments)
Screen Name Redacted 11/22/2023 06:36 PM	.
Screen Name Redacted 11/22/2023 06:37 PM	I trust the staff
Screen Name Redacted 11/22/2023 06:39 PM	It's important to the community
Screen Name Redacted 11/22/2023 06:41 PM	I need to be close to the surgery as travel is difficult
Screen Name Redacted 11/22/2023 06:43 PM	that they answer the phone when I have to ring
Screen Name Redacted	All above.

11/22/2023 07:03 PM

Screen Name Redacted

All above.

11/22/2023 07:16 PM

Screen Name Redacted

Continuity of care to meet my special needs.

11/22/2023 07:52 PM

Screen Name Redacted

None as you can't get an appointment - absolutely useless service

11/22/2023 10:02 PM

Screen Name Redacted

appointment availability, and being able to see a doctor when needed. this is not the case at present, and the phone @8am system does not work at all.

11/23/2023 10:13 AM

Screen Name Redacted

It is in walking range if I haven't use of a car and we have no bus service here

11/23/2023 11:37 AM

Screen Name Redacted

Seeing the same GP

11/23/2023 12:02 PM

Screen Name Redacted

All of the above

11/23/2023 12:14 PM

Screen Name Redacted

Continuity of care, good access

11/23/2023 12:21 PM

Screen Name Redacted

Appointment availability, telephone access, parking and friendly staff

11/23/2023 12:31 PM

Screen Name Redacted

all the above

11/23/2023 12:46 PM

Screen Name Redacted

Appointment availability

11/23/2023 12:49 PM

Screen Name Redacted

Access when needed continuity of care

11/23/2023 12:54 PM

Screen Name Redacted

Appointment availability

11/23/2023 12:53 PM

Screen Name Redacted 11/23/2023 01:01 PM	Telephone access leading to an appointment. Having a personal relationship with the team.
Screen Name Redacted 11/23/2023 01:04 PM	The important issue we have is that when it is necessary that there is a professional available for consultation. It can be difficult on the telephone with the waiting to be answered but can put up with this as long as a doctor is available.
Screen Name Redacted 11/23/2023 01:46 PM	Appt availability Seeing same team Car park Friendly staff
Screen Name Redacted 11/23/2023 01:48 PM	Appointment availability, friendly staff, telephone access, all the above
Screen Name Redacted 11/23/2023 01:53 PM	seeing anyone
Screen Name Redacted 11/23/2023 01:56 PM	Telephone access, appointment availability, seeing same team
Screen Name Redacted 11/23/2023 01:59 PM	All the above
Screen Name Redacted 11/23/2023 02:14 PM	All the above
Screen Name Redacted 11/23/2023 02:12 PM	Telephone access has always been good, appointments, less so. I am disabled therefore accessibility is of great importance and the surgery positions are excellent, as are the secretarial and management team, ever obliging and only too willing to help.
Screen Name Redacted 11/23/2023 02:16 PM	Appointment availability seeing same team
Screen Name Redacted 11/23/2023 02:19 PM	ALL
Screen Name Redacted 11/23/2023 02:25 PM	All

Screen Name Redacted 11/23/2023 02:30 PM	Telephone access, Parking, Repeat prescriptions
Screen Name Redacted 11/23/2023 02:32 PM	Seeing the same team
Screen Name Redacted 11/23/2023 02:36 PM	Telephone availability
Screen Name Redacted 11/23/2023 02:44 PM	Appointment availability, seeing the same team, caring
Screen Name Redacted 11/23/2023 02:48 PM	appointment availability the same day if possible, not in three weeks time, same team for continuation of care and continuity, polite receptionists
Screen Name Redacted 11/23/2023 02:50 PM	Appointment availability, car park access and telephone access
Screen Name Redacted 11/23/2023 02:55 PM	all
Screen Name Redacted 11/23/2023 02:57 PM	Location
Screen Name Redacted 11/23/2023 03:00 PM	seeing the same team and appointment availability
Screen Name Redacted 11/23/2023 03:01 PM	appt availability
Screen Name Redacted 11/23/2023 03:07 PM	care closer to home for ongoing care continuity of care
Screen Name Redacted 11/23/2023 03:08 PM	all listed above
Screen Name Redacted 11/23/2023 03:12 PM	all listed above

Screen Name Redacted 11/23/2023 03:14 PM	appointment availability -currently can only get emergency appt
Screen Name Redacted 11/23/2023 03:16 PM	Appointments
Screen Name Redacted 11/23/2023 03:18 PM	ability to see a doctor and seeing the same team
Screen Name Redacted 11/23/2023 03:20 PM	Seeing the same team
Screen Name Redacted 11/23/2023 03:22 PM	appt availability
Screen Name Redacted 11/23/2023 03:26 PM	friendly staff, appointment availability
Screen Name Redacted 11/23/2023 03:32 PM	all above
Screen Name Redacted 11/23/2023 03:45 PM	telephone appointments, appointment availability, friendly staff, seeing the same team
Screen Name Redacted 11/23/2023 03:50 PM	Telephone access all the above
Screen Name Redacted 11/23/2023 03:52 PM	telephone access appointment availability
Screen Name Redacted 11/23/2023 04:15 PM	telephone and appointment availability
Screen Name Redacted 11/23/2023 04:17 PM	convenient location
Screen Name Redacted 11/23/2023 04:31 PM	appointment availability and triage services parking and friendly staff
Screen Name Redacted 11/23/2023 04:55 PM	Seeing the Same team

Screen Name Redacted 11/23/2023 05:05 PM	Appointment availability, getting prescriptions
Screen Name Redacted 11/23/2023 05:07 PM	appt availability
Screen Name Redacted 11/23/2023 05:12 PM	appointments for working people with non life threatening problems. Consistency is also important re same drs.
Screen Name Redacted 11/23/2023 05:16 PM	location
Screen Name Redacted 11/23/2023 05:18 PM	ease of access
Screen Name Redacted 11/23/2023 05:20 PM	location
Screen Name Redacted 11/23/2023 05:22 PM	all above
Screen Name Redacted 11/23/2023 05:24 PM	all the above
Screen Name Redacted 11/23/2023 05:27 PM	seeing the same team appt availability to stay in cross hands to be near a doctors surgery
Screen Name Redacted 11/23/2023 05:33 PM	appointment availability. competent staff. efficient patient management (currently too many errors due to inefficient structure)
Screen Name Redacted 11/23/2023 05:35 PM	appt availability seeing the same team
Screen Name Redacted 11/23/2023 05:38 PM	all the above but mainly appt access and continuity of team
Screen Name Redacted 11/23/2023 05:41 PM	appointments availability telephone access

Screen Name Redacted 11/23/2023 05:43 PM	telephone access appt availability
Screen Name Redacted 11/23/2023 05:46 PM	all of the above need a well run and funded facility phlebotomy services, physio, imms and childrens surgery
Screen Name Redacted 11/23/2023 05:49 PM	telephone access followed by appointments and friendly staff. Phlebotomy, physio, vaccination, maternity, childrens services and podiatry
Screen Name Redacted 11/23/2023 08:14 PM	Appointment , telephone access
Screen Name Redacted 11/24/2023 05:20 AM	Access to a regular doctor. Face to face appointments. Blood test and minor ops taken care of in the same facility. Easy access to test results. le print outs for my own private folder at home.
Screen Name Redacted 11/24/2023 07:12 AM	Available appointments. Myself and 2 members of my family are currently struggling to get appointments to be seen. Car park is important too.
Screen Name Redacted 11/24/2023 08:07 AM	Telephone and appointment access, friendly staff
Screen Name Redacted 11/24/2023 08:14 AM	appointment availability , seeing the same team
Screen Name Redacted 11/24/2023 08:28 AM	The same team, face to face appointment, not telephone access, friendly efficient staff who understand your needs and are helpful
Screen Name Redacted 11/24/2023 08:38 AM	seeing the same team
Screen Name Redacted 11/24/2023 08:41 AM	Telephone access , appointment availability
Screen Name Redacted 11/24/2023 08:50 AM	appointment availability
Screen Name Redacted	seeing the same team

11/24/2023 08:44 AM

Screen Name Redacted seeing doct5ors who are familiar with my care history

11/24/2023 08:46 AM

Screen Name Redacted the convenience of having GP practice near where I live and can easily travel to is important to me, Also all the bove examples

11/24/2023 08:51 AM

Screen Name Redacted All the above

11/24/2023 08:55 AM

Screen Name Redacted appointment availability , seeing the same team or DR, telephone access to be able to speak to a Doctor, Friendly staff

11/24/2023 08:55 AM

Screen Name Redacted All the above

11/24/2023 09:00 AM

Screen Name Redacted appointment availability

11/24/2023 08:59 AM

Screen Name Redacted Reliability, duty of care and all of the above

11/24/2023 09:02 AM

Screen Name Redacted All the above

11/24/2023 09:04 AM

Screen Name Redacted To be able to see a GP when I require their service

11/24/2023 09:08 AM

Screen Name Redacted All the above

11/24/2023 09:07 AM

Screen Name Redacted appointments, availability, seeing the same team, friendly staff

11/24/2023 09:09 AM

Screen Name Redacted Appointment availability Telephone Access

11/24/2023 09:10 AM

Screen Name Redacted appointment availability, seeing the same team, friendly staff

11/24/2023 09:12 AM

Screen Name Redacted telephone access, appointment availability, car parking, seeing same
11/24/2023 09:18 AM team, friendly staff

Screen Name Redacted appointment availability, seeing the same team, car parking
11/24/2023 09:20 AM

Screen Name Redacted Telephone access
11/24/2023 09:22 AM

Screen Name Redacted All the above reasons plus to be located near to my home
11/24/2023 09:26 AM

Screen Name Redacted All the above, close to home address, seeing same doctor
11/24/2023 09:28 AM

Screen Name Redacted telephone access/ car park/ friendly staff
11/24/2023 09:32 AM

Screen Name Redacted all of the examples listed above
11/24/2023 09:34 AM

Screen Name Redacted All the above examples
11/24/2023 09:36 AM

Screen Name Redacted appointments available, seeing the same team, new surgery to be
11/24/2023 09:39 AM built without further delay

Screen Name Redacted appointment availability, seeing same team, New Surgery constructed
11/24/2023 09:41 AM immediately

Screen Name Redacted appointment availability
11/24/2023 09:43 AM

Screen Name Redacted appointment availability and seeing the same team
11/24/2023 09:45 AM

Screen Name Redacted telephone access, appointment availability, seeing the same team,
11/24/2023 09:48 AM car parking, friendly staff, website access

Screen Name Redacted

11/24/2023 09:50 AM

Telephone access

Screen Name Redacted

11/24/2023 09:52 AM

All stated in question above, plus website access

Screen Name Redacted

11/24/2023 09:55 AM

appointment availability, easy access

Screen Name Redacted

11/24/2023 09:57 AM

All the above mentioned and availability to see a doctor face to face with any emergency

Screen Name Redacted

11/24/2023 10:49 AM

Like it is at the moment as it is an excellent service for the both of us

Screen Name Redacted

11/24/2023 10:52 AM

this is an excellent service for the both of us

Screen Name Redacted

11/24/2023 11:13 AM

Telephone access, locality ie near to home continuity, parking, close to pharmacy

Screen Name Redacted

11/24/2023 02:19 PM

appointment availability

Screen Name Redacted

11/24/2023 02:28 PM

Continuity and high quality of service are paramount. Parking and adjacent chemist are other benefits.

Screen Name Redacted

11/24/2023 04:28 PM

All of these

Screen Name Redacted

11/24/2023 05:44 PM

Telephone access Appointment availability Doctor continuity Friendly receptionist

Screen Name Redacted

11/24/2023 07:27 PM

Appointment availability when I need to visit the doctor and ideally I would like to see the same doctor for continuity.

Screen Name Redacted

11/24/2023 07:42 PM

Seeing the same team

Screen Name Redacted

11/24/2023 09:53 PM

Appointment availability

Screen Name Redacted

11/25/2023 08:15 AM

Appointment availability and telephone access

Screen Name Redacted

11/25/2023 07:29 PM

Access to a doctor when needed - don't mind if this is by phone or face to face - but needs to be with minimum delay.

Screen Name Redacted

11/26/2023 10:49 AM

Appointment availability; car parking; telephone access

Screen Name Redacted

11/26/2023 10:54 AM

The ability to book an appointment in advance at the surgery not to rely on pot luck of being able to get through a constant busy telephone line. An open surgery is also required. Even the local veterinary practice is more efficient and accessible.

Screen Name Redacted

11/26/2023 02:59 PM

Telephone access Appointment. availability

Screen Name Redacted

11/26/2023 04:00 PM

Continuity of care; being able to see the same team (if not the same doctor); appointment availability; friendly staff

Screen Name Redacted

11/26/2023 04:12 PM

Telephone access is painfully slow, whilst I appreciate there are busy and quiet periods it appears that this issue is not prioritised in busy periods which should be very easy to monitor. When you do eventually get through (sometimes after 1-2 hours wait, no appointments)are available, extremely frustrating. Beneficial to see the same doctor/nurse but not essential but has a "major feel good factor" to the patient who used to be the number one consideration BUT no longer.Car parking necessary especially for the older generation which we all hopefully to be in the future. No complaints at all with the staff if the process allows you to get that far that you actually met one..

Screen Name Redacted

11/26/2023 09:29 PM

Appointment access

Screen Name Redacted

11/26/2023 10:10 PM

Appointment availability Friendly GPs

Mandatory Question (500 response(s))

Question type: Essay Question

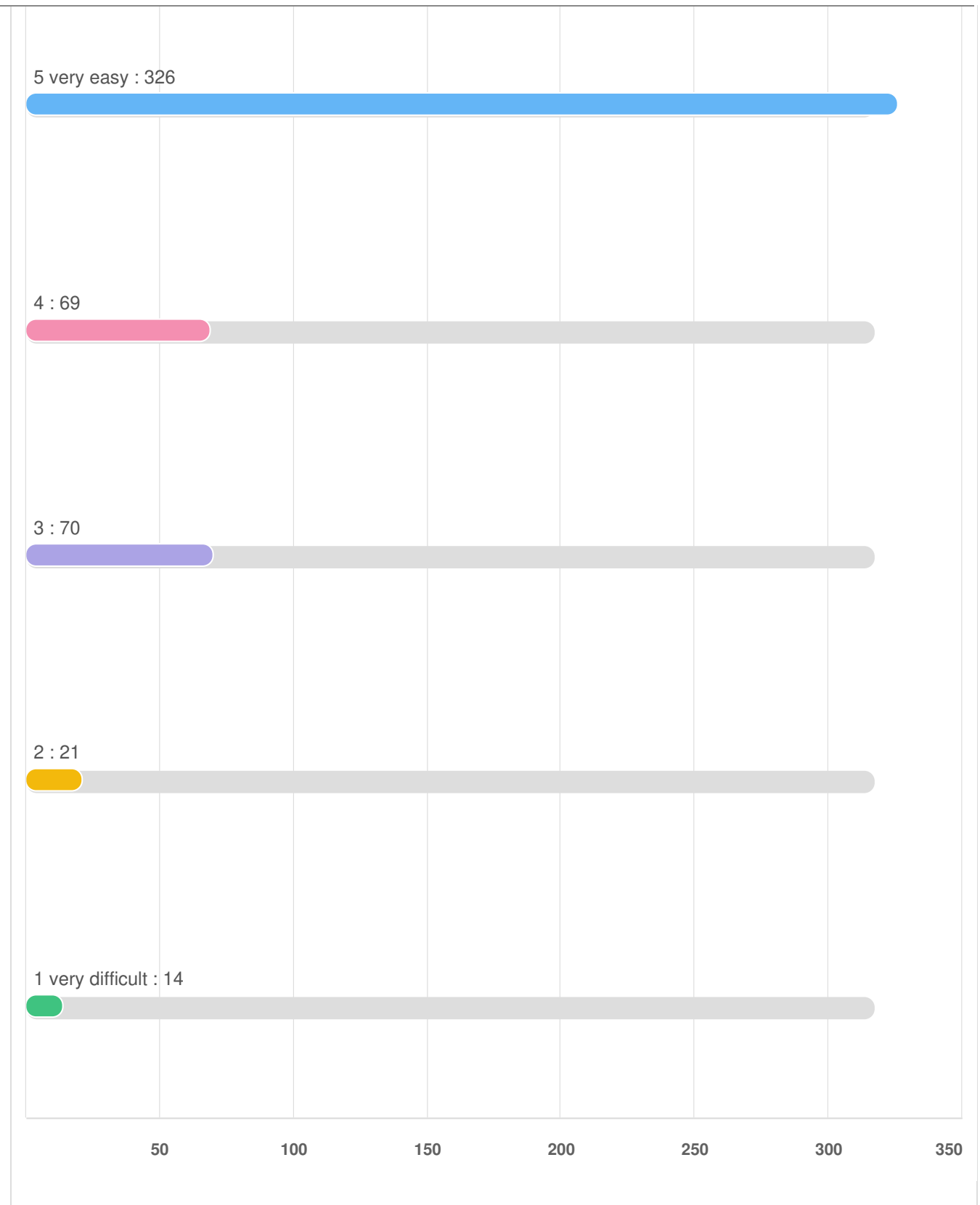
Q6 How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 - very difficult; 5 - very easy.

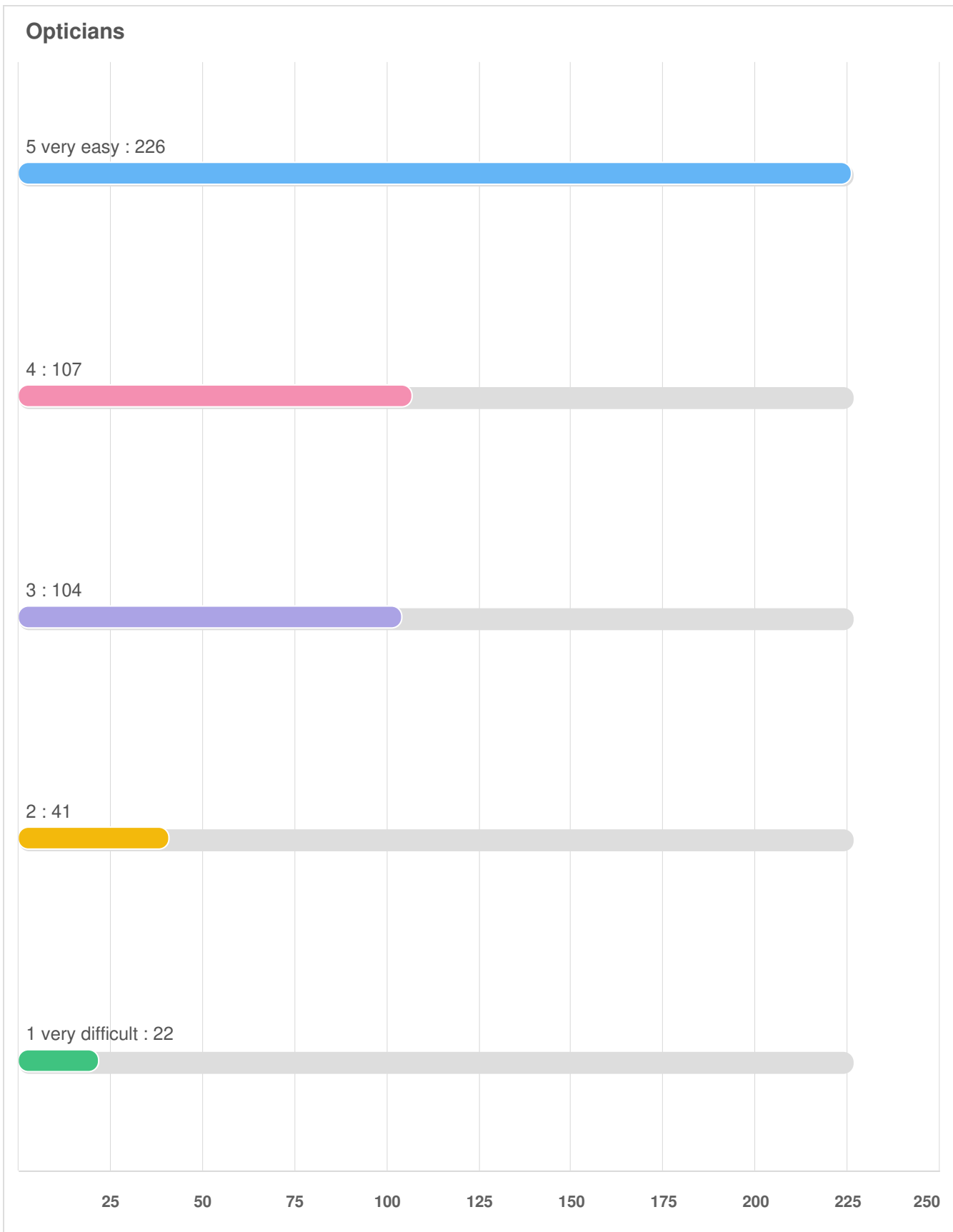


Mandatory Question (500 response(s))
Question type: Likert Question

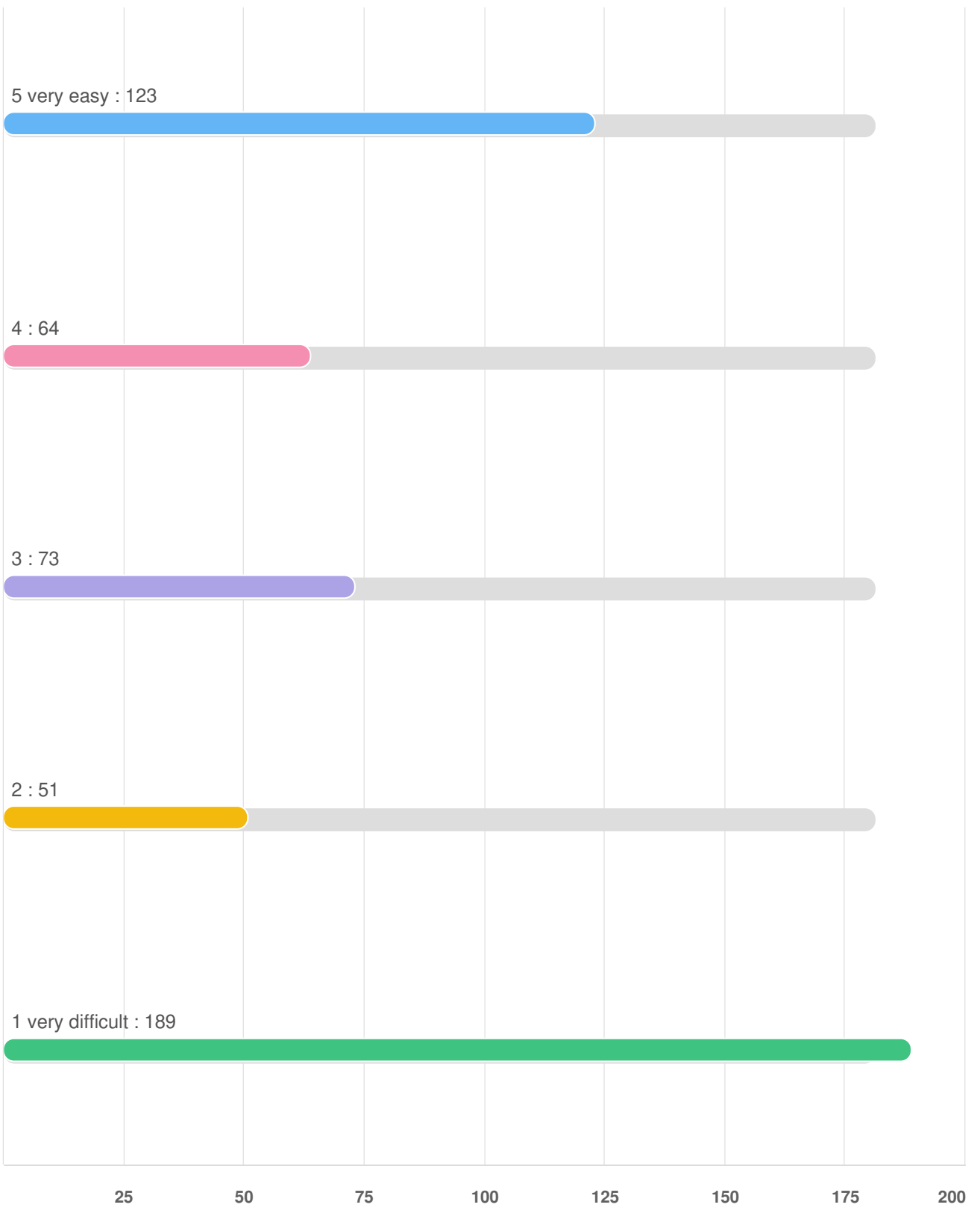
Q6 | How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists). Please rate 1 - very difficult; 5 - very easy.

Community pharmacy





Dentists



Q7 Do you have any other comments or feedback?

Screen Name Redacted

10/27/2023 04:53 PM

every health service needs updating, people cant even get nos dental treatment for months , it takes 4 months to even get a broken tooth looked at let alone treated

Screen Name Redacted

10/27/2023 07:50 PM

Dispersing the patients to other another GP practice will only cause them to be overwhelmed with patients. My opinion is that the 2 other practices (penygroes & pontyberem) will be in the same situation within the next few years due to partners coming up to retirement age. Could the health board not take it over as a managed practice & possibly keep the current GP's as salaried? Also getting locum GP's to cover. The convenience of the locality is paramount as Crosshands is an expanding village.

Screen Name Redacted

10/27/2023 10:48 PM

Stop paying locum doctors ridiculous money and then they may be more loyal to their local practices. Its that simple. You are just moving the problem from 1 place to another. Recruit more doctors from abroad.

Screen Name Redacted

10/28/2023 05:56 AM

Our NHS dentist has just kicked our whole family out including 2 children. Disgraceful state on this country.

Screen Name Redacted

10/28/2023 07:02 AM

Community health centre would be a good option

Screen Name Redacted

10/28/2023 07:16 AM

It has been difficult to obtain an appointment of late. If you disperse 7500 patients to other GP practices the accessibility of appointments will be even more difficult. I am also very concerned that the strain put on departments such as A&E will increase. If patients can't get appointments they could just turn up at hospital.

Screen Name Redacted

10/28/2023 01:03 PM

Any local GP practice would be acceptable

Screen Name Redacted

10/28/2023 02:05 PM

It can often be difficult to get an appointment, including a telephone call with a GP. When calling either health centre, there is usually a long wait, to be told there are no appointments available for that day, despite calling from 8am. While the provision of health care services should be top priority, both health centres are very tired, dated and unwelcoming so an updated/new facility would also be beneficial.

Screen Name Redacted

It's not ideal for our practice to be health board lead, if it's going to go

10/28/2023 02:27 PM

down the same root as the dental practices then everyone will be on long waiting lists!!!

Screen Name Redacted

10/28/2023 04:45 PM

I think the practice should remain, it's ideal location, various services.

Screen Name Redacted

10/28/2023 07:54 PM

We need to keep this GP service. It is already difficult enough to get a doctors appointment. Distributing the 7,500 patients registered elsewhere would make the wait time worse

Screen Name Redacted

10/29/2023 07:06 AM

Provider needs to offer weekend and evening appointments

Screen Name Redacted

10/29/2023 04:12 PM

concerned about recruiting doctors in this area

Screen Name Redacted

10/30/2023 07:29 AM

I would like to know as soon as Possible the best course of action to take as neighbours are leaving the surgery now and I am Concerned we won't get a comparable level of good service from another local surgery if we decide to move - I would prefer to stay with the existing surgery

Screen Name Redacted

10/30/2023 03:35 PM

As a disabled patient short journeys are so much better for myself and continuity of care.

Screen Name Redacted

10/30/2023 11:46 PM

I've been a patient in this surgery for 48 years, my eldest is 15 and has been a patient since he was born. My parents are also patients at this GP and have been for over 70 years. It's a feeling of knowing the staff and having faith in the staff too, especially as I myself is getting older and my parents are obviously elderly with medical problems and the GP knows the history of these problems. It's very important to have that continuity and by being allocated another GP practice this would not be able to keep continuity and have the knowledge of past history . Reading past history on a computer is very different to knowing the patient and having been diagnosing the patient and caring for the patient for a few years. This is very important to assure us as patients.

Screen Name Redacted

10/31/2023 04:36 PM

No, thank you. I've covered everything in point 5.

Screen Name Redacted

10/31/2023 06:47 PM

Don't remove my local GP practice

Screen Name Redacted

10/31/2023 08:10 PM

Full GP services need to remain at Tumble. All local GPs seem to be struggling with the volume of patients it is unrealistic to have over 7000 patients registered to be absorbed by other practices. Also many of the patients are elderly who may have trouble travelling further

Screen Name Redacted

10/31/2023 08:20 PM

Gp in Crosshands seem to only be able to provide basic services, rang about hand and feet numbness and couldn't get an appointment for 2 months

Screen Name Redacted

10/31/2023 08:48 PM

We need the surgery to remain within the area of crosshands but we need decent GP's and reception staff! Unlike Dr Wiley, Dr Brown and Dr Hill that really do not care about patients at all! We need access to face to face GP access, ..the current behaviour of staff and practice setup rules at the practice refusing appointments at 8am is disgusting !

Screen Name Redacted

10/31/2023 11:12 PM

Hope it gets sorted so patients dont fall through the net and actually get the care they deserve. The care in last couple of years has deteriorated. Peoples health are not being looked after. Its bad.

Screen Name Redacted

11/01/2023 08:32 AM

Tumble surgery needs to be vastly improved, over the telephone diagnosis does not work and while I understand that they are busy, at times they do forget that other people do work and requiring an appointment isn't something that has been taken lightly so being spoken to polity would be nice. Sign posting people to online forms while the younger generation understands the concept they don't. Investigating why younger doctors don't stay for longer then necessary could be helpful, as I have see first hand one of the senior doctor over rule what the training doctors had stated was a possible reason for injury was, and upon leaving and then having to go to private physio appointment the training doctors where correct and the overseeing doctor wasn't.

Screen Name Redacted

11/01/2023 11:10 AM

How can a community of thousands of people be without a local surgery?

Screen Name Redacted

11/01/2023 07:50 PM

Transferring patients to another surgery in the area is only going to overload those surgeries

Screen Name Redacted

11/01/2023 09:23 PM

Locum or another GP practice takeover situation is fine - current pressures on primary care can not continue. Open access such as open surgery would be far better than pre-booked as cross hands and Penygroes are currently offering. Short term would be increased demand but long term Would see a real terms decrease in contacts and a sustainable approach to primary care in the gwendraeth valley.

Screen Name Redacted

11/02/2023 03:41 PM

As I work in the other GP surgery that is in my area, if Tumble surgery were to close I would have to travel much further to be able to attend appointments/ have access to collect prescriptions etc. If I am in the catchment area

Screen Name Redacted

11/02/2023 07:20 PM

The NHS dental practice I was able to register with is in Llanelli, 12 miles distant £30 each way by taxi.

Screen Name Redacted

11/02/2023 07:28 PM

I had to go private, For broken tooth extraction using money I had reserved for my funeral expenses.

Screen Name Redacted

11/04/2023 01:24 PM

Why is there such a problem recruiting GP's? 33 million spent on 20mph speed signs would have paid for a nice gp practice here.

Screen Name Redacted

11/05/2023 04:57 PM

I would like to see the proposed health and well being centre delivered asap even if this means that it has to be managed directly by the health board

Screen Name Redacted

11/05/2023 05:05 PM

I want the new health centre to be delivered and it to include a GP service

Screen Name Redacted

11/06/2023 11:25 AM

I don't know if the changes mean that the doctor surgery will be in another area, but I hope not as Tumble and Cross Hands are on my doorstep.

Screen Name Redacted

11/06/2023 03:42 PM

There is no mention of a Health HUB why is there no Mention - The Health Board could get a law suit for not mentioning it- its making fools of people.

Screen Name Redacted

Please don't get rid of it I beg you

11/06/2023 04:59 PM

Screen Name Redacted

11/06/2023 05:02 PM

The system went wrong once they stopped open surgery if you are working they are not interested

Screen Name Redacted

11/06/2023 05:55 PM

It's impossible to get an appointment unless you are old age or not working the working age people don't get seen the reception staff need to be better trained need more telephone lines the office management in crosshands and tumble is appalling they need to get a grip on how to run an office and actually employ people with qualifications not friends and relatives and put back open surgeries and drop in times so that working people can see a doctor more easily like years ago doctors need to see more people i have had the same skin infection complaint since 2021 and seen a differen doc x2 times and a triage person x2 and still i have it untreated no wonder patients are dying from un diagnosed cancers and illnesses the staff don't care its not that they don't have time it's just easier to blame non efficiency on the effects of covid it worked before why can't it go back to the processes back then ? Excuses are easy doing it is harder.

Screen Name Redacted

11/06/2023 06:14 PM

Wasn't there a new surgery meant to be built behind b&am;? Maybe this would draw attraction for new GP's.

Screen Name Redacted

11/06/2023 06:43 PM

Given that we are a rural community it is of great concern as to where we would be transferred to if our registration is to be moved elsewhere. Elsewhere could be a long way away for some

Screen Name Redacted

11/06/2023 07:02 PM

Dentist is only easily accessible as I pay privately. There is a chronic lack of NHS dentistry

Screen Name Redacted

11/06/2023 07:33 PM

I would hate to be reassigned to a practice in Llanelli, simply because my address comes under Llanelli, when I'm fact I'm closer to Carmarthen. I've been registered here since birth and rely on knowing the practice is in the local village.

Screen Name Redacted

11/06/2023 07:39 PM

Please do not merge with Cross hands and penygroes lots of awful feedback about that GP Practice, rude unhelpful difficult to get appointments hence why I moved to cross hands and tumble who do an amazing job

Screen Name Redacted

What's happening about the new surgery building that we are

11/06/2023 07:50 PM

supposed to be having, including library and family areas. Have been promised for years. All the new estates in Cross hands area need doctors. The present surgeries can not cope with the number they have now so definitely can't accommodate the ones from Cross hands and tumble as well.

Screen Name Redacted

11/06/2023 08:38 PM

I personally would not want to change practice as I have been with this practice since a child. I would like to see it made easier to access the GP with face to face visits,rather than over the telephone.

Screen Name Redacted

11/06/2023 10:12 PM

Dr Brown will be a huge loss to our community. The level of care he provides is outstanding! Has the health board taken any steps in aiding the current contract holder to recruit additional doctors? Surely helping the current partners and encouraging them to keep the contract should be of the utmost importance in ensuring continuity of care. I note that you mention that the reason that the current contract holder is surrendering the contract is owing to the fact that they cannot recruit additional doctors to work at the practice. Subsequently how would another set of partners (who win the procurement) hope to recruit a sufficient number of doctors to deliver the service needed - surely they will encounter the same recruitment issues as the current partners? Having spoken to friends and colleagues in neighbouring villages - it is apparent that their GP surgeries are already running at capacity in terms of the number of patients as their feedback is that getting appointments to see the GP is extremely difficult. Consequently, I ask the question - can these neighbouring local practices really service the additional patients that will be allocated to them?

Screen Name Redacted

11/07/2023 10:45 AM

The loss of the facility would be a huge problem to people in this locality, many of whom do not have transport themselves.

Screen Name Redacted

11/07/2023 11:55 AM

Tumble needs decent access to GP services, it is not fair to expect other GPs in the area who are already stretched with their resources to take on thousands of other people and not fair to residents to travel further than necessary for basic healthcare

Screen Name Redacted

11/07/2023 01:44 PM

This is disappointing news, the surgery is so easy for us to walk to.

Screen Name Redacted

11/07/2023 01:53 PM

Please keep our Surgery in Cross Hands/Tumble. Don't want to be transferred to new practice really

Screen Name Redacted

11/07/2023 07:07 PM

It's a brilliant surgery

Screen Name Redacted

11/07/2023 09:23 PM

Transferring 7000 patients to other GP practices who have difficulty employing GP's will only add pressure and force those practices into the same situation. This is not the answer to this situation

Screen Name Redacted

11/07/2023 09:53 PM

Reliable and accessible medical help - pretty low bar really

Screen Name Redacted

11/07/2023 10:31 PM

I have had no complaints about the current GP service and think it is vital for the local community. They have always been warm, friendly and understanding and above all competent. As a parent, it is vitally important for a Community service for children.

Screen Name Redacted

11/08/2023 04:25 PM

I currently travel to Morrison for NHS dental treatment.

Screen Name Redacted

11/08/2023 05:59 PM

Information on the Surgery Website is always out of date and this needs to be improved. The system of repeat prescriptions fails so many patients each week. These phrases are so familiar 'Your script is not in the Pharmacy' when the surgery have said they have sent it down or vice versa. Lots of wastage in incorrect meds/volumes and examples of patients going without medication for a day or so do to poor systems and communication.

Screen Name Redacted

11/08/2023 07:09 PM

As we get older the locality of our Doctors Practice is currently ideal.

Screen Name Redacted

11/08/2023 07:20 PM

The current location of the my GP Practice is ideal for me as I can walk there and the Pharmacy is right next door.

Screen Name Redacted

11/08/2023 07:58 PM

I hope the health board will also consider the needs and preferences of the staff working within this practice.

Screen Name Redacted

11/08/2023 08:17 PM

Not being contacted about what is happening. The only way we find out are by news paper articles read by family members. Family members have read it on face book and e.mailed us.

Screen Name Redacted

11/08/2023 08:23 PM

Need to now how to get up to date information .

Screen Name Redacted

11/08/2023 08:29 PM

Consider needs of elderly who need support to get to the surgery!

Screen Name Redacted

11/08/2023 08:35 PM

Can we sort things out as quickly as possible very stressful for patients.

Screen Name Redacted

11/09/2023 12:31 AM

The main factor for consideration for me and my family is the provision is not over subscribed

Screen Name Redacted

11/09/2023 01:43 PM

Distributing patients to other GP practice would only mean more pressure on the services provided by them. If this was the option persuded, more investment would be needed into those practices to avoid over-loading their work-load.

Screen Name Redacted

11/09/2023 04:26 PM

Due to heart and mobility issues I am worried where my GP will be next year, even for just basic information like repeat prescriptions.

Screen Name Redacted

11/09/2023 04:30 PM

I was under the impression a new medical centre was to be built in crosshands. How can you put health of people against costs.

Screen Name Redacted

11/09/2023 05:45 PM

Please let us keep our surgeries in Tumble and Cross Hands. I need to be in contact with my doctors regularly due to health issues and need them to be close.

Screen Name Redacted

11/09/2023 05:57 PM

There needs to be a better prescription system between doctors and chemist, most people have issues when collecting prescriptions with items missing or even having other peoples scripts

Screen Name Redacted

11/09/2023 06:54 PM

On line appointments, better communication between practices.

Screen Name Redacted

11/09/2023 07:10 PM

I am concerned that I am heading towards old age and at some stage I may not have access to a car to travel to appointments. Keeping a doctors surgery within my locality will therefore become more important for me.

Screen Name Redacted

11/09/2023 07:21 PM

I would be concerned if they close ,due to me not having transport.

Screen Name Redacted

11/09/2023 08:33 PM

I've lived in Carmarthenshire all my life and been registered at Kidwelly and Nantgaredig previously.....Crosshands/Tumble has been the worse so far. The new integrated centre is way over due.

Screen Name Redacted

11/09/2023 08:45 PM

We as a family would like Tumble and Cross Hands doctors surgery's to stay as they are .Thank you .

Screen Name Redacted

11/09/2023 09:31 PM

I have a child who has special needs who attends the surgery. My brother has a severe stroke in January who depends on this surgery for ongoing care. Confusion because one minute a nice singing all dancing new surgery on the horizon then the next update is closing due to staffing issues. What is the unknown is very upsetting and distressing who will provide ongoing care. There are 5 of us who are patients at the surgery including my brother who is housebound

Screen Name Redacted

11/09/2023 09:35 PM

I am housebound due to having a stroke

Screen Name Redacted

11/10/2023 11:16 AM

I hope Tumble/Cross Hands will be able to stay open!

Screen Name Redacted

11/10/2023 06:33 PM

I have been unable to register with a dentist.

Screen Name Redacted

11/10/2023 10:22 PM

Health Facilities in crosshands are very poor at present due to the rise in population not being considered in service planning. The area needs to have a proper health centre with a team suitable for the size of the area its supporting. Prescription ordering needs to be better between drs and pharmacy. The dentist recently stopped nhs work so there is no provision anymore. Communication needs to be improved between services and the Gp service needs to be more accessible. I was recently referred to minor injuries just to find out if my tetanus was up to date because the gp practice wouldn't provide the info. A ridiculous situation that wasted so much of my time and 3 other nhs members of staff. I waited 5hrs just to give permission to a nurse to access my medical records! Doctors in current practice when you do see them are great and give good patient care. Please make it easier to connect patients with GPs when considering service provision. Train receptionists to triage patients properly or put a triage system in place with trained medical staff.

Screen Name Redacted

11/11/2023 06:55 AM

Would prefer to have Tumble surgery to remain open as it serves many people in the community. The surgery being in the village is so handy for the elderly and those who don't drive. There has always been a doctors surgery in the village and I personally would like to see it remain that way

Screen Name Redacted

11/11/2023 06:10 PM

I need my GPs care to be an easy transition due to my health deteriorating since COVID

Screen Name Redacted

11/11/2023 09:22 PM

With on going health issues it will be devastating and extremely worrying for the local practice to cease.

Screen Name Redacted

11/12/2023 09:11 AM

The are will not be able to take the stain on other surgeries. The community depend on the practics

Screen Name Redacted

11/13/2023 03:11 PM

Considering the size of the catchment area which is continuously growing the Gp practice is very much needed

Screen Name Redacted

11/13/2023 03:19 PM

This situation seems indicative of wider structural issues around the commissioning process. There has been little modernisation of the surgery. It is not clear what the implications of this will be and any implications are poorly communicated. As a large surgery I fail to see how near-by surgeries - already straining for capacity - will be able to absorb the number of patients. I'm also concerned about the travel implications for vulnerable and elderly patients or those who cannot travel far. Other issues include the likely knock on impact on A&E services and the loss of employment locally. What does this mean for the future of the proposed large new medical centre in cross hands?

Screen Name Redacted

11/14/2023 01:07 PM

I have lived here for 5 years and am still on a waiting list for a dentist, this is just another service which cannot be lost, not everyone has the ability to travel out of the area for these appointments and the bus service is awful.

Screen Name Redacted

11/14/2023 01:36 PM

I am very worried about having to relocate as my husband has had a bad experience at the Pontardulais surgery and I'm extremely nervous about moving to another surgery, having been at Tumble & Cross Hands almost all my life. Tumble surgery is very close which has been very convenient and Cross Hands is also not far. The

team there are lovely and have been great with my daughter and myself as a first time mother. I'd be extremely disappointed to lose this provision as I'm sure the other thousands of people affected are too. I'm curious to know how the patients in Tumble and Cross Hands are going to be accommodated in other practices? How far are we expected to travel for the service if this is closed down? Why is Penygroes not being closed, as this is also linked to Cross Hands?

Screen Name Redacted

11/14/2023 08:43 PM

We believed when relocating to Cross Hands, that a new surgery was to be built to replace the existing outdated surgery premises. The loss of a surgery within Cross Hands/Gorslas may well lead to us having to relocate again to a different area.

Screen Name Redacted

11/15/2023 12:13 PM

I have two young children and have a good relationship with the health visitor within the practice and I am concerned that if patients are transferred to other practice these will be over run and GP services already have long waits for routine appointments!

Screen Name Redacted

11/15/2023 12:13 PM

Other local surgeries have fee GP'S. I am concerned others will close if patients are dispersed

Screen Name Redacted

11/15/2023 01:32 PM

I have paid my National insurance all my life for me to be provided with health care. I find the service from the Surgery's very poor. Can not get an appointment when you need one, Having to phone the surgery early when you are ill. then not being able to see a doctor. The NHS needs a complete rethink. The incompetent Welsh assembly should have no input in to anyone's health care.

Screen Name Redacted

11/15/2023 01:47 PM

Local GP is an essential need

Screen Name Redacted

11/15/2023 02:32 PM

I really don't trust an untrained receptionist to triage calls. This all depends upon you mentioning a symptom that you might feel is irrelevant, and the receptionist asking the correct questions. A nurse practitioner should be first port of call and they could then direct you to suitable treatment, pharmacist or, send you strato the GP.

Screen Name Redacted

11/16/2023 08:30 AM

it needs to be easier to make an appointment without having to ring up and never get through.

Screen Name Redacted

My last smear test took 4 phone calls to get an appointment. Each

11/16/2023 08:34 AM

time I rang, I was told that they were fully booked. I said I would be happy to book for 3 or 4 weeks ahead but was told they hadn't got the rota organised to be able to do that.

Screen Name Redacted

11/16/2023 10:49 AM

It is a crying shame that the welsh government (or should I say puppet show) is pouring millions into political schemes like 20mph and more politicians in the senedd when the NHS is on it's knees and the actual local needs of the residents of wales are sidelined and ignored. I can't believe an area of the country is just potentially left high and dry without a GP service, and seemingly no real plan in place currently. Can the remaining GPs join the Penygroes practice and increase their capacity at Crosshands to take the Tumble patients? Can recruitment for Other nearby RURAL practices take place to increase their capacity to take the Tumble patients? Can the welsh government be lobbied for some cash that they clearly have and are happy to splash out on what they want so that decent Dr salaries can be offered to attract talent? Can pharmacies be empowered to more freely use their prescription qualifications and help clients more? Can more pharmacists be recruited to the phamcies in Cross hands and Tuimble so that they have capacity to consult for minor health problems to reduce the burden on GPs? Can online and e-consult be increased with neighbouring surgeries eg Penygroes?

Screen Name Redacted

11/16/2023 12:05 PM

I am reliant on public transport. I need a monthly prescription for Thyroxin which the Surgery sends to my designated Chemist i.e. Cross Hands Chemist from where it is delivered to my home.

Screen Name Redacted

11/16/2023 12:19 PM

Yes please...I have heard that there may be a new surgery being put up Maes Yr Eithin Retail Park or very near it. This would be perfect for not just my husband and I but for so many locals here including all the new houses being erected and they will all come to this neck of the woods due to lots of shopping being here to.

Screen Name Redacted

11/16/2023 02:15 PM

I believe many patients do not get the care they need due to the persistence required to access an appointment. The elderly especially. Remote appointments are fine sometimes but should not be the norm.

Screen Name Redacted

11/16/2023 03:14 PM

No

Screen Name Redacted

Closure of our practice leaves us with a great deal of anxiety as to

11/16/2023 04:08 PM

what our future care will involve.

Screen Name Redacted

11/16/2023 04:31 PM

I think all gp practises are at breaking point and therefore changing to a different practise would be very difficult

Screen Name Redacted

11/16/2023 05:45 PM

This is the worst news the locality could receive if the surgery is closed

Screen Name Redacted

11/16/2023 05:52 PM

It would be a big upset if the surgery was to close

Screen Name Redacted

11/16/2023 06:20 PM

Dentist appts are very scarce our dentist seem to have very few appointments, also easier access to get hold of the doctors while on lunch break at work it's difficult to get hold and secure an appt especially while booking things like smears

Screen Name Redacted

11/16/2023 06:45 PM

Find it hard to believe that they couldn't source 1 Doctor/Nurse. Maybe if the current Doctors worked full time instead of part time, imagine how much more appt there would be available to the patients and less stress to the Dr's to see so many when they only there part time. Closing a Doctors surgery shouldn't even be considered, why is there even a consultation on this, of course we want it to continue in our community, no one wants to go to another practice we'd never get an appt. Should be opening more drop in surgeries not closing a valued surgery. I can't believe this is even being considered. Surely 1 new Doctor can be found.

Screen Name Redacted

11/16/2023 07:19 PM

when is the new practice being built in Cross Hands. 10+ years later the ground works hav'nt started. Keep Tumble & Cross Hands Surgery open .

Screen Name Redacted

11/16/2023 08:00 PM

Locality of Cross Hands is ideal for for me and my elderly relatives. Also work for primary care so staying with Tumble/ Cross Hands Surgery would be preferable.

Screen Name Redacted

11/16/2023 08:17 PM

I would rather a managed practice than being allocated to another surgery

Screen Name Redacted

11/16/2023 08:23 PM

7,500 plus people should have access to quality health care, locally.

Screen Name Redacted

11/16/2023 09:28 PM

I appreciate that you don't always have to see a doctor when you have health issues. The pharmacist can help with advice and I've found them helpful and easy to access. It would be helpful to be able to fill out econsult at any time of the day and save it ready to send when the surgery is willing to accept them.

Screen Name Redacted

11/16/2023 09:37 PM

It seems that this area has come last in the NHS postcode lottery!!

Screen Name Redacted

11/17/2023 06:25 AM

It would be a shame to lose the surgeries as they have served the community for decades and should continue

Screen Name Redacted

11/17/2023 07:22 AM

The current system to book an appointment is absolutely terrible.I phoned reception 90 times between 8am and 8:45.Having then managed to speak to the receptionist to be told all the appointments had gone. This system needs reviewing to provide a level of service that people require.

Screen Name Redacted

11/17/2023 09:45 AM

No complaints when I have seen a Dr - abysmal management/service from admin team for 20 years

Screen Name Redacted

11/17/2023 09:51 AM

I am lucky with Dentist, as I am registered, BUT not in this area!!!!

Screen Name Redacted

11/17/2023 10:01 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/17/2023 10:02 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/17/2023 10:04 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/17/2023 10:07 AM

Completed by the BST, questionnaire received by Free post. The service that I have received over a 40 year period has been faultless and even during Covid I still had my monthly bloods taken by staff at Cross Hands Surgery

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/17/2023 10:10 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/17/2023 10:13 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/17/2023 10:13 AM

Screen Name Redacted

Need to keep it local

11/17/2023 10:16 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post WELSH SPEAKING STAFF, FRIENDLY AND HELPFUL RECEPTION STAFF

11/17/2023 10:20 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post wedi mynd i bractis ysuriant deintyddol. Lleol achos bod modd cael y gwasanaeth i gyd yn gymraeg. Byddain well gennyf fod mewn practis NHS ond doedd dim yn cyfwrng cymraeg i gael yn lleol

11/17/2023 10:25 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post IT IS IMPORTANT THAT SURGERY LIASES COMPETENTLY WITH PHARMACY REGARDING PRESCRIPTIONS. DIABETIC CLINIC NEEDS TO BE MORE ACCESSIBLE NOT WAITING 4 MONTHS FOR APPOINTMENT. AVAILAIBILITY FOR BLODD TESTS ESPECIALLY FOR THE ELDERLY. NOT HAVING TO TRAVEL 12 MILES FOR TREATMENTS/TESTS

11/17/2023 10:24 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post MORE AVAILAIBILITY AT SOURCE FOR BLOOD TESTS ETC. BETTER COMMUNICATION WITH RECEPTIONISTS AND PATIENTS

11/17/2023 10:27 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post I would like to see accessible clinics that can deal with a range of issues. Gp should be the last resort at this time i avoid and i ignore issues as i know appointments with the gp are the gateway but very difficult to get

11/17/2023 10:31 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post DENTIST, I HAVE OPTED FOR PRIVATE DUE TO POOR SERVICE AND LACK OF AVAILABILITY. PHARMACY SHOULD BE USED FOR GENERAL ASSISTANCE/AUTHORISING MEDICATION FOR SOME CONDITIONS. E-CONSULT IS VERY GOOD AND IF THIS COULD

11/17/2023 10:32 AM

BE LINKED IN WITH PHARMACY COULD HELP

Screen Name Redacted

11/17/2023 10:37 AM

Completed by the BST, questionnaire received by Free post AS WE LIVE IN CWMGWENDRAETH ALL RECEPTIONIST SHOULD SPEAK WELSH AND AT LEAST 2 DOCTORS ON THE TEAM. RECEPTIONISTS SHOULD SAY THEIR NAME ON THE PHONE WITHOUT YOU HAVING TO ASK

Screen Name Redacted

11/17/2023 10:38 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/17/2023 10:43 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/17/2023 10:43 AM

Completed by the BST, questionnaire received by Free post ALL STAFF SHOULD BE WELSH SPEAKING AND CAN PRONOUNCE THE NAMES OF HOUSES STREETS AND VILLAGES

Screen Name Redacted

11/17/2023 10:47 AM

Completed by the BST, questionnaire received by Free post BASIC DUTIES IT BLOOD TESTS, MINOR SURGERY ETC. TO BE ACCESSIBLE FROM ALL LOCAL SURGERIES

Screen Name Redacted

11/17/2023 10:49 AM

Completed by the BST, questionnaire received by Free post maen handd i gael apwyntiad i weld meddyg

Screen Name Redacted

11/17/2023 10:50 AM

Completed by the BST, questionnaire received by Free post IT IS VERY DIFFICULT AND FRUSTRATING TO MAKE AN APPOINTMENT WITH THE DOCTOR

Screen Name Redacted

11/17/2023 10:53 AM

Completed by the BST, questionnaire received by Free post Telephone doctors appointments do not work, receptionists are not qualified to offer a medical opinion

Screen Name Redacted

11/17/2023 10:54 AM

Completed by the BST, questionnaire received by Free post WHEN I HAD PROBLEMS WITH MY HEARING I WAS IMMEDIATELY REFERRED TO GLANAMMAN HOSPITAL FOR TREATMENT

Screen Name Redacted

11/17/2023 10:56 AM

Completed by the BST, questionnaire received by Free post blood test minor surgery

Screen Name Redacted 11/17/2023 10:56 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 10:59 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:02 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:14 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:08 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:10 AM	Our practise is personal and have been with us through our lives. They know and understand without having to go through everything each time. A known doctor helps with the confidence to speak out on a problem. Make Dr Llinos Roberts head of the practise.
Screen Name Redacted 11/17/2023 11:16 AM	Completed by the BST, questionnaire received by Free post Local pharmacist, alix in crosshands, goes above and beyond in giving a high quality service and needs to be recognised. as a small independent pharmacy he and his staff offer polite friendly service
Screen Name Redacted 11/17/2023 11:16 AM	I WOULD LIKE IT TO CARRY ON AS IT IS. MY FAMILY HAVE BEEN AT THIS PRACTICE FOR SEVERAL GENERATIONS
Screen Name Redacted 11/17/2023 11:18 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:18 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:21 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:24 AM	Completed by the BST, questionnaire received by Free post mae angen canolfan iechyd fodern ar ardal NAWR

Screen Name Redacted 11/17/2023 11:24 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:27 AM	Completed by the BST, questionnaire received by Free post The above are all good, but have waited 6 months for a phone assessment not an actual appointment, not sure how long that will be
Screen Name Redacted 11/17/2023 11:31 AM	Completed by the BST, questionnaire received by Free post I feel the need in a village this size a doctor is paramount
Screen Name Redacted 11/17/2023 11:31 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:33 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:34 AM	hopefully if the practise is taken over, appointments will be easier to make and get
Screen Name Redacted 11/17/2023 11:38 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:39 AM	Completed by the BST, questionnaire received by Free post WE MUST MOVE AWAY FROM THE EXISTING PRACTICE OF RINGING THE SURGERY AT 8.30AM AND BEING TOLD ALL THE APPOINTMENTS HAVE GONE AND TO RING TOMORROW. THIS SO SO UNHELPFUL, THERE MUST BE A BETTER WAY
Screen Name Redacted 11/17/2023 11:44 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:42 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:44 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/17/2023 11:47 AM	Completed by the BST, questionnaire received by Free post

Screen Name Redacted 11/17/2023 11:50 AM	Completed by the BST, questionnaire received by Free post a new resource centre with integrated service
Screen Name Redacted 11/17/2023 11:53 AM	Completed by the BST, questionnaire received by Free post Ideally new resource centre in cross hands would be best solution for me
Screen Name Redacted 11/17/2023 12:11 PM	I am concerned that this practice will cease to offer services - especially to us, the older generation.
Screen Name Redacted 11/17/2023 12:21 PM	I would strongly prefer to remain a patient at Cross Hands and Tumble Surgery.
Screen Name Redacted 11/17/2023 02:01 PM	As my husband and I are elderly patients with multiple health problems, and I have the care of my husband as well as myself, I am finding this time extremely frightening and worrying.
Screen Name Redacted 11/17/2023 02:42 PM	The loss of Tumble surgery will be hard. I do not drive, public transport is very thin and as I grow older, I fear for my ability to access health care.
Screen Name Redacted 11/17/2023 03:20 PM	I have found access to a doctor relatively easy as far as a telephone appointment the difficulty comes when a face-to-face becomes necessary and then the length of time necessary for this to happen.
Screen Name Redacted 11/17/2023 03:21 PM	Please note I am elderly and will not always have the use of my own car, so a local surgery would best suit me!
Screen Name Redacted 11/17/2023 06:34 PM	Transport links to other areas are poor. Cross Hands surgery has always been the hub of the community serving its patients for decades. With the growth of Cross Hands a local surgery is essential. Let's not leave the area down again like the dentists have!
Screen Name Redacted 11/17/2023 07:17 PM	Needs to be high quality clinical care by named individuals .Continuity of care is needed and accessibility.Finally dpha needs to realise the big nos of new housing built in xhands recently. Finally where o where is the new xhands health centre.

Screen Name Redacted
11/17/2023 08:20 PM

Very difficult to have NHS Dentist !! I pay privately to see a Dentist with a lot of money which is difficult, after paying national insurance all my working life.

Screen Name Redacted
11/17/2023 08:44 PM

Sometimes telephone appointments are not allways suitable. Also it's very difficult to get through as instructed early in the morning. Alot of the time ringing in all morning you still can't get through. Surely something more efficient could be set up. & why can't you ring anytime during the day if you need access to a GP.

Screen Name Redacted
11/18/2023 09:09 AM

The community need this service. Taking it away will put added stress on Hospitals that are already struggling.

Screen Name Redacted
11/18/2023 10:02 AM

No

Screen Name Redacted
11/18/2023 10:38 AM

The thought of losing the surgery from our local community is very concerning due to limited public transport

Screen Name Redacted
11/18/2023 11:30 AM

I would prefer to stay in my current surgery under new doctors, however If dispersal was the option chosen I hope that my household would all be under the same Surgery.

Screen Name Redacted
11/18/2023 11:53 AM

if we have to moved to a different surgery we all move as a house hold as appointments could be a problem.

Screen Name Redacted
11/18/2023 12:34 PM

none

Screen Name Redacted
11/18/2023 01:35 PM

I have spoken to doctors recently at the surgery recently and been to the practice to resolve any problems

Screen Name Redacted
11/18/2023 02:07 PM

Dentist provision is appalling as you are aware. Children are being let down and in pain as are adults

Screen Name Redacted
11/18/2023 02:36 PM

Do not like the system of phoning at 8 to 9 am for appointments to see a G P it s like fastest finger first also listing to the same monotos message on the recording message on the phone

Screen Name Redacted

11/18/2023 04:35 PM

I would like it easier to make an appointment to see doctor and see him or her the same day

Screen Name Redacted

11/18/2023 06:35 PM

I don't not wish to change surgeries. Cross Hands is very accessible & Tumble is within walking distance.

Screen Name Redacted

11/18/2023 06:41 PM

I do not want to be transferred to another practice if possible

Screen Name Redacted

11/18/2023 10:28 PM

I have been a patient in the practice for 50 years. This provides a personal wellbeing attitude because of the confidence having a professional team of personnel to provide health support when needed.

Screen Name Redacted

11/18/2023 11:50 PM

It would be great if some sort of dentistry solution could be found too but the loss of the surgery would be detrimental

Screen Name Redacted

11/18/2023 11:51 PM

If you are planning on moving patients to other practices in the Amman Gwendraith cluster then you should be consulting ALL the patients of these practices as it will have a major impact on the services that there current practice can provide them. You would be better moving the 7,500 patients to Llanelli practices.

Screen Name Redacted

11/19/2023 10:36 AM

We moved to the area only 3 months ago, it has taken time for them to access our records and for us to get used to the surgery, we both need regular medication, the thought of going through this change again it stressful.

Screen Name Redacted

11/19/2023 10:51 AM

This is a large area with many number of patients. I feel there must be a GP service for the community. The area continues to grow and to not have doctor services locally would make it difficult for many to access health care. Without it there would be a huge strain placed on other surgeries and the local hospitals. We need the contract to be handed to someone else.

Screen Name Redacted

11/19/2023 02:38 PM

Sad, and very worried as have major health problems

Screen Name Redacted

11/19/2023 06:18 PM

Access to Tumble surgery is very difficult, as I'm unable to go up the steps and as I have no phone I can't announce I am at the door.

Screen Name Redacted 11/19/2023 07:18 PM	I don't drive,I can easily walk or get a bus.
Screen Name Redacted 11/19/2023 08:15 PM	It been very sad if the doctors.close in march we all so worried where we go for our doctors might be away from where we.all live , we are a community in tumble and.crosshands
Screen Name Redacted 11/19/2023 08:59 PM	Opticians are easy because you pay however now being 61 I don't my dentist is now private so I pay cannot access an nhs dentist
Screen Name Redacted 11/20/2023 01:09 AM	Penygroes is already above capacity and I can't see any other practices having capacity
Screen Name Redacted 11/20/2023 07:27 AM	Have been going without prescribed meds for a long time now due to inability of GP and dispensing chemist to coordinate. Appointment system has become unclear and erratic since covid and surgery has become increasingly inaccessible if working. Maybe new management and a practice overhaul would benefit care providers as well as patients.
Screen Name Redacted 11/20/2023 10:05 AM	It would be helpful that we could be able to see your gp when you phone and to make appointments. The reason you phone in the first place is that you need to see a gp. I don't believe that Dr's can diagnose you over the phone without seeing you.
Screen Name Redacted 11/20/2023 10:29 AM	I have had to give up driving, so transport is a huge problem, so find it difficult to get anywhere
Screen Name Redacted 11/20/2023 11:01 AM	N/A
Screen Name Redacted 11/20/2023 11:34 AM	nn
Screen Name Redacted 11/20/2023 12:08 PM	It is of concern that this important facility is under threat. I am 75yrs old and although generally in good health it is a worry that this important service is under threat and being able to regularly get my ongoing prescription for eye drops without hassle is very important.

Screen Name Redacted 11/20/2023 12:18 PM	My answer to Q5 would be the same for any GP practice and does not apply to solely to Cross Hand/Tumble
Screen Name Redacted 11/20/2023 12:31 PM	None
Screen Name Redacted 11/20/2023 03:34 PM	The appointment system needs changing so you can pre-book a face to face appointment and not have to wait all day for a doctor to phone you back and not even examine you.
Screen Name Redacted 11/20/2023 03:33 PM	My wife and two daughters are with Penygroes Cross Hands and it would be beneficial for us as a family if we were all under yhe same practice
Screen Name Redacted 11/20/2023 06:23 PM	Person house bound does not go out
Screen Name Redacted 11/20/2023 06:52 PM	Having to wait for doctor to ring back . Very awkward if you're in work and can't accept the call
Screen Name Redacted 11/20/2023 08:24 PM	Its not caring enough to just have different locums all the time. Health issues need to be followed up. Need properly trained GPs. AND helpful telefonists/receptionists
Screen Name Redacted 11/20/2023 08:43 PM	Dr Richard Brown at CH & T surgery has been a great GP to all our family members
Screen Name Redacted 11/20/2023 09:33 PM	The other services in the area are very poor. I am still registered for my childhood dentist in Gorseinon as I could not get a space in any dental surgery nearby. I find it hard to understand why there was difficulty finding a GP or advanced prac as my mother is an advanced prac and provided her CV to Tumble Surgery almost two years ago when she was looking to change her work location. She even contacted them within the last 6 months to see if they were interested when she had a day free up at her current surgery. Would be interested to know what the reasons so not being able to find someone suitable was.
Screen Name Redacted	Due to mobility issues ,arthritis and other health issues and no

11/20/2023 10:59 PM

transport I need health care to continue locally as I am 77 years of age and do not drive.

Screen Name Redacted

11/21/2023 05:29 AM

I have to pay privately for dental care as I have not been able to secure an nhs appointment

Screen Name Redacted

11/21/2023 09:19 AM

The loss of 'my surgery' would be extremely unsettling. If I was sent to another practice would they be unbiased in their care of a transferred individual?

Screen Name Redacted

11/21/2023 09:54 AM

The Llannon Ward needs an accessible NHS dentist facility. If new a doctors facility is going to happen then it needs to provide a reliable community transport service.

Screen Name Redacted

11/21/2023 10:13 AM

Under the current circumstances, the team working at tumble and Crosshands surgery have been incredible. Losing tumble and Crosshands surgery in it's entirety would be of significant detriment to the local community. As nurses, both my husband and I have serious concerns about the health of the community and access to appropriate services.

Screen Name Redacted

11/21/2023 11:11 AM

I am so disappointed that Tumble surgery, Is closing. Having used the practice since my childhood. I am unable to drive so I find it so much easier to be able to get too Tumble surgery rather than Cross Hands, so this situation is causes anxiety. There is also the financial problem, As if I need a taxi too take me and return to take me home it is expensive for me as I am on benefits. With the cost of living now I struggle which can cause anxiety for me. Being a carer for my housebound mother, I find it easier to visit Tumble Drs as I don't have too leave my mother on her own for so long as I do going to Cross Hands surgery. It is easier and cheaper to get my mother up too Tumble surgery rather than further away. This incurs finding money for a taxi both ways as my mother struggles too walk.

Screen Name Redacted

11/21/2023 12:31 PM

This is a complete shambles and the stress and anxiety on me and my family is not appreciated. As Neurodiverse people we want to be heard and have access to the same care as everyone else.

Screen Name Redacted

11/21/2023 01:51 PM

The current system is unsustainable, it it literally impossible to pre-book an appointment. The e-consult system is not working (at this practice, at least) as responses are very delayed and then merely ask

you to contact the practice to book an appointment anyway!

Screen Name Redacted

11/21/2023 02:53 PM

all i want is medical security.

Screen Name Redacted

11/21/2023 03:22 PM

Having access to doctors in Cross Hands is very important to me given that I cannot drive and I'm 81.

Screen Name Redacted

11/21/2023 03:53 PM

It's about time the GPs in Tumble left before the Health Board are required to investigate patient safety concerns. However, the Health Board could take a modern approach and introduce a blend of new technology and systems alongside trained staff, including nurse led. I suspect this concept would fail at the first hurdle due to the IT leaders within the Health Board being rubbish and not future proofing services in comparison to other modern health systems/primary care services. Hywel Dda have the worst IT team to deliver...well anything modern. It is disappointing the Health Board are looking for the answers from the public. Other practices cannot accommodate the patient and if you look at Pontyberem you'll be putting the GPs into early retirement and loose a dermatologist! All consequences of all options should be considered by the Health Board team before decisions are made. A modern approach is the only way the Health Board can entice good people to service the population. Half arsed sticky plasters will fail or give sub-optimal care to patients. Having said that we were getting sub-optimal care from these GPs anyway!!

Screen Name Redacted

11/21/2023 05:52 PM

Face to face appointments for same day. Not having to ring at 8am to be then told at 8.15 all slots gone. Some receptionists think they are doctors and some are extremely rude

Screen Name Redacted

11/21/2023 06:45 PM

We had a good service from G.Ps practice but since lock down service has been very very limited

Screen Name Redacted

11/21/2023 06:47 PM

Housebound patients in late 80s. They do not live in the typical catchment of the surgery however have been with the surgery all their lives. Very worried that the healthboard will make them move surgery which they don't want to do: this would cause great upset and distress at this stage in their lives.

Screen Name Redacted

11/21/2023 06:51 PM

appointments need to be more readily available. Gp,s need to see their patients

Screen Name Redacted

11/21/2023 07:59 PM

Whilst I appreciate that the nhs have had a tough few years, what people need is a gp practice that they can rely on and have faith in. Currently, I don't feel this is the case.

Screen Name Redacted

11/21/2023 08:37 PM

I believe there are far too many new houses being built with more families to even consider closing this practice. It is difficult enough trying to get appointments, if all the pts are allocated to another GP practice then getting an appointment will be even harder.

Screen Name Redacted

11/22/2023 10:04 AM

We have always appreciated the GP services that we have received when needed and it is essential that these are maintained locally in view of the continuing housing and other developments in the area. There are many medical matters where a face to face appointment is essential and access to such support where necessary is vital. If we will have to transfer to another practice then we should surely do so sooner rather than later to maintain consistency of treatment. How will this be ensured if we have to change practices in April ?

Screen Name Redacted

11/22/2023 11:11 AM

It would be wonderful if e.g. Penygroes surgery in the Cross Hands health centre could potentially keep the G.P.'s from Tumble n Cross Hands on within its practice.

Screen Name Redacted

11/22/2023 12:21 PM

I would never thought that such time will come when I be left with no doctor surgery to go to.

Screen Name Redacted

11/22/2023 02:22 PM

None

Screen Name Redacted

11/22/2023 05:15 PM

Concern about having people who are not fully qualified giving diagnosis if no medical background for example advanced practitioners had bad experience and wrong diagnosis

Screen Name Redacted

11/22/2023 05:23 PM

The hardest thing is getting an appointment from the front of house staff

Screen Name Redacted

11/22/2023 06:13 PM

Services used to be so easy and accessible to all .

Screen Name Redacted

I'm happy with either options so long as I can get an appointment

11/22/2023 06:27 PM

Screen Name Redacted

11/22/2023 06:28 PM

there's been lots of new housing built in the area which has put a strain on services

Screen Name Redacted

11/22/2023 06:30 PM

I could go to Pontyberem, same distance in travel for me

Screen Name Redacted

11/22/2023 06:34 PM

I have never seen a practice nurse. I had my flu and Covid jabs at the chemist and that was very good.

Screen Name Redacted

11/22/2023 06:36 PM

every time I've been the waiting room has been empty but we're constantly being told how busy they are

Screen Name Redacted

11/22/2023 06:37 PM

I would prefer to be registered at Llandeilo because of where I live

Screen Name Redacted

11/22/2023 06:39 PM

Public transport is poor

Screen Name Redacted

11/22/2023 06:41 PM

Public transport is poor. I'm worried the chemist may close too

Screen Name Redacted

11/22/2023 06:43 PM

I have decided to try to register in Ammanford as it's closer for me. It's practically impossible to get an appointment at Cross Hands or Tumble now. I am diabetic and I haven't had a check in ages.

Screen Name Redacted

11/22/2023 07:03 PM

Would like it to stay the same .

Screen Name Redacted

11/22/2023 07:16 PM

As I'm disabled and totally dependent on others the GP practice knows me well.

Screen Name Redacted

11/22/2023 07:52 PM

Well established GP practice is crucial to my well being.

Screen Name Redacted

11/22/2023 10:02 PM

Totally useless service, Penygroes just as bad

Screen Name Redacted
11/23/2023 10:13 AM

for people who work, access to a GP has become almost impossible. I am unable to make an appointment to see a GP under any circumstance. The only access is via a telephone system at 8am each day, and then wait for a callback. I am unable to take the call as I am working, thus I can never see a GP.

Screen Name Redacted
11/23/2023 12:02 PM

I'm gutted the surgery is closing as I feel the doctors are very good. Very sad to hear.

Screen Name Redacted
11/23/2023 12:14 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 12:21 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 12:31 PM

Completed by the BST, questionnaire received by Free post The system of having to try ringing the surgery is very onerous, inefficient and too time consuming. Having to try up to ten times to get through only to be told that all slots are taken up is extremely frustrating

Screen Name Redacted
11/23/2023 12:46 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 12:49 PM

Completed by the BST, questionnaire received by Free post difficulty getting appointments

Screen Name Redacted
11/23/2023 12:54 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 01:04 PM

Hoping that the system will uphold the valued services that have been provided in the locality in the past.

Screen Name Redacted
11/23/2023 01:46 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 01:48 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/23/2023 01:53 PM

Completed by the BST, questionnaire received by Free post sadly the NHS is in turmoil

Screen Name Redacted

11/23/2023 01:56 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 01:59 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:14 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:12 PM

I have been a patient at this surgery for over 25 years, I have taken great pride in the speed and efficiency offered by the practice, from what I have heard of other areas patients at this surgery/practice have much to be grateful for, this also being relevant to, the quality and professionalism of the Doctors within the surgery

Screen Name Redacted

11/23/2023 02:16 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:19 PM

Completed by the BST, questionnaire received by Free post would like our practice to have other services within the practice such as bloods. minor treatments

Screen Name Redacted

11/23/2023 02:25 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:30 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:32 PM

Completed by the BST, questionnaire received by Free post no

Screen Name Redacted

11/23/2023 02:36 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 02:44 PM

Completed by the BST, questionnaire received by Free post my dentist has cancelled 2 appointments and are writing to let me know my options

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 02:48 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 02:50 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post we need more gps the other partnerships would struggle if they took on more patients. in my opinion it would add more pressure on them and no advantage to the lack of care needed

11/23/2023 02:55 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 02:57 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:00 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:01 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:07 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post how much longer will we get the health centre promise for cross hands

11/23/2023 03:08 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:12 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:14 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:16 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:18 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:20 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:22 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:26 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post as I suffer from sleep apnoea and probably be stopped from driving in the near future a surgery within a short bus ride is essential for me

11/23/2023 03:32 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:45 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 03:50 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post more home visits are essential as i get older, knowing who to deal with

11/23/2023 03:52 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 04:15 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 04:17 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post confirmation that families will not be split up around different surgeries. Surgeries are at capacity, plans need to be made to address this issue not add more pressure to existing surgeries

11/23/2023 04:31 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post due to myself being type 1 diabetic, need medical supplies from doctor prescription

11/23/2023 05:05 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 05:07 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post my dentist has also told me they no longer offer NHS care so i dont have one. I cant afford a plan or private opticians are also very busy and have no appts for working people. I have to take leave. I need my leave to look after my elderly parents. Cross hands is growing so fast,

11/23/2023 05:12 PM

we need more drs surgeries - not less. The remaining GP surgeries cannot cope with taking on so many more patients

Screen Name Redacted

11/23/2023 05:16 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:18 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:20 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:22 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:24 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:27 PM

Completed by the BST, questionnaire received by Free post this community needs a doctors nearby which can be accessed daily.

Screen Name Redacted

11/23/2023 05:33 PM

Completed by the BST, questionnaire received by Free post This practice makes me feel as if i am an inconvenience and i know i am not alone in this. I avoid the doctor as a result and that is not how it should be. Certain staff members are rude and inefficient which given the job they are in is worrying. There is too much emphasis on "some info about you" than actual health care service concerns which just about sums up current attitudes. Who cares about religion, gender,salary etc..... I am? this is about services or at least it should be. 4 slides of a4 compared to 1 of health care options. pathetic. all fluff no substance

Screen Name Redacted

11/23/2023 05:35 PM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/23/2023 05:38 PM

Completed by the BST, questionnaire received by Free post if they decide to operate the surgery via an alternative provider it should be considered bringing back the open surgery between 8:30-10am at least you would be able to see a doctor

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 05:41 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 05:43 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post solution needs to provide stability and continuity. expand services provided rather than restricting. NEED good mix of staff with skills/disciplines

11/23/2023 05:46 PM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/23/2023 05:49 PM

Screen Name Redacted

Poor public transport makes attending very difficult as I'm registered disabled. 2. The annoying,frustrating and difficult system of ringing at 0800 in the morning for an appointment. Most re dials for me is 267...then to be told nothing available , try tomorrow. What is the necessity of questions 16 onwards.?

11/23/2023 08:14 PM

Screen Name Redacted

Tumble surgery has gone downhill within a short time. Lack of funding I'm Sure is the main reason, but also lack of polite GP'S. There is one partner particularly offensive to many patients due to his lack of patient care, concern and sometimes extremely rude manner. There is always appointments to see him. Whereas the couple of very approachable doctors left, ie Dr Brown, Dr Roberts are extremely popular hence almost impossible to get to see. The staff work so hard and it must be extremely difficult for them to continue working during a very unknown future. How we long for some normality and getting our good NHS standards back again

11/24/2023 05:20 AM

Screen Name Redacted

Having access to a local practice is essential for everyone, especially the elderly. Being able to make an appointment to see your GP should not be so difficult. To be asked to ring at 8 am and then asked if it's an emergency is just not acceptable. Making a routine appointment is impossible.

11/24/2023 07:12 AM

Screen Name Redacted

You say dentists, we have been on a waiting list for 5 years and cannot access one,

11/24/2023 08:07 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post

11/24/2023 08:14 AM

Screen Name Redacted

Completed by the BST, questionnaire received by Free post GP

11/24/2023 08:28 AM practice needs a nurse to take bloods, travelling a 20 mile around trip e.g. Glangwili hospital for a blood test is just impossible for the older generation

Screen Name Redacted
11/24/2023 08:38 AM Completed by the BST, questionnaire received by Free post As time goes by it is more important to be treated by people you know

Screen Name Redacted
11/24/2023 08:41 AM Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/24/2023 08:50 AM Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/24/2023 08:44 AM Completed by the BST, questionnaire received by Free post As the years go by, it is important that we be treated by doctors who know our care history

Screen Name Redacted
11/24/2023 08:46 AM Completed by the BST, questionnaire received by Free post As we get older it is more and more important that we have care from doctors who we know and who know us

Screen Name Redacted
11/24/2023 08:51 AM Completed by the BST, questionnaire received by Free post It is devastating news for us as a family. The convenience of the Practice in Crosshands/ Tumble and proximity to other Primary care providers is invaluable , There are also bus stops near by

Screen Name Redacted
11/24/2023 08:55 AM Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/24/2023 08:55 AM Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/24/2023 09:00 AM Completed by the BST, questionnaire received by Free post

Screen Name Redacted
11/24/2023 08:59 AM Completed by the BST, questionnaire received by Free post no

Screen Name Redacted
11/24/2023 09:02 AM Completed by the BST, questionnaire received by Free post Familiarity of surroundings and medical staff, help when seeking

assistance / advice

Screen Name Redacted

11/24/2023 09:04 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:08 AM

Completed by the BST, questionnaire received by Free post dental provision is a disgrace

Screen Name Redacted

11/24/2023 09:07 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:09 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:10 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:12 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:18 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:20 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:22 AM

Completed by the BST, questionnaire received by Free post

Screen Name Redacted

11/24/2023 09:26 AM

Completed by the BST, questionnaire received by Free post With an ageing community (self included) the need for a local GP practice is off high importance for local people

Screen Name Redacted

11/24/2023 09:28 AM

Completed by the BST, questionnaire received by Free post Crosshands & Tumble have a large population of older people and local facilities are of a must v

Screen Name Redacted

11/24/2023 09:32 AM

Completed by the BST, questionnaire received by Free post It would be a "pain" if surgery closed

Screen Name Redacted 11/24/2023 09:34 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 09:36 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 09:39 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 09:43 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 09:45 AM	Completed by the BST, questionnaire received by Free post It would be very good to have a local NHS dentist and optician too
Screen Name Redacted 11/24/2023 09:48 AM	Completed by the BST, questionnaire received by Free post It would be advantages to continue at Crosshands Surgery
Screen Name Redacted 11/24/2023 09:50 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 09:52 AM	Completed by the BST, questionnaire received by Free post Hopefully the situation can be resolved
Screen Name Redacted 11/24/2023 09:55 AM	Completed by the BST, questionnaire received by Free post Dentist a nightmare
Screen Name Redacted 11/24/2023 09:57 AM	Completed by the BST, questionnaire received by Free post
Screen Name Redacted 11/24/2023 10:49 AM	Completed by the BST, questionnaire received by Free post Health centre for the area
Screen Name Redacted 11/24/2023 10:52 AM	Completed by the BST, questionnaire received by Free post Health centre for area
Screen Name Redacted 11/24/2023 11:13 AM	I don't visit or contact surgery very often except for repeat prescriptions however, my husband had a heart attack family recently & we need continuity. We are getting older & do not want to

have to change GP & have to try to build confidence again

Screen Name Redacted

11/24/2023 05:44 PM

With the increase in population in the Crosshands area, there is an even greater need to maintain our doctors surgery in Crosshands.

Screen Name Redacted

11/24/2023 07:27 PM

This is a very rural area and we need a car to travel anywhere, so convenience is important. We don't want to travel into Llanelli or further to access these services.

Screen Name Redacted

11/24/2023 07:42 PM

These do not apply to Cross Hands Surgery

Screen Name Redacted

11/24/2023 09:53 PM

Please try and keep this surgery open thankyou

Screen Name Redacted

11/26/2023 10:54 AM

Very difficult to access free national health dental care. Expensive private plans are the only option and not everyone can afford this necessity.

Screen Name Redacted

11/26/2023 04:12 PM

Hope that someone actually reads ALL responses and actions accordingly.

Screen Name Redacted

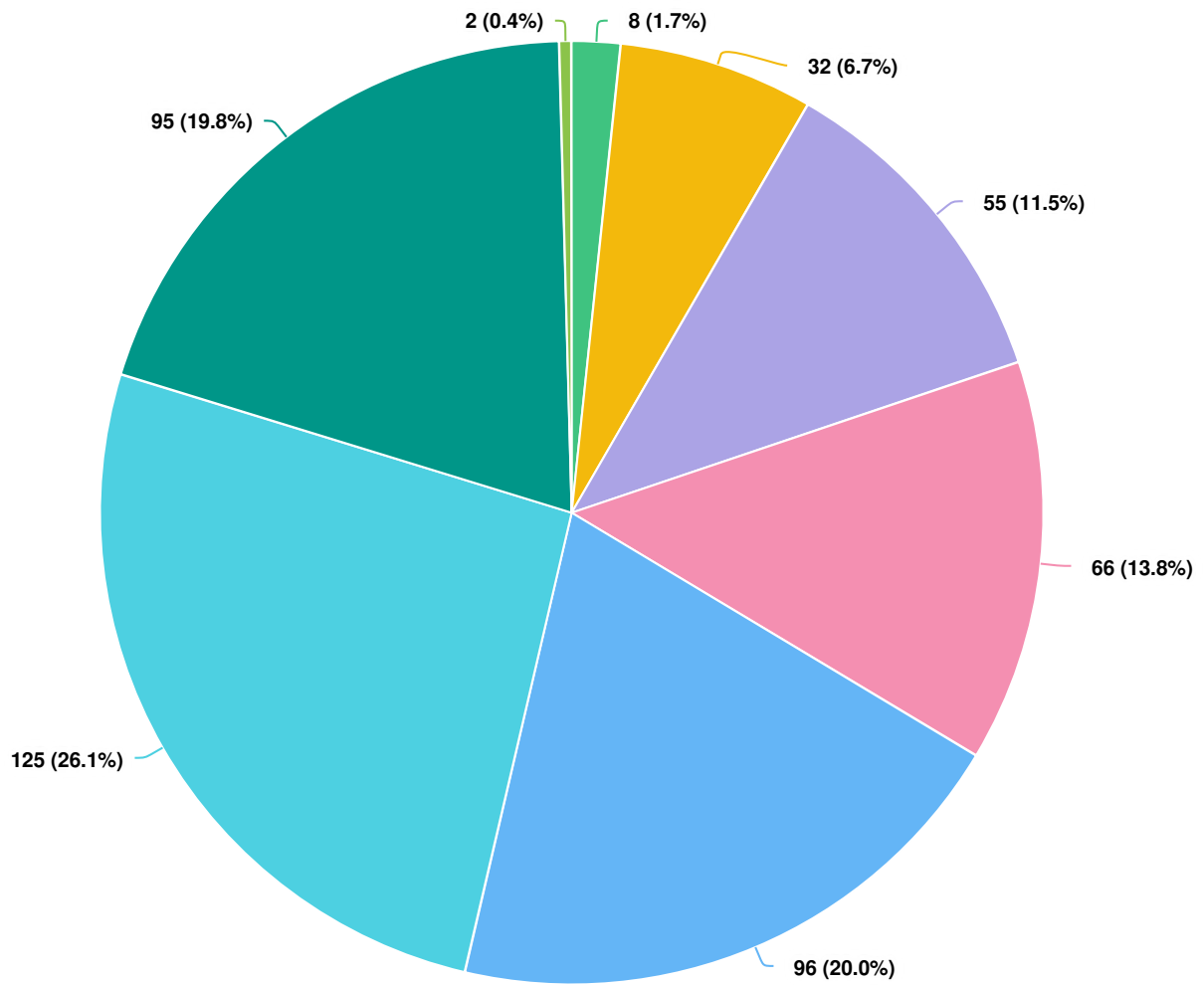
11/26/2023 09:29 PM

It is very concerning the future of medical provision within in the Tumble, Cross Hands area.

Optional question (360 response(s), 140 skipped)

Question type: Essay Question

Q8 How old are you?

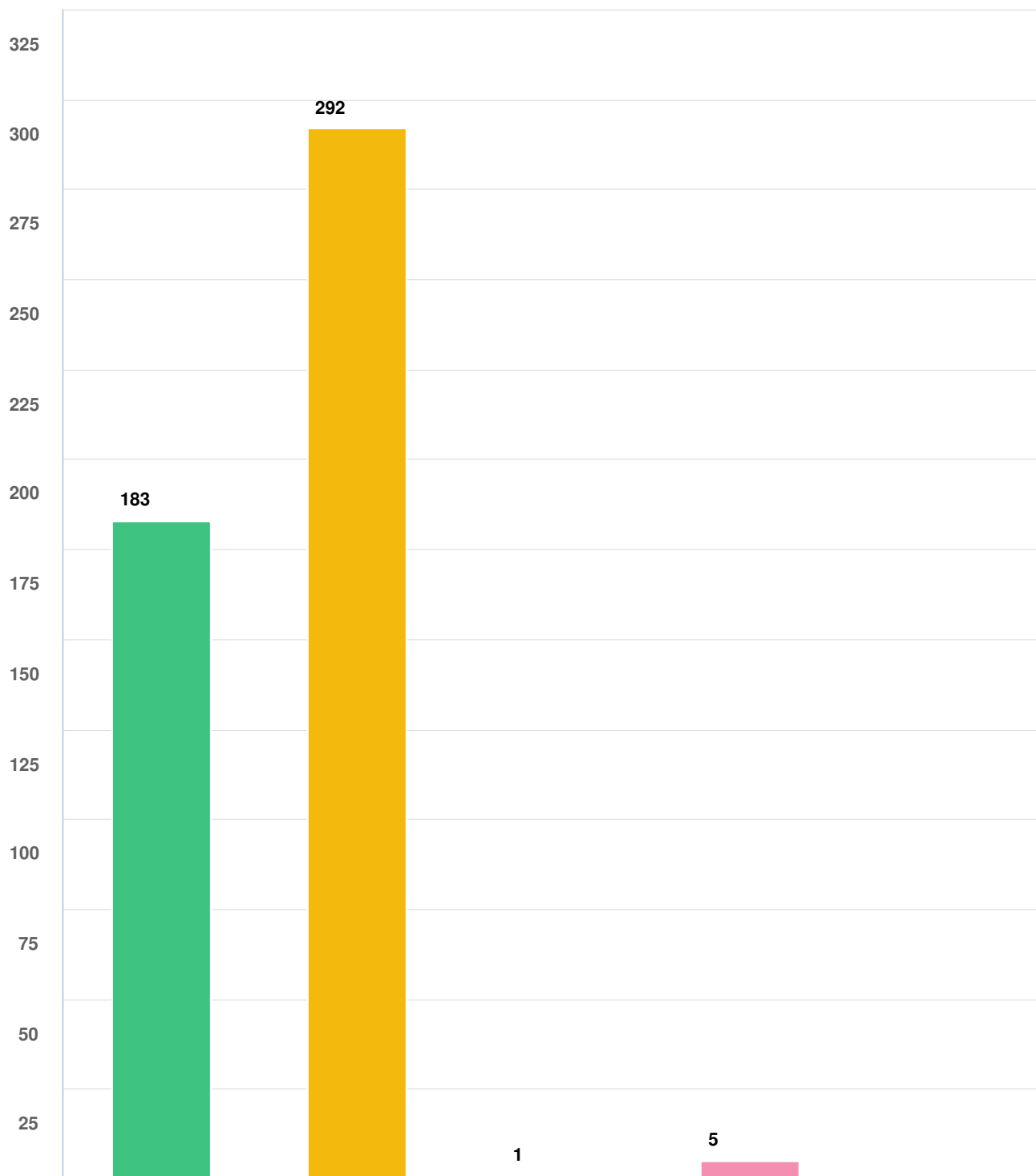


Question options

- Prefer not to say
- 75 and above
- 65-74
- 55-64
- 45-54
- 35-44
- 25-34
- 18-24

Optional question (479 response(s), 21 skipped)
Question type: Dropdown Question

Q9 What best describes your gender? (Tick all that apply)

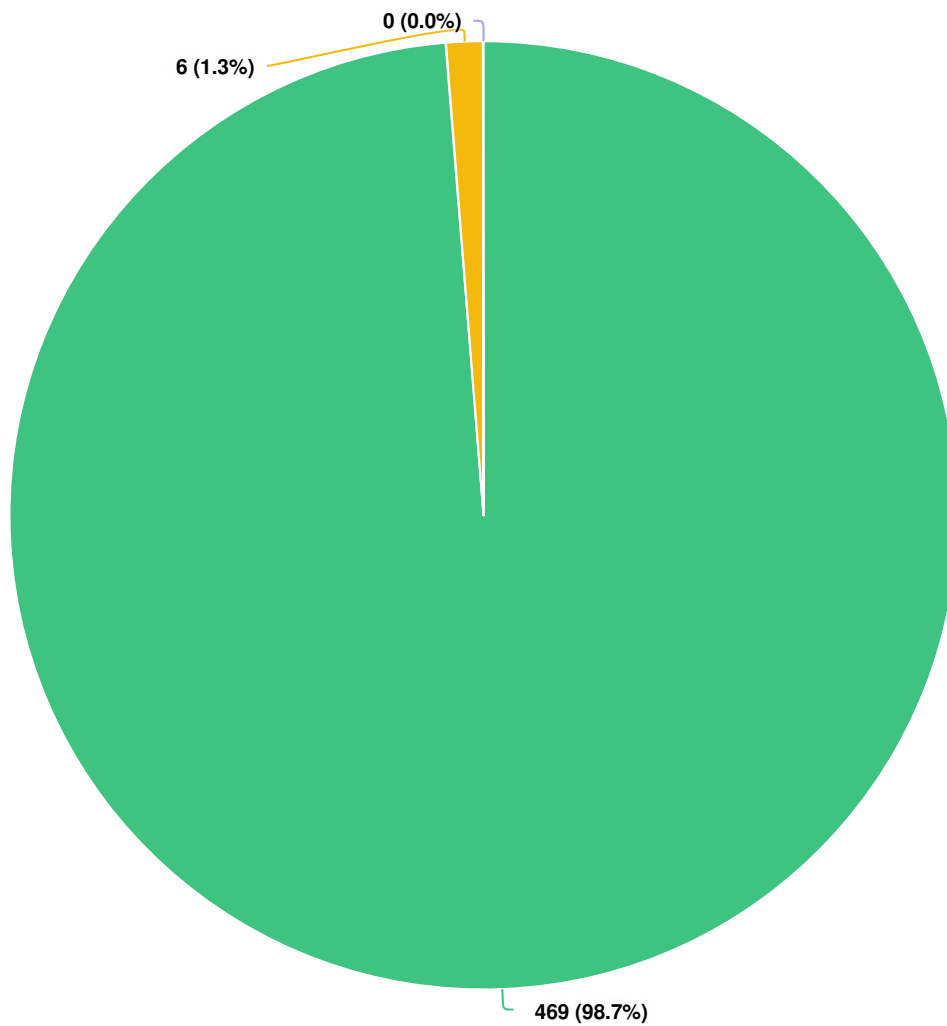


Question options

- Non-binary
- Prefer not to say
- I use another term
- Woman
- Man

Optional question (480 response(s), 20 skipped)
Question type: Checkbox Question

Q10 | Is this the same as the sex you were assigned at birth?

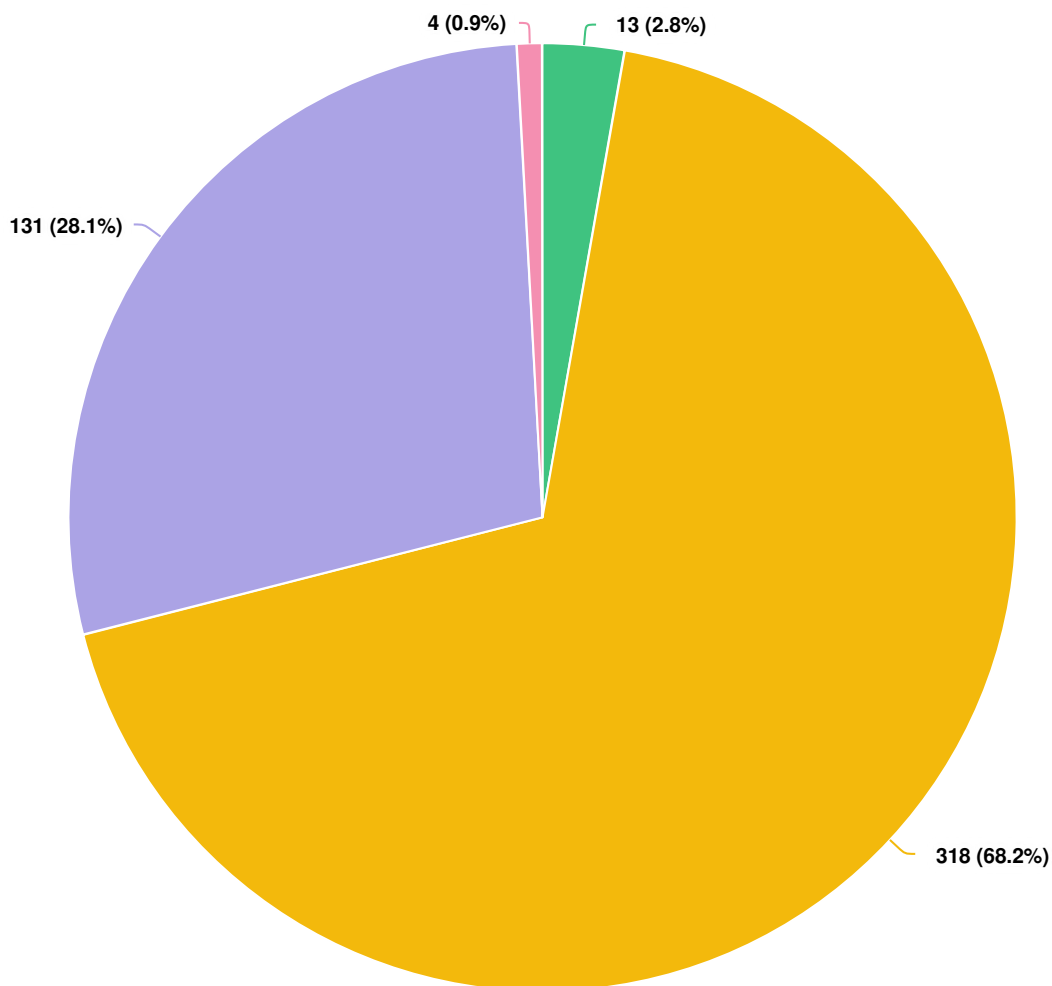


Question options

- No
- Prefer not to say
- Yes

Optional question (475 response(s), 25 skipped)
Question type: Radio Button Question

Q11 | Are you currently pregnant or have given birth within the last year?

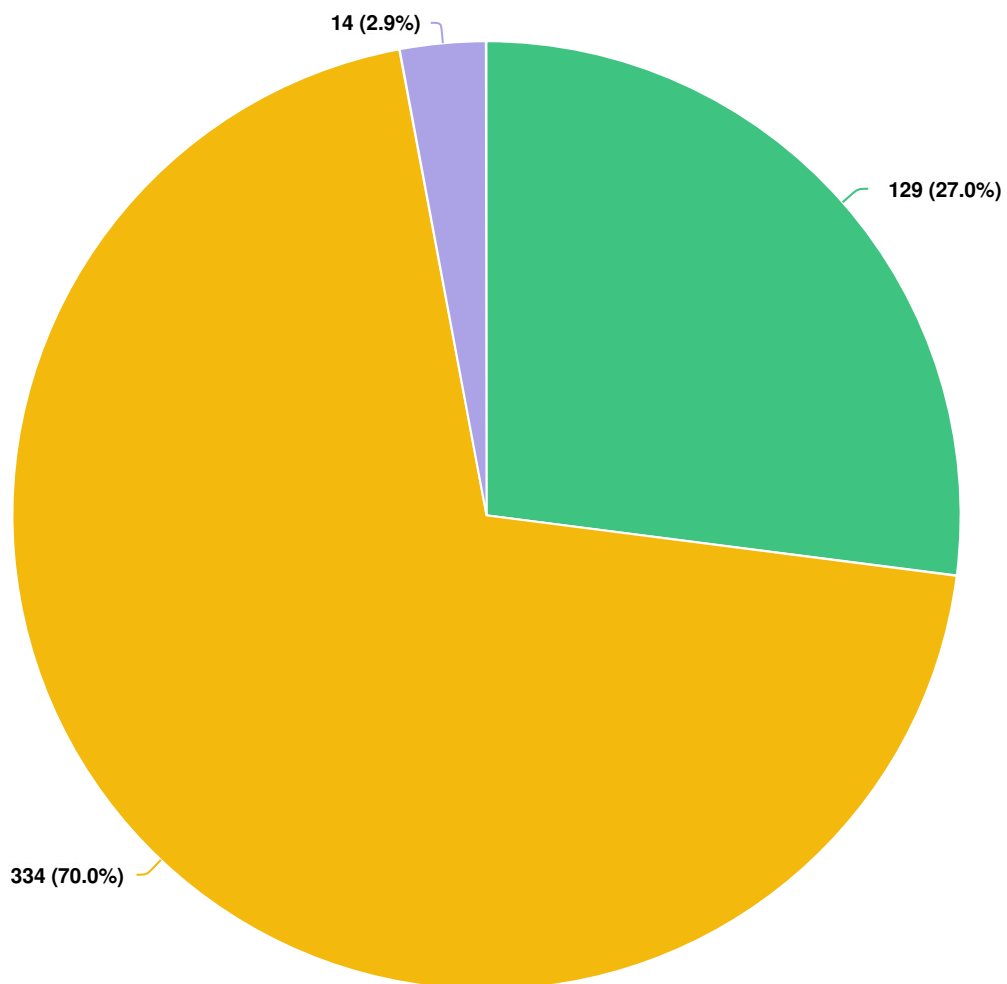


Question options

- Prefer not to say
- Not applicable
- No
- Yes

Optional question (466 response(s), 34 skipped)
Question type: Radio Button Question

Q12 Using this definition, do you consider yourself to be disabled?

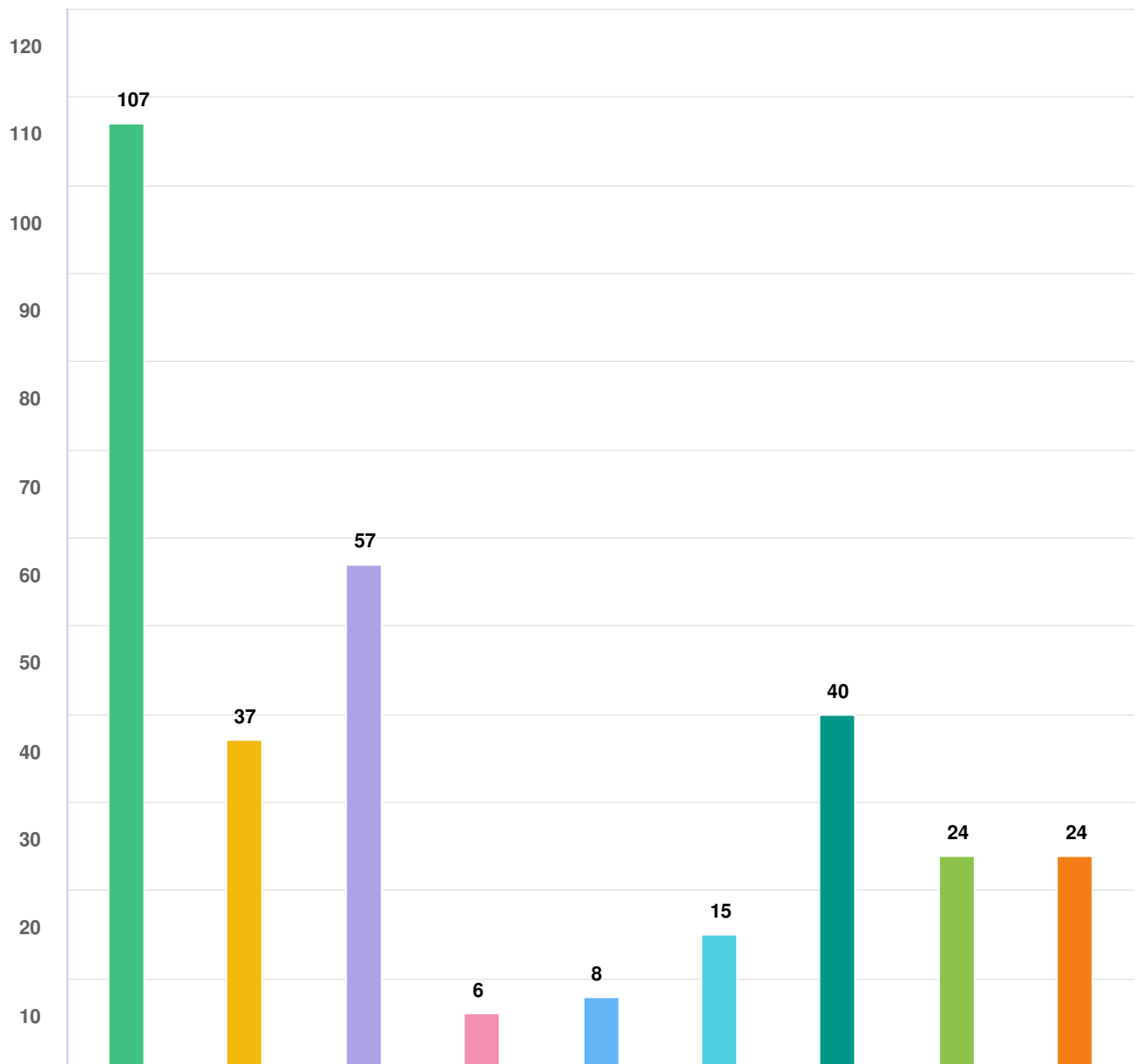


Question options

- Prefer not to say No Yes

Optional question (477 response(s), 23 skipped)
Question type: Radio Button Question

Q13 Please can you tell us what your disability, long-term illness or health condition relates to? (Tick all that apply)



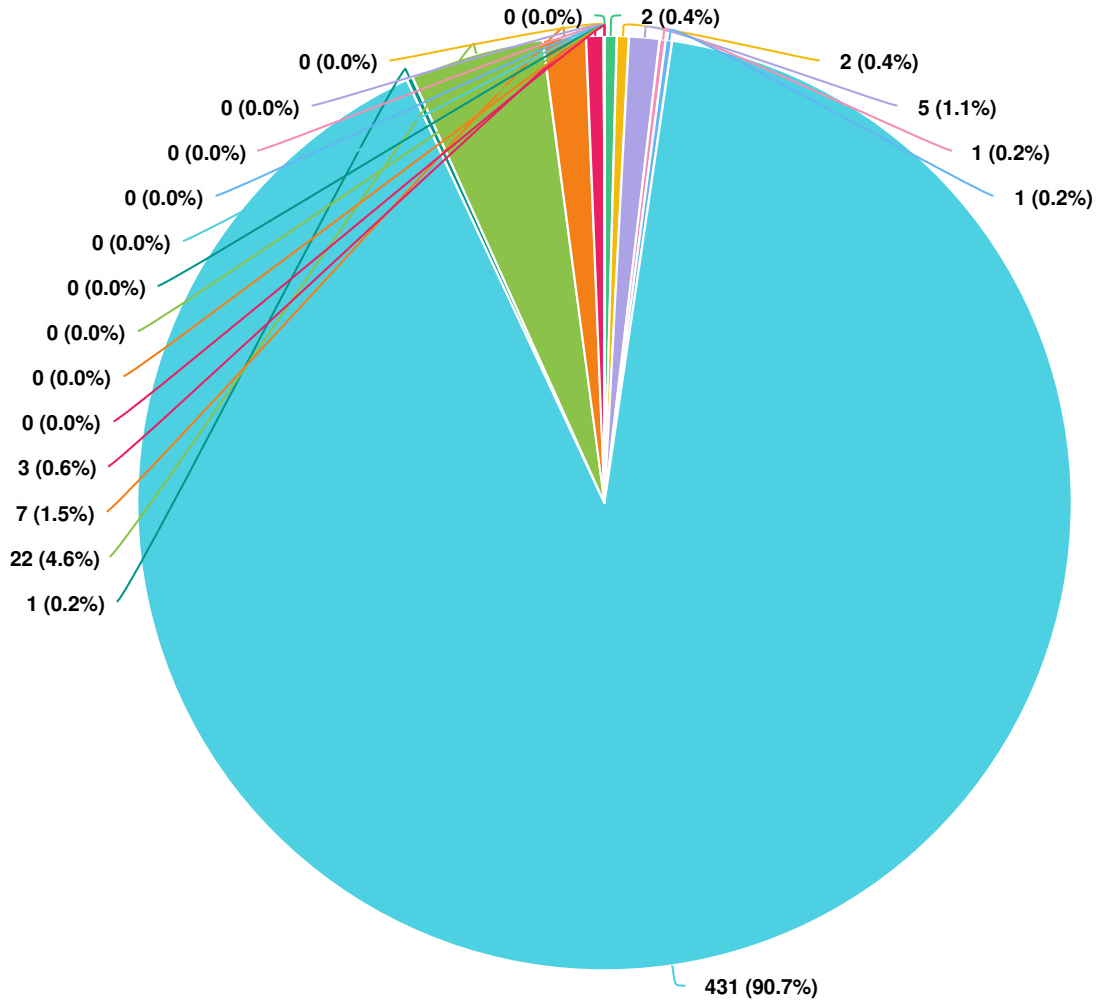
Question options

- Prefer not to say
- An impairment, health condition or learning difference that is not listed above
- D/deaf or have a hearing impairment
- Blind or have a visual impairment uncorrected by glasses
- A specific learning difficulty (e.g. dyslexia, dyspraxia or AD(H)D)
- A social/communication impairment (e.g. a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder)
- A physical Impairment or mobility issues (e.g. difficulty using your arms or using a wheelchair or crutches)
- A mental health difficulty (e.g. depression, schizophrenia, or anxiety disorder)
- A long standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)

Optional question (228 response(s), 272 skipped)

Question type: Checkbox Question

Q14 Which race or ethnicity best describes you?

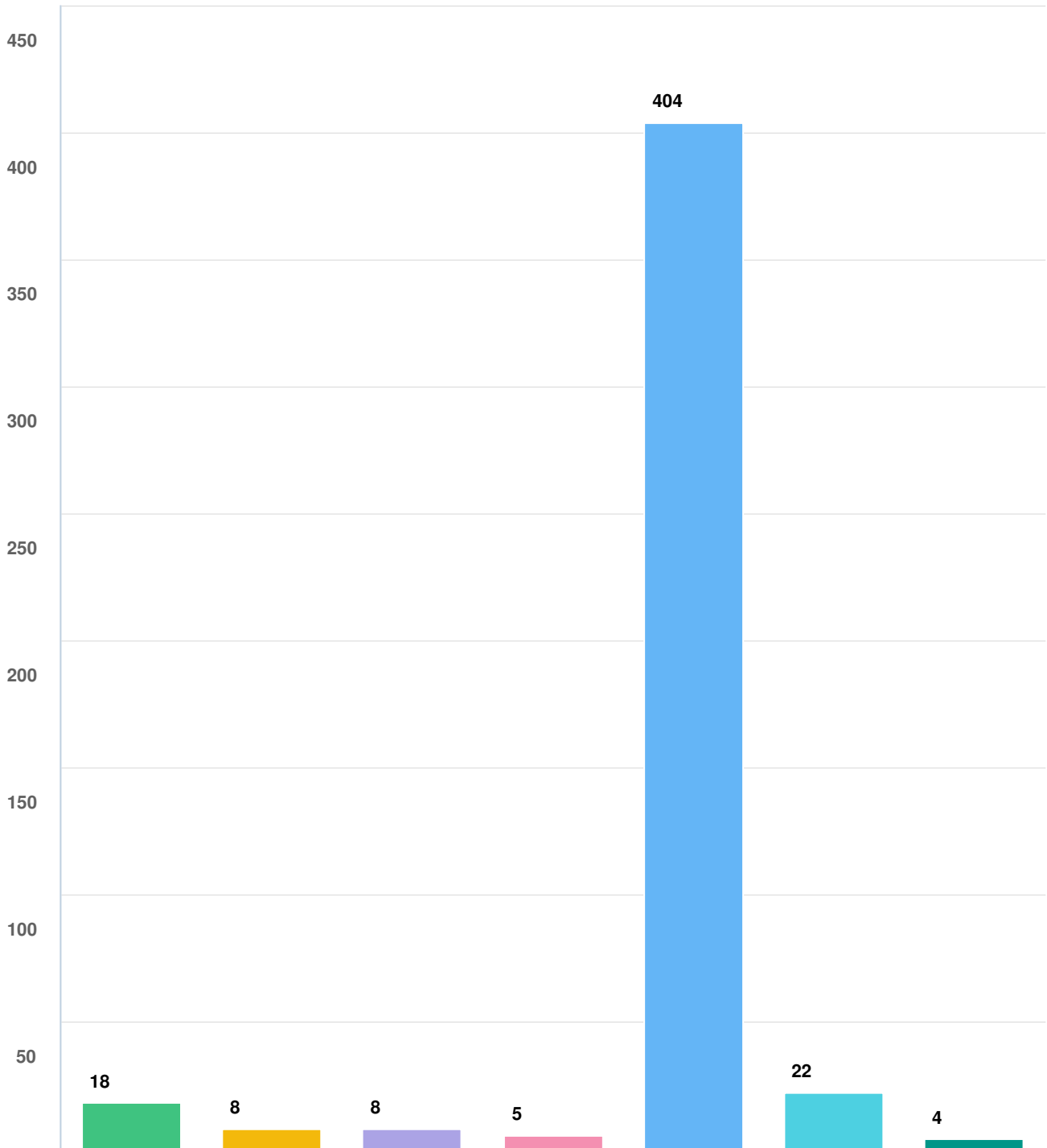


Question options

- Traveller: Irish Mixed Race : Other Mixed Race : Black & Asian Mixed Race : Asian & White
- Mixed Race: Black & White Black/British Black: Other Black/British Black: Caribbean
- Black/British Black: African Asian/British Asian: Pakistani Arabic Another race or ethnicity – please identify
- Prefer not to say White: European White: Irish White: British (British/English/Northern Irish/Scottish/Welsh)
- Traveller: Gypsy or Roma Asian/British Asian: Other Asian/British Asian: Indian Asian/British Asian: Chinese
- Asian/British Asian: Bangladeshi

Optional question (475 response(s), 25 skipped)
Question type: Dropdown Question

Q15 Which of the following terms best describes your sexual orientation?

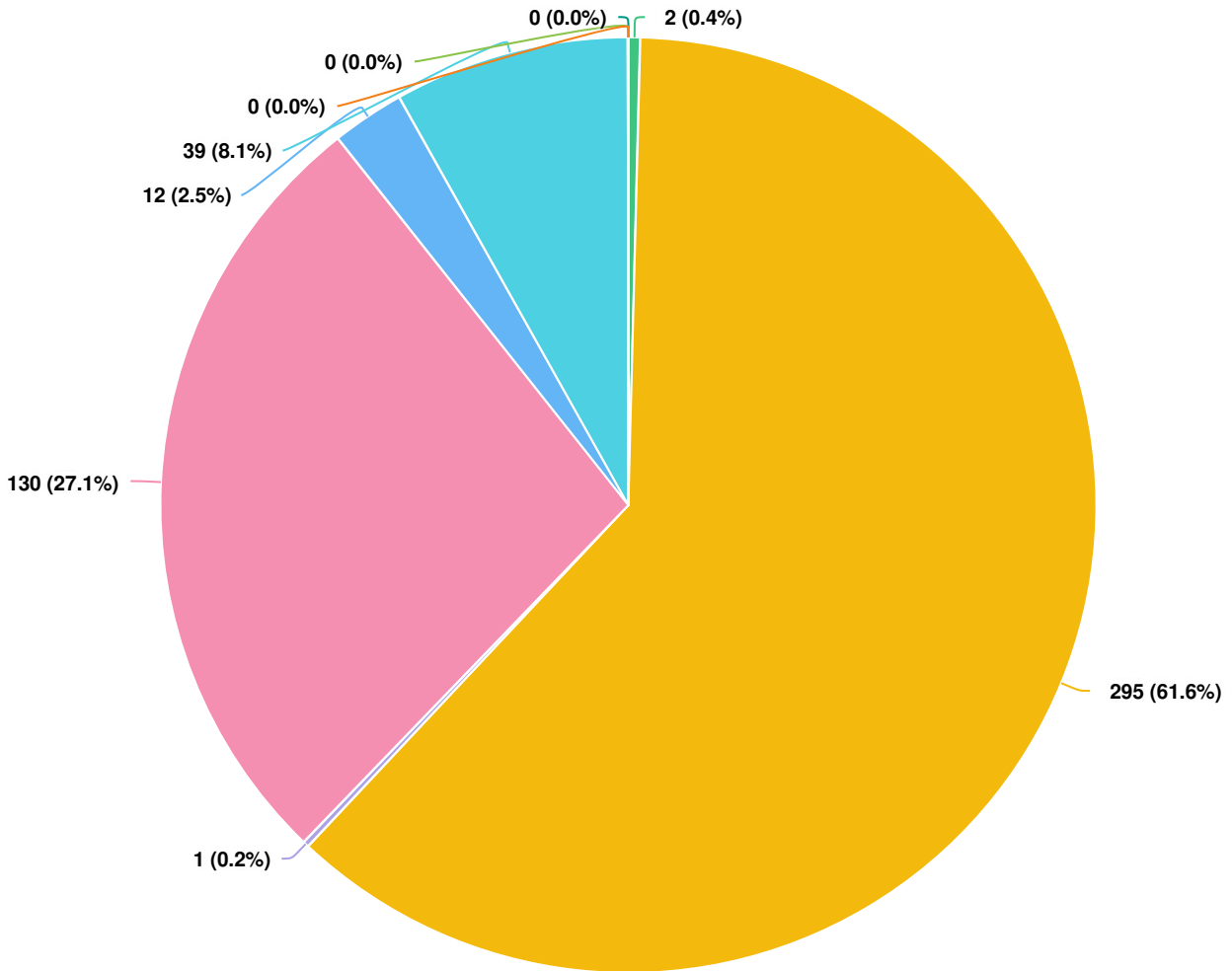


Question options

- Other
- Prefer not to say
- Heterosexual or Straight
- Gay woman or lesbian
- Gay man
- Bisexual
- Asexual

Optional question (468 response(s), 32 skipped)
Question type: Checkbox Question

Q16 | What do you consider your religion to be?

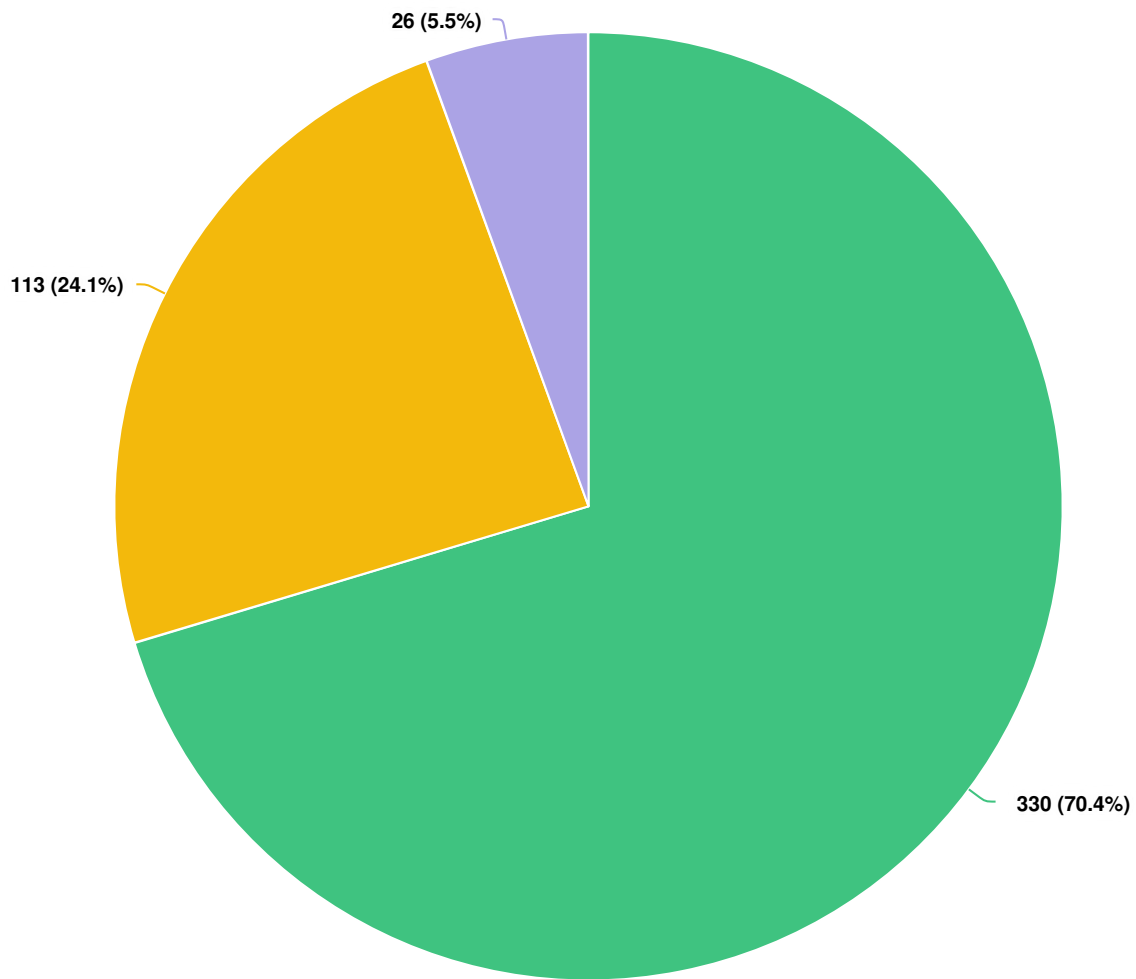


Question options

- Sikh
- Muslim
- Jewish
- Prefer not to say
- Other religion
- No religion
- Hindu
- Christian
- Buddhist

Optional question (479 response(s), 21 skipped)
Question type: Radio Button Question

Q17 Are you married or in a civil partnership?

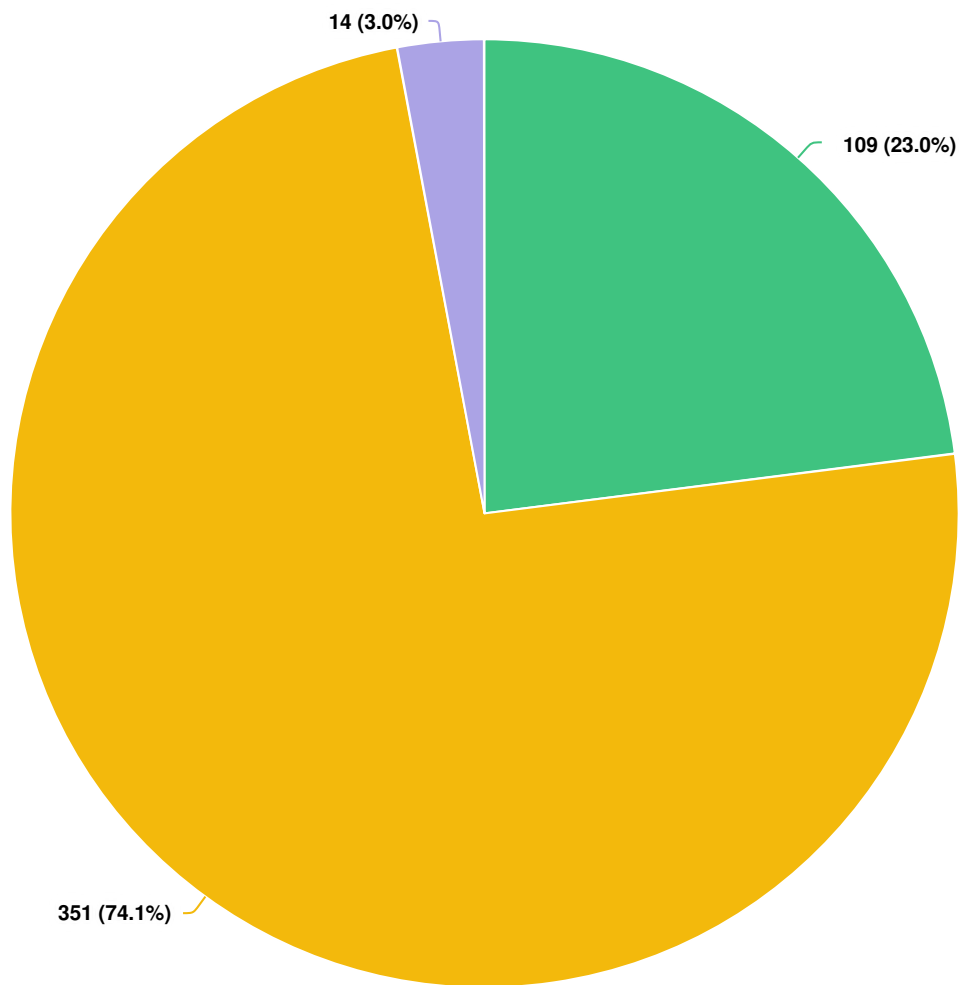


Question options

- Prefer not to say
- No
- Yes

Optional question (469 response(s), 31 skipped)
Question type: Radio Button Question

Q18 | Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?



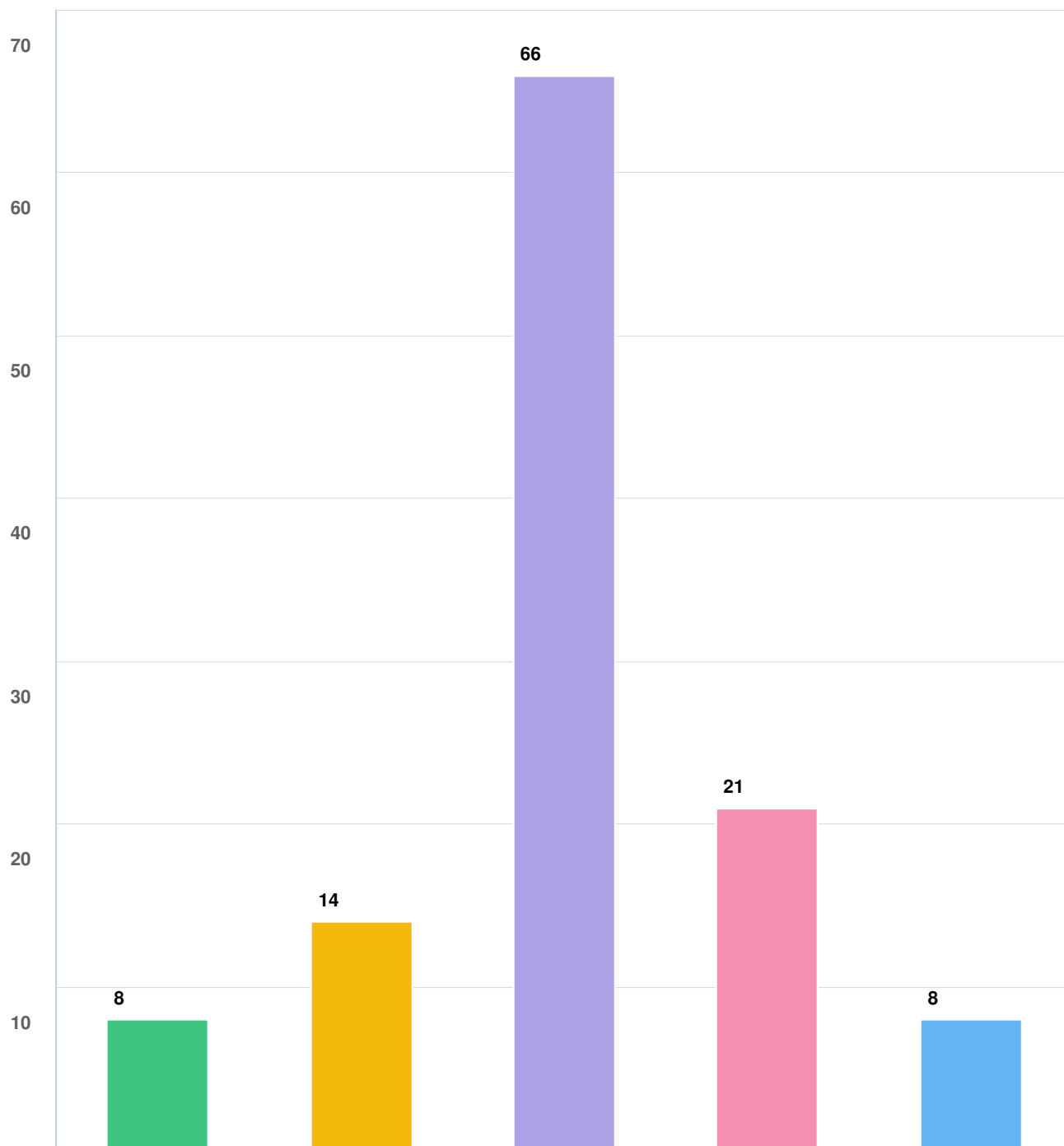
Question options

- Prefer not to say
- No
- Yes

Optional question (474 response(s), 26 skipped)

Question type: Radio Button Question

Q19 | If Yes, please tick any/all that apply

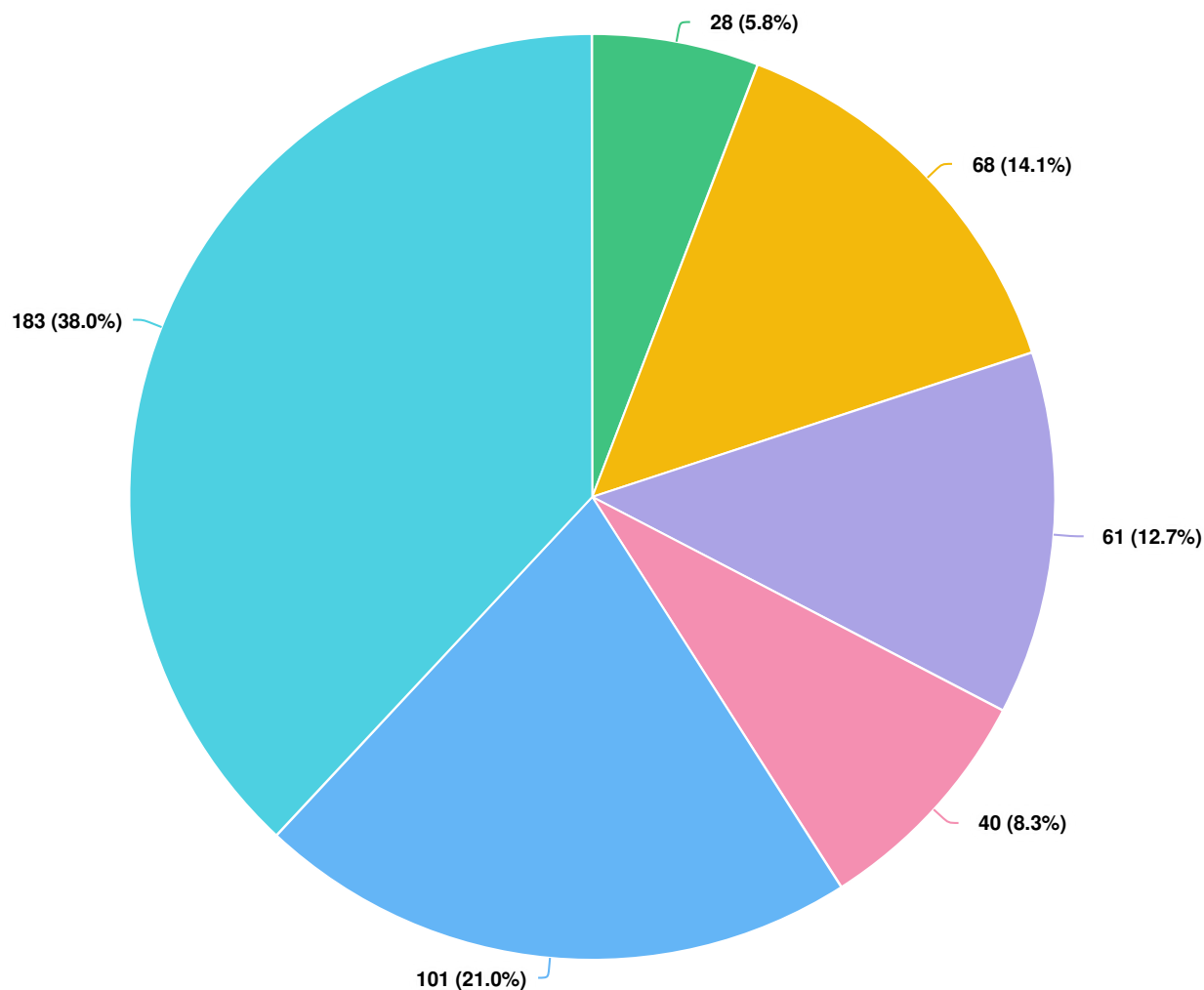


Question options

- Prefer not to say
- Secondary Carer (another person carries out main caring role)
- Primary Carer or assistant for an older person/people (aged 65+)
- Primary Carer or assistant for a disabled adult or adults (aged 18+)
- Primary Carer of a disabled child or children

Optional question (108 response(s), 392 skipped)
Question type: Checkbox Question

Q20 Please tell us the total annual income of your household (before tax and deductions, but including any benefits and allowances).

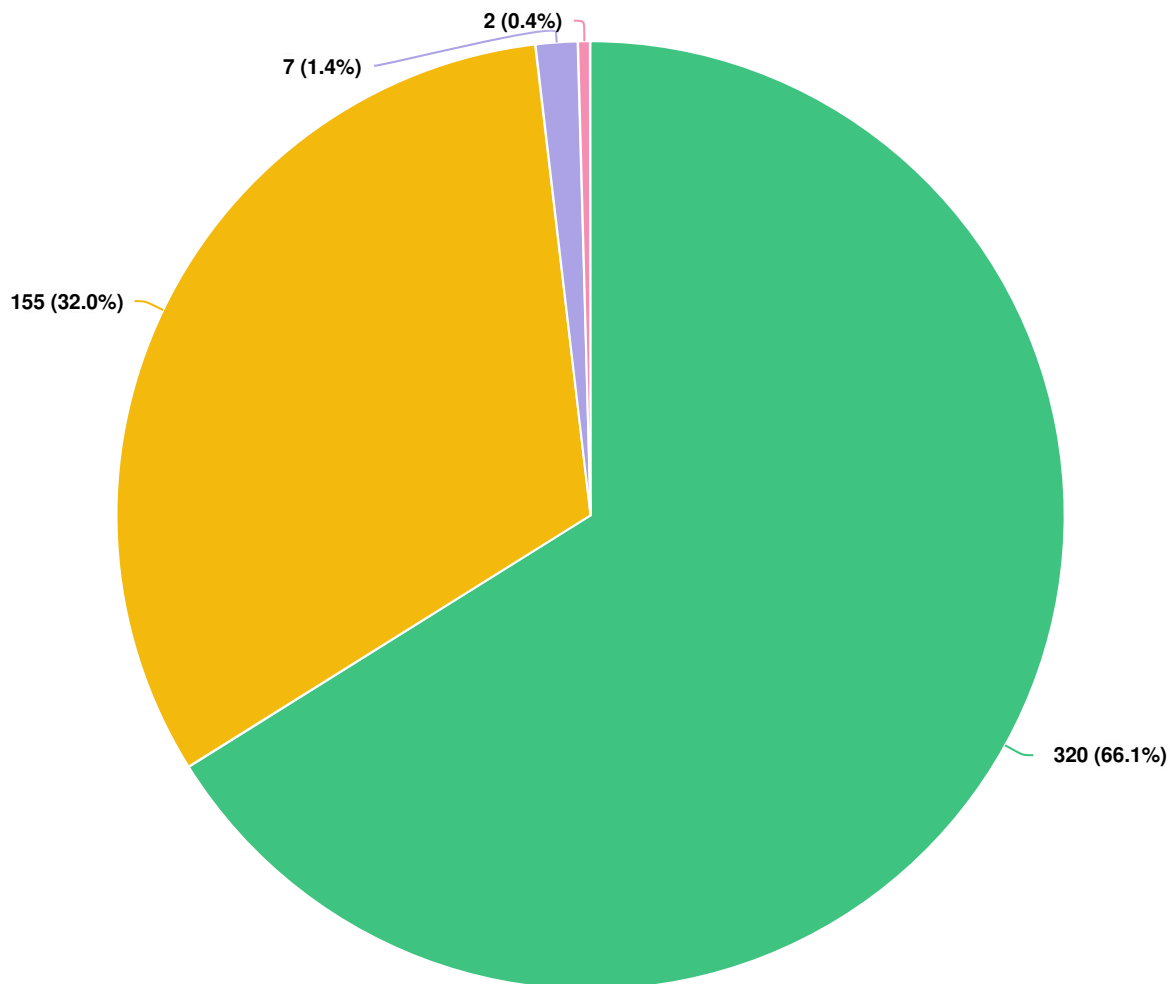


Question options

- Prefer not to say
- Over £40,001
- £30,001 - £40,000
- £20,001 - £30,000
- £10,001 - £20,000
- Below £10,000

Optional question (481 response(s), 19 skipped)
Question type: Radio Button Question

Q21 What is your main language spoken/used at home?



Question options

- Other (Please state - including British Sign Language)
- Prefer not to say
- Welsh
- English

Optional question (484 response(s), 16 skipped)
Question type: Radio Button Question