

**PATIENT FEEDBACK**

Medium	Date received	Feedback	Response
Telephone	04/10/2023	Wants to know what will be happening in regards to the closure. Wants to know if they will be moved to a different GP. Has a couple of questions.	Call back from GMS team - complete.
Telephone	05/10/2023	Anxious would be left with no GP.	Communications Hub responded - complete.
Telephone	05/10/2023	Querying whether Penygroes side would be affected.	Communications Hub responded - complete.
Email	06/10/2023	May I add my voice of serious concern over the recently announced closure of Tumble & Cross Hands Surgery following the return of the NHS Contract to the Health Board by the incumbent Partnership! More and more of the older residents of this area are stunned at the lack of information from the Local Health Board and would urge that you issue updates on your progress to ensure that this area continues to have satisfactory Medical Cover from now and into the future.	Email response sent by GMS Team - complete.
Email	08/10/2023	Will we need to seek another Dr's in March 2024 as I'm with crosshand and tumble drs	Email response sent by GMS Team - complete.
Telephone	13/10/2023	Has had transplant, is under renal care team and cannot be without a GP. Would like to know if he needs to register with another GP practice whilst he waits.	Communications Hub responded - complete.
Telephone	14/10/2023	Patient has a Heart problem and is concerned regarding getting medication, he does not drive so would need a GP local to his area. Given patient the advise that we have regarding the closure. Patient would like a call back from you.	Call back from GMS team - complete.
Telephone	14/10/2023	Can you call to discuss questions about re- registering and where her actual Dr will be going	Call back from GMS team - complete.
Telephone	14/10/2023	calling for more information, can you call to discuss	Call back from GMS team - complete.
Telephone	14/10/2023	Will he have a GP after March 2024?	Call back from GMS team - complete.
Telephone	14/10/2023	Undergoing tests, concerned about not having a GP - given advise to remain registered. Patient would like a call abck to discuss	Call back from GMS team - complete.
Email	14/10/2023	We have received a letter from our surgery to say they have resigned the contract with the health board. What does that mean to us as patients will we have to find another surgery ?	Email response sent by GMS Team - complete.
Email	14/10/2023	I had a Letter from Tumble/Cross Hands Surgery. What did it mean? Are they closing? Where am I supposed to go if I need doctor? I'm deaf and dyslexic with reading difficulties. I have blood clots and health problems and need to go regular for pills etc. Can I have more details what can I do and where to go?	Email response sent by GMS Team - complete.
Email	14/10/2023	Just received letter from Assistant Director of Primary Care. My Wife and I are concerned and confused! Does the letter indicate that the Surgery at Cross Hand & Tumble will be closing on 31 March 2014? If this is correct where does it leave all the patients who are registered there?	Email response sent by GMS Team - complete.
Email	15/10/2023	Regarding your recent letter, I'm very confused about the update you've given patients of Cross Hands surgery as it does not contain any information about the future of the medical service my family and I can access. Can you please explain if this means that all patients might be out of access to medical care after the 31 March if you can't find a long-term solution?	Email response sent by GMS Team - complete.
Email	15/10/2023	I hope you can clarify an issue for me. On the Tumble & Cross Hands Surgery and Wales OnLine Facebook pages the post from Hywel Dda Health Board says 'Patients should remain registered with the surgery while longer-term plans are developed'. This is not however in the letter myself and family have received. Please can you confirm if we need to find another GP Surgery or are we meant to stay with our current surgery until Hywel Dda find us a new GP surgery.	Email response sent by GMS Team - complete.
Telephone	16/10/2023	Received the letter. Wants some more information. Does she need to look for a new drs surgery?	Call back from GMS team - complete.
Telephone	16/10/2023	Would they need to look elsewhere? What would the distance be for new surgery if surgery cannot stay open? Has concerns as adopted daughter is battling cancer and she has regular check up appointments	Call back from GMS team - complete.
Telephone	16/10/2023	calling as Crosshands surgery /Tumble are closing. Has questions, can you call to discuss. Calling for himself for his 2 daughters.	Call back from GMS team - complete.
Email	16/10/2023	Further to your letter about the cessation of General Medical Services at Cross Hands and Tumble Surgery which I received on Saturday, I am afraid that I'm still unclear about the consequences for myself and my partner and concerned as we are both registered at the practice. Does this mean, for example, that we will have to register elsewhere? Is there not a geographic/proximity limit? When I moved here from Llanelli some years ago, I was asked to take myself off the list of the practice I was registered with there, for example. Or does this mean that whilst I can still be registered with the Tumble/Crosshands Surgery (assuming that it stays open), that I will have to become a 'private patient' out-with the NHS? Or does this mean that I carry on with the practice, but for anything arising needing further NHS treatment, that the practice would refer me on to the appropriate health pathway? Or does your letter mean that the practice is closing with effect from 31st March next year? In which case what are the alternatives available to me? I would be grateful for urgent clarification on these points.	Communications Hub responded - complete.
Telephone	16/10/2023	Requesting closest surgery in Coalbrook Pontyberem where late husband attended if possible please.	Call back from GMS team - complete.
Telephone	16/10/2023	Called after receiving a letter regarding closure of the GP practice, herself has Osteoporosis and has a house hold of vulnerable adults, daughter in wheelchair, son with mental health issues, they need a GP practice nearby so that they have access, if the GP surgery is too far away it will cause a massive issue for the whole family. Asking if she can be designated to Penygroes surgery?	Call back from GMS team - complete.
Telephone	16/10/2023	Concerns about getting medical care and prescriptions for them, concerns that other GP practices are already full and are not taking on patients? Given patient all information received.	Call back from GMS team - complete.
Telephone	16/10/2023	asking if they need to re - register with another practice ?	Call back from GMS team - complete.

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Telephone	16/10/2023	Seeking reassurance that they will be placed under a new GP soon.	Call back from GMS team - complete.
Telephone	16/10/2023	Asking about his medical care as he is on a lot of medication and is worried about what will happen after they close in March. Asking for call back but did not give tel number, became aggressive when I said I was unable to answer his call, swore, asked him not to and he repeated to, call terminated.	Communications Hub responded - complete.
Telephone	16/10/2023	Patient called regarding Tumble closure- wants to know what procedure do the NHS take following something like this? Do they set up new surgery? Do they advertise for more Drs etc? Patient quite unhappy over phone. would like a call back from team	Call back from GMS team - complete.
Telephone	16/10/2023	Letter doesn't explain enough - wants more information please. Doesn't advise whether it shuts, whether they're moving, what it means for patients? Patient advised that letter isn't clear, whether patients need to do anything? Please call back to advise	Call back from GMS team - complete.
Telephone	17/10/2023	What will happen to us after March 2024? Will I still be registered and have a doctor to attend to me when needed.	Call back from GMS team - complete.
Telephone	17/10/2023	Asking why they can't get directly in touch with primary care (did advise why we were taking messages but wasn't happy with the answer). Also asking what happens after March next year. Wants you to call to discuss the situation.	Call back from GMS team - complete.
Telephone	17/10/2023	Should we be taking steps to register with another surgery?	Call back from GMS team - complete.
Telephone	17/10/2023	Question - what's going on? and what she needs to do about the surgery closing	Call back from GMS team - complete.
Email	17/10/2023	Could you please advise me as to what the patients are to do concerning the future GP service? My mother is a patient of Cross Hands & Tumble Surgery and has regular medication, do we need to register with another GP surgery before the closure of the existing surgery? I am unable to get through to the surgery to find out anything as they are constantly engaged, are there problems with the phone lines? Could you please advise me as to what the patients are to do concerning the future GP service? My mother is a patient of Cross Hands & Tumble Surgery and has regular medication, do we need to register with another GP surgery before the closure of the existing surgery? I am unable to get through to the surgery to find out anything as they are constantly engaged, are there problems with the phone lines? Could you please come back to me concerning these matters. I have power attorney of health for my mother and I am trying to act in the best interests for her and her ongoing health issues.	Email response sent by GMS Team - complete.
Email	20/10/2023	I have received a letter stating my GP surgery is going to "resign the contract with the health board". The significance of this is unclear. Can you confirm it means the surgery will close and I will need to go to another surgery.	Email response sent by GMS Team - complete.
Telephone	20/10/2023	requesting information about next steps where they are getting sent etc	Email response sent by GMS Team - complete.
Email	20/10/2023	I have received a letter stating that Cross Hands and Tumble surgery are resigning from the health board. Please could you explain what this means. Does this mean they are leaving the NHS? Specifically, is there another NHS practice that will cover the area? Should I be seeking to register elsewhere? I am awaiting a hospital referral currently - how will this affect that referral? I appreciate any clarity you can provide on this matter.	Email response sent by GMS Team - complete.
Email	21/10/2023	My parents have received letters from the surgery above stating that the GPs have resigned from their contract with the health board. As I have an LPA for my mother and father I wish to know if they are now required to register with a new GP surgery? The letter states that you will be in touch to get their views but it does not state what will happen when the contract ends on 31st March 2024. My father has lots of ongoing health problems and I am keen to know if I need to find another GP surgery as soon as possible.	Email response sent by GMS Team - complete.
Telephone	23/10/2023	Seeking clarification. Do I need to find another doctor.	Call back from GMS team - complete.
Email	24/10/2023	Having received your letter regarding the above surgery closure, we would appreciate a little clarification and advice on how to proceed. Firstly, we were under the impression that Tumble surgery only would be closing. It is not clear from the letter whether one or both practices are due to close. Secondly, what are your plans to reallocate patients to other GP practices? This is of great concern, not only for myself and my husband but for my elderly parents, who are understandably worried and stressed about the situation. Your response would be much appreciated and we look forward to hearing from you.	Email response sent by GMS Team - complete.
Telephone	25/10/2023	son called regarding letter about practice closing, advised we had no more information other than what was on the letter at this time	Communications Hub responded - complete.
Email	31/10/2023	Reference; CrossHands and Tumble Surgery. March 2024. We would like a reply to this email please. My Husband and myself are with this practice and would like to make the following comments:- 1. I have a list of health issues and we live SA15 5AT Area. My Husband and I are very concerned about moving to a different surgery. We are both in our 70's and the older we get the more difficult it is to access care. 2. May I suggest that if you gave the Surgery a lick of paint it would look more attractive to other Drs that could possibly want to work there. Inviting good quality Drs etc. is so important and we believe this would also add to less patients including ourselves needing to go to A and E and into hospital. 3. It has taken us 7 years to get to know the practice Nurses and Drs. And now you want to change everything again. 4. We believe it is wrong to add us to another Surgery as we will not get an appointment easily and no one will have the knowledge of our past history to easily speak to a Dr etc. 5. We think that putting the closure and re-organisation only a very few months before is not acceptable. People want reassurance straight away not a lengthy in-going discussions. We feel we need to be respected.	Email response sent by GMS Team - complete.
Email	06/11/2023	I recently got a worrying letter from the above dr's surgery that the GP Partners there have resigned the contract they hold with the Health Board, and come 31 March 2024 we won't know if there will be a surgery or not at this point in time. This is extremely worrying and so I would like to be kept informed of developments if that is possible please - many thanks. Look forward to hearing from you.	Communications Hub responded - complete.

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Telephone	07/11/2023	has been told by the police to call up as his information has been used by scammers. They have his name and date of birth and patient just wanted to make team aware just incase scammers try to make contact	Communications Hub responded - complete.
Email	15/11/2023	I have just completed a questionnaire on the Cross Hands and Tumble GP Practice Proposed Closure. I have a few concerns which I hope will be able to be answered via this service. I'm curious to know how the patients in Tumble and Cross Hands are going to be accommodated in other practices? I've read that there are 7,500 registered patients needing relocating. How is this going to be possible when GP practices in general appear to be at capacity? How far are we expected to travel for the service if the Cross Hands surgery is closed down? I can understand that Tumble may need to close as a smaller practice, although I'm sure this is well used by the local elderly community who may find it difficult to commute into Cross Hands. What will happen to the Maternity and Health Visitor provision which currently operated from Cross Hands? Why is Penygroes not being closed, as this is also linked to Cross Hands? I am very worried about having to relocate as my husband has had a bad experience at the Pontardulais surgery (granted we wouldn't be eligible due to the county) but I'm extremely nervous about moving to another surgery, having been at Tumble & Cross Hands almost all my life. Cross Hands is in close proximity to my home and creche for my 15 month daughter and eventually her school. It's important that I'm able to reach a surgery within 10mins or so of home to be able to make appointments, as I'm working full time and usually have to travel back from Carmarthen to pick her up to take her. The team at Cross Hands and Tumble are lovely and have been great with my daughter and myself as a first time mother. I don't understand why nearby smaller practices can't close and be centralised in Cross Hands? I'd be extremely disappointed to lose this provision as I'm sure the other thousands of people effected are too.	Email response sent by GMS Team - complete.
Email	15/11/2023	I have just found out about the drop-in meeting held in Tumble Hall - a week too late ! Furthermore, I now find there is a "2nd letter" available online about this event - which I did not receive. I am very concerned about the loss of a surgery within the Cross Hands/Gorslas area, as the presence of a surgery (which we understood to be moving to a brand new purpose built surgery) was a big factor in our decision to move to the area. My preference would be for a new surgery to be opened in the area, with services provided by a new (or expanding) partnership. This would ensure continuity of care, and a local service for local people. I am in favour of more online consulting (including face to face via video call) in addition to an improved - (the existing "one shot" - no follow up questions permitted) econsult service. In a recent econsult exchange, the doctor asked me questions which I cannot respond to without completing a brand new econsult request, and completing all the extensive question/responses all over again ! An online booking system allowing patients to choose a face to face or telephone consultation (without going through the phone process) would be a welcome enhancement. There are times when sitting down with a doctor is necessary, and this should be an option without first having to undergo an assessment by receptionist, AND a triage return phone call from a doctor before one can get invited into the building. Surely most patients know when they NEED to be seen in person and examined by a doctor, without first having to convince both the Receptionist and a doctor accordingly over the telephone. I understood the need for these practices during the pandemic, but they seem to have been retained subsequently to the benefit of the surgery, and detriment of the patient. There seems to be constant TV advertising encouraging patients not to ignore symptoms and "see your GP" - but the reality is that getting to actually see a GP is such a stressful process, that many will give up and subsequently cost the health service more through much later diagnosis. When I needed a dentist in Carmarthen I had no option but to go private as no local dentists would then take on NHS patients. I subsequently now pay £50 per month for a dental service that I already paid for via National Insurance contributions. I sense that we are being slowly moved to a similar system for GP's and that those that pay will get a service and those that can't (or won't) pay will lose out. I do hope you will take into account these comments when resolving the current situation for myself and my partner along with the other 7,500 patients registered with Tumble & Cross Hands surgeries.	Email response sent by GMS Team - complete.
Email	16/11/2023	I have completed your questionnaire but have a further response. On the questionnaire I have ticked that I would like Cross Hands to remain open but if this is not possible I would like to register with Pen-y-groes Surgery in Cross Hands. For me to go to a Surgery outside of Cross Hands would make life very difficult. I live in Cefneithin and rely on public transport as do a lot of elderly people in the village. I sincerely hope that you can find a way to save Cross Hands and Tumble Surgeries.	Feedback logged - call complete
Email	17/11/2023	I am responding to a letter I received today 17/11/23 regarding what will happen to Cross Hands and Tumble Surgery following their decision to resign from their General Medical Services contract...Crosshands and Tumble Surgeries are both within easy travelling distance of my home in Drefach and have both provided me with consistently reliable services since I moved to the area around 6 six years ago. I think the next nearest surgery is Penygroes which is nearly 5 miles way and on unlike Cross Hands and Tumble is on the far side of the busy A48 dual carriageway. My worries are that if patients from Cross Hands and Tumble have to transfer on mass to Penygroes, it wouldn't have the capacity to cope with the increased workload. My concern for others is the increased cost and difficulty of travelling to Penygroes. With the increased cost of living I personally doubt that I could afford private health care, so I am reliant on whatever solution you are able to come up with. Whilst writing I would also like to mention the only negative side of using Cross Hands and Tumble surgeries and that is the phone in at 8am appointment booking system. I know it is not unique to those surgeries, but it has often taken 30 to 40 minutes of persistent calling to get through to the receptionist. Those who start work earlier than I do must find it almost impossible to get an appointment. It is as though there is a reliance of callers giving up their efforts to get through, which is stretching risk management to the limit. Thank you for reading my thoughts.	Feedback logged - call complete

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Email	17/11/2023	I am writing this on behalf of my husband and myself. We were quite unaware of the drop in session at Tumble Hall on 8th November, and are unable to attend the Cross Hands session. We have multiple health issues, for myself - widespread arthritis, asthmatic, visually impaired (registered blind) and am currently on the waiting list for a knee replacement. I walk with the aid of a zimmer frame at home, and with some difficulty, 2 walking sticks outside. My husband has widespread arthritis, a heart condition and is currently being investigated for dementia. I am my husband's carer!! I have filled in your questionnaire and have ticked to be placed with another practice, but as this questionnaire concerns myself, I wish to reiterate that my husband and I would both want to have the same GP practice. As we are both on a lot of medication, I am concerned that these prescriptions would carry on as at present. Ideally, we would both have preferred to remain with the same practice, and carry on as usual, but I am worried that this would not be feasible. This uncertainty is causing me a great deal of anxiety and I am running on adrenalin at the moment. I cannot share my worries with my husband as he does not understand the situation, so I am very much on my own. As my husband no longer drives, transport is a very big problem for us.	Email response sent by GMS Team - complete.
Email	18/11/2023	I have completed an online questionnaire regarding the situation at the above practices but I want to ask something else on the subject. I will be out of the country until after the published date for comments hence this email. I would like to know if any procedure has been carried out in respect of determining the reason for such a drastic measure as resignation and the fact that the health board has been unsuccessful in filling the posts. This is likely to have been carried but the letter does not address this fact. Our input on the survey does not appear to address the problem concerning the doctors only giving rise to an opportunity to gripe about certain aspects of the service. Having had some experience in using this procedure it enables one to address any arrangement that may be lacking and enable the enticing of appropriate personnel to the post. Please accept this email as indication of my concern for adequate health care for my family and the patients in the Cross Hands area	Feedback logged - call complete
Email	18/11/2023	We have lived here for over 15 years and the service we have had from the Cross Hands and Tumble surgeries has been excellent. The two surgeries are convenient and easy to get to. If we have to travel further this will be against the aim to reduce the county's carbon footprint as all patients will have to travel further; usually by car as the public transport is very poor. The current set up and service delivery is what you should be trying to maintain for all residents. It will be a disaster if we all have to move to another surgery further away. How would a current surgery be able to take on more patients as they are likely to be over stretched already. Please find a way to recruit more GPs, maybe a golden handshake to encourage more recruitment and a new partner GP.	Email response sent by GMS Team - complete.
Email	20/11/2023	I am writing regarding the General Medical Services Contract for the above Doctors Surgery which is being resigned after March 2024. My elderly mother had very good care and support from the surgery over many years. I think it is vital to maintain it, particularly for the elderly. My mother was a patient for over 50 years until moving into a care home 12 months ago and her death at age 102 years. In latter years she had dementia and the surgery was absolutely vital. I was carer for my mother and able to liaise with Doctors and staff which we knew well. I can't imagine how we would have coped without the surgery. She was in her own home until last year, with home visits when she had poorer mobility. As carer I relied on the surgery being available. Without it, the situation would have been intolerable. Whilst no longer a carer, I remain a patient at the surgery. At retiring age, I am very worried if there will be a comparable surgery available as I get older, particularly in a rural area away from public transport? I trust you will be able to develop a long term solution for the surgery, one that is based on regular doctors and staff being able to care for patients in this local community.	Feedback logged - call complete

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Email	20/11/2023	<p>I have had a number of challenges with this medical practice, I believe they have been struggling for a long time. I have a number of autoimmune conditions for which I am under a consultant Rheumatologist at Prince Phillip Hospital. I am aware my situation is complex and not easy to navigate as a health care professional. My bloods are taken by Alison (nurse) who has always been friendly and helpful where she can. The best nurse I have experienced in my journey through my challenges. Communication has been difficult, letters from consultants seem to take ages to be logged onto the system and read. I have had challenges obtaining prescriptions and it's very difficult to make an appointment. Appointments are easier if you have an emergency - this is straightforward and I guess you would have an appointment the same day. The telephone system has been updated recently which makes phoning slightly easier. However, I wouldn't class myself as an emergency, I have suffered from my challenges my whole life and try hard to keep working and busy. I am determined not to become someone who sits at home, as an academic I still have a lot to offer. However, because of my medical challenges I almost have to work twice as hard as my able bodied peers, so it is hard to take time out to attend GP appointments. Last week I made an appointment to be called on the telephone by Dr Wiley, no times are given for call backs (unlike my hospital phone calls), I tried to keep my phone with me all day but sadly managed to miss the call. I had waited 2 weeks for the appointment. I tried phoning back but was unable to get through. Very frustrating as I desperately need to speak to Dr Wiley. I have been trying to deal with one Dr as my situation is so complex. I am now trying to navigate the e-consult system and I am hoping this will be a way of asking for what I need without taking up a valuable face to face appointment. I would like to see this used more and also video appointments. Communication has been horrific around Covid jabs and flu jabs. Because I am immunosuppressed I am supposed to be contacted early for my jabs. I keep being missed off the system. This last round I was missed again, I was told on the phone I had been sent a text which I had not received. The receptionist was adamant, verging on rude, that I had received the text. My husband also had not received the text. He wrote a complaint and then we were offered appointments. There were only a few appointments left as they had run out of jabs by that time. I would like to experience better communication around jabs, prescriptions and communications from the hospital. My consultant has previously written to the surgery regarding changes in my meds which I am yet to receive any communication for. When this has happened previously I have to wait for the next monthly prescription to be processed at the chemist, even when the change of meds is required urgently. My last change in medication took nearly 2 months from the time of my appointment to the time I received my meds. It appears that letters and results are not processed with appropriate speed. Due to Rheumatology being completely overwhelmed I have not been seen as regularly as required. I should have 6 monthly visits. These have extended to 18 months to 2 years. My health has taken a down turn over the last year and therefore I sought private appointments to help support myself as the NHS system is significantly failing me at the moment. The surgery phoned to tell me there was a 'problem' with my bloods but there was no one available who could confirm what was wrong with them which understandably alarmed me greatly. I contacted the hospital and there were no consultants available either. I had to make a video appointment with Professor D'Cruz in London Bridge Lupus Clinic for a review and to read my blood results for me. The surgery did not release the blood results to Professor D'Cruz in time for the appointment - this had cost me £260, I was very disappointed at the time. I have since seen him face to face as well. I have also sought care from Dr Bevan at Sancta Maria in Swansea. I feel the level of care I have received between the surgery and Rheumatology has been appalling and I have spent a lot of money on scans and consultant appointments to try to help myself. In short, whatever happens with Tumble and Cross Hands surgery, perhaps this is an opportunity to review processes and introduce a wider range of ways to access the surgery - e-consult, video conferencing, telephone, face to face, a wider range of appointments perhaps evenings and weekends. As a wheelchair user the buildings are not easily negotiated and the doors are heavy (automatic doors and appropriate space to manoeuvre to consulting rooms would be great). I usually try to walk but there really should be more thought given to those in my situation. If being offered a telephone call then please offer a time - even it is a range of 1 hour it would be helpful. One day a couple of weeks ago I waited from 8am until 5.15pm in the evening before phoning back to see if I had been forgotten. Someone phoned me back soon after - I'm pretty sure I was forgotten. I would be happy to discuss my experiences more fully, and face to face if required. There is some great work that goes on here and I know they are very stretched but please, think carefully about what comes next and make some well needed improvements which will serve the community better.</p>	Email response sent by GMS Team - complete.
Email	20/11/2023	<p>I am a patient of Tumble Surgery having lived in Tumble for the last 60 years. The current system (as far as I am aware as I have not attempted to access it recently) is that patients have to telephone the surgery between 8.00 a.m. and 8.30 a.m. for an appointment on that day. I am at that time travelling to work and I would imagine most employed patients are doing the same. At sixty years. I do appreciate all the hard work and the patient care provided by the General Practitioners. However, as a Professional I find the current appointment system totally unworkable for people who are in full time employment. From experience it takes in the region of 50 calls (no exaggeration) to get through to a receptionist who will tell you that all appointments are taken. On the odd occasion that you are fortunate enough to get a telephone appointment it is not possible to advise you of the time or even whether the call from the GP will be morning or afternoon. When I have asked for an appointment possibly a week or so in advance it has not been possible as the diary is not available to the person answering the call. As a lawyer I myself have appointments or work commitments which do not allow me to take a call from my GP at any time of the day. I have even resorted to my husband (if he is not working) attempting to contact the surgery for me to arrange the appointment. For people who do not work and are able to take a call at any time of the day (in the privacy of their home) then this is not an issue. I do not really want to discuss health issues in the presence of my work colleagues if I am fortunate enough to be able to get a telephone appointment and am able to take the call. I think that a system needs to be put in place for patients who work as the current system is not suitable and is often very frustrating. I understand that receptionists are often subjected to abuse from patients but I can also very much sympathise with patients who work and who are not able to access the services of their GP which they are paying for through their NHS contributions.</p>	Email response sent by GMS Team - complete.
Telephone	20/11/2023	The patient is on medication and she would like to know what would happen regarding that after the practice closes	Call back from GMS team - complete.
Email	21/11/2023	<p>Diolch am y cyfle i fynegi barn. Mae'r newyddion blin hyn am y newid sy'n yr arfaeth yn siomedig a dweud y lleiaf. Yn anffodus rwyf yn gaeth i'r tŷ oherwydd Polio. Gobeithio bydd yr ymweliadau a mi yn parhau yn y tŷ a'r chwe blynedd ddiwethaf rwyf wedi dibynnu ar y Meddygon yn ymweld a mi yn fy nghartref. Maent wedi bod yn ffyddlon imi a dod acw bob tro yr wyf wedi gwneud cais. Ofnaf yn ddirfawr beth a ddigwydd dan y cynllun newydd ddaw i fodlaeth mis Mawrth 2024. Gobeithio bydd modd i'r ymweliadau hyn i barhau. Mae'n amhrisiadwy bod Y Feddygfa yn cynnig hyn i bobl fel fi. Mae gen i barch mawr i holl staff y Meddygfeydd hyn.</p>	Feedback logged - call complete

PATIENT FEEDBACK

Medium	Date received	Feedback	Response
Email	22/11/2023	With reference to your letter referring to the resignation from the General Medical Services contract of Partners of Crosshands and Tumble surgery I would like to put forward my views. To start with ,thankyou for giving me the opportunity to express my opinion. I have been a patient of the above surgery since early 1988.My four children have all been benefiting from the service since they were born and as a family I am grateful for the support of the partnership.Over the years the level of service has changed and certainly has been affected by the Covid pandemic.It had reached just before that a great level of presence of medical staff as there was open day surgery most days of the week so it was possible to see a doctor as needed without much fuss.Since the pandemic the changes to the service have become a little too restrictive.I do not have complaints about it but the little slot of time to book a call back from a doctor in the morning has created a bit of frustration but generally once you manage to get a doctor to call you back it is all fine though I feel that things have changed and there is less relationship between doctor and patient.It might be that it is just a general way but `i feel that i like to know that my doctor knows who I am and knows my medical history .It would reassure me to know that I don't have to pack in information every time I see a doctor to make sure he knows my past medical history.I think that what `i am trying to say is that I would like ,whatever the future solution is for the surgery to have a more personal relationship of trust.I have been patient of Dr Wailey since he joined the partnership and he certainly has put a lot of work and care to know my file pretty well and that is reflected in the way he makes judgments on my medical situation.In general that is incredibly reassuring as a patient. Being in my 70' of course I value the support and the surgery in Crosshands is very important to me.I live 3 miles from Crosshands and it is reasonably close to be able to get there in a short time if needed. I do not expect of course to have a doctor available all the time but it would be reassuring to know that there is disponibility to assist if needed by somebody who knows which problems you have. Thankyou very much for giving me the opportunity to have my say.	Email response sent by GMS Team - complete.
Email	22/11/2023	I am responding on behalf of my mother, Jennifer Parry, a patient of the above surgery. She has limited mobility and is isolated, so please tell me what plans you have for a close community Surgery with ample parking for blue badges?	Email response sent by GMS Team - complete.
Telephone	22/11/2023	Patient called with a couple of questions: 1. If practice was to be taken over, would it be with the same GP's or would there be a whole new team? How would it appear to the patients? 2. If the practice closed completely and patients were transferred , how far and location wise would it realistically be? Patient said they are elderly and would not be able to travel far for appointments.	Call back from GMS team - complete.
Email	22/11/2023	We both agree that we want the Drs practice to remain at Tumble and Cross Hands, as at present. My husband is a diabetic and needs the services of the Diabetic clinic. We both find the service that is offered is of great value and support to ourselves and we would not really want to go elsewhere. Approximately 24 years ago I trained as a Counsellor and Dr Goronwy Jones & Dr Gareth Jones and Dr Davies gave me permission to work there as a Counsellor for a number of years during training. I am very grateful that they gave me a helping hand/support at the start of my career. Dr. Wiley and I had a phone consultation a few weeks ago and he was very supportive of my health condition. We are 100% behind the Practice to remain as we both said at the start of this email. With kindest regards and much appreciation for this opportunity to express our gratitude and thoughts in regard to the closing of the Gp surgery which fills us with dread.	Email response sent by GMS Team - complete.
Email	22/11/2023	Unfortunately I was unable to attend yesterday's event in Cross Hands hence this missive. I underwent triple hear bypass surgery in May, 2019 and subsequently have to take several medications daily. What guarantees can you offer that my need will continue to be met after March, 2024 ? Presumably you have a contingency plan in place to continue providing some form of NHS cover to the surgery's patients. Would you care to elaborate on any such plans ? How many patients are affected by the closure? Having been fortunate to have worked for nearly sixty years and paid my taxes, what clauses are there in the various National Health acts that absolves the Trust from a class action alleging a breach of contract ? I look forward to your reply.	Call back from GMS team - complete.
Email	22/11/2023	Today 22nd November I have received a letter dated 13th November that wasn't posted until the 16th of November telling me about a public meeting that happened YESTERDAY. Not only is it bad enough that you have previously written to say that after March 24 we won't have access to a GP, you then insult us with a letter sent a week before a meeting which arrived AFTER it happened. THIS IS DISGUSTING. I would have gone to the meeting alongside my husband to hear and discuss what can be done to save rhe surgery. I suggest you hold another meeting and send letters several WEEKS before it happens to ensure you give equally opportunity for anyone who wishes to attend to do so. I look forward to your prompt reply about how such a basic administration error has been so embarrassing for you.	Email response sent by GMS Team - complete.
Email	22/11/2023	I am writing as a patient of cross hands GP practice. I received a letter today to advertise the public engagement drop in event that occurred yesterday! This is completely unacceptable, and i am extremely worried at the health care provision that is being provided in my locality. I would have liked to attend in order to clear the confusion that is present in my mind regarding this closure.	Email response sent by GMS Team - complete.
Email	23/11/2023	I was unable to attend the meeting on 21st Nov re the medical practice in Cross Hands and Tumble. My concern is related to what access my wife and I will have to a doctor after next March. It is very unsettling potentially not knowing where we can contact/see a doctor especially as we are pensioners and more likely to have medical problems as we get older. I understand that you are currently working on a solution to this issue and would be grateful of any information as and when it becomes available.	Email response sent by GMS Team - complete.

**STAKEHOLDER FEEDBACK**

<b>Medium</b>	<b>Date received</b>	<b>Feedback</b>	<b>Response</b>
Email	06/10/2023	Stakeholder response from Dr Richard Swain, <b>GP Clinical Lead, Amman Gwendraeth Cluster</b> : Thank you for informing me that the team from Meddygfa'r Tuml have found themselves unable to continue to provide General Medical Services for their population. It is a sad circumstance that pressures from various directions have led to this action. From my knowledge of Tumble Surgery and those involved, they have tried very hard to meet their contractual obligations and no doubt will continue to do so, until the conclusion of their contract. The political and financial context of NHS healthcare and community services in Wales is one of exceptional challenges and erosion of confidence in the future for those involved in the independent contractor model for the provision of services. I do hope that political comprehension and leadership will be forthcoming and that we discover as a nation, a way to properly invest in cost-effective and high quality NHS and social care provision for our populations. For me, investment of political and financial capital into established and also innovative ways of delivering services for our populations is imperative, if we are to remain effective and able to meet patient and societal needs into the future. Too many practices throughout Wales are sadly facing similar challenges to those of the team at Tumble Surgery. My concern with this contract surrender would be that list dispersal should not be considered, without significant consideration being given to the stability and survival of neighbouring practices, whose services may also be facing challenges. I know from experience that even a relatively small number of patients moving from one practice to another, can destabilise GP contractor service provision, if no additional support or infrastructure exists. The dispersal of such a large number of patients would be potentially catastrophic for community care in the Gwendraeth and Amman Valleys, in my estimation. I can also sympathise with the team at Meddygfa'r Tuml regarding the future security and prospects for those partners and employees, whose hard work has resulted in such a disappointing conclusion. It would be good for the general well-being of all involved to know, as soon as possible, that they have a job and a future, irrespective of how the service evolves after the current contract ends. I would make a plea that redundancies should be avoided or minimised by whatever means necessary, to avoid severe impacts on individuals and their families. I can also sympathise with the team at Meddygfa'r Tuml regarding the future security and prospects for those partners and employees, whose hard work has resulted in such a disappointing conclusion. It would be good for the general well-being of all involved to know, as soon as possible, that they have a job and a future, irrespective of how the service evolves after the current contract ends. I would make a plea that redundancies should be avoided or minimised by whatever means necessary, to avoid severe impacts on individuals and their families. My every good wish for the Panel's deliberations regarding future GMS provision across Tumble and Cross Hands.	Stakeholder feedback logged - complete.
Email	24/11/2023	Stakeholder response from <b>CLlr's Llinos Davies (Llannon Ward), Aled Vaughan Owen &amp; Darren Price (Gorslas Ward)</b> : We write with regards to the decision made by the GP Partners of Cross Hands and Tumble Surgery to hand back the General Medical Services contract to Hywel Dda University Health Board following a resignation and unsuccessful attempts to recruit. We are aware that the Health Board is currently consulting with members of the local community on this matter, and we are grateful for the public engagement events that have recently been held at Tumble and Cross Hands. This is a very worrying and distressing time for residents who are patients of these two surgeries. As elected members of Carmarthenshire County Council, representing the residents of Gorslas Ward and Llannon Ward, we write to ask that the Health Board makes every effort to find another provider so that these vital services continue to be available in our community. We thank you for your continued support in finding a solution to this very complex situation.	Stakeholder feedback logged - complete.
Email	27/11/2023	Stakeholder response from <b>Dame Nia Griffith DBE MP / AS Member of Parliament for Llanelli</b> : It is absolutely vital that we keep full GP surgery facilities in Cross Hands and Tumble, and I would implore the Health Board to make every possible effort to ensure a permanent solution with a properly staffed GP surgery / medical centre. Losing the facilities here would leave a big gap geographically, just at a major cross roads in an area which is developing fast. A growing population: There has been very considerable amount of housing development in the area in the last few years, and with the proximity to the A48, and the expansion of the industrial and commercial developments, it looks likely that this will continue to be a popular area for more housing and an increase in population. It therefore makes sense to develop GP surgery / medical centre facilities here. The promise of a medical centre in Cross Hands: When the large housing development between Cross Hands and Cefneithin was being discussed years ago, there were plans for a Cross Hands medical centre near the Cross Hands Working Men's club, as it was recognised that this area was going to see a lot of development. The housing has since been built and the Club redeveloped but no sign of the medical centre, although it has been referred to throughout the various discussions on the future of hospital services. Walk-in appointments: Time and time again, patients tell me that they appreciate the opportunity to have regular, well-publicised times when they can attend a walk-in surgery. The availability of such slots varies from surgery to surgery in the area, but I would stress that it should be part of the provision at Cross Hands / Tumble. Blood tests: Patients tell me that they want to be able to have blood tests locally, in Cross Hands and Tumble. Delays in getting blood tests can lead to delays in getting the appropriate treatment, and it is just not practical for patients to have to travel miles for blood tests, particularly if they need them regularly. Limited public transport: Although those commuting to work are likely to have cars, there are still many patients particularly the elderly who do not have a car in the household, and would have considerable difficulty to getting to surgeries elsewhere. I hope that you will do everything that you can to provide a fully staffed GP surgery / medical centre in Cross Hands and Tumble.	Stakeholder feedback logged - complete.
Email	28/11/2023	Stakeholder response from <b>Practice Manager of Penygroes Surgery</b> : As a practice we are concerned about the potential dispersal of patients from Tumble, as there is no support either financially or additional staffing, available from the health board. We have been actively trying to recruit a full time GP for the last year, without success. Dispersing several thousand patients to us, without any additional support would cause us great difficulty and stress in performing general medical services to our patient base. Therefore we are of the strong opinion that the best option is for the surgery to be taken over by another contractor, or failing this ran as by the health board.	Stakeholder feedback logged - complete.
Email	28/11/2023	Stakeholder response from <b>Practice Manager of Llandeilo Surgery</b> : We are aware that the Cross Hands and Tumble Practice have served notice on their GMS contract and the health board are looking for alternative provision of GMS for these patients from 1st April 2024. I have recently corresponded with members of the Primary Care Team who recommended I provide our official feedback of the potential impact on the practice, as part of the consultation exercise. The GP Partners do not wish to extend our practice list size, but are aware that there are 570 patients registered with CH & T practice, who are currently living within our practice boundaries, so potentially may request to register with the practice. We have already been approached by some patients registered with the CH & T practice, but we have asked them to remain with their existing practice until the public engagement exercise is completed and a decision made about the future of the practice. We have also recently been informed that a new housing development is to be built in Llandeilo, which could potentially add an additional 300 patients to our practice list. These patients should take precedence over patients from CH & T practice, as they would be in Llandeilo town and therefore unable to register with other practices, as outside their practice boundary. In summary, a large increase to our practice list would cause an additional strain on an already very busy training practice, and we do not have the capacity to absorb these numbers without the need to employ an additional GP Partner or salaried GP, practice nurse, and admin staff to cope with the additional numbers. Can we please be kept informed of any decisions which may impact on our practice, following the review at the end of the public engagement exercise?	Stakeholder feedback logged - complete.

## LLAIS FEEDBACK VIA SOCIAL MEDIA

1. What a shocking state of affairs. I bet I will get a better service if I register with my local vet.
2. Absolutely will affect all of us in the area registered
3. What is the point of this consultation?! The current users of Crosshands and Tumble surgeries will all want the GP service to remain!! No other consultation required!!
4. Why doesn't the link take you directly to the online consultation?
5. Of course it will affect us all. We already cannot see a doctor. We can rarely speak to them only if it's an emergency & lets me honest to even ring the GP in the first place we clearly have something to be concerned about. So now it'll be even more difficult as the other surgeries will be full up & with extra patients on they're hands !
6. What hope have we got of seeing a Dr if the 7500 registered patients are distributed to neighbouring surgeries. We have to wait weeks to see a Dr now. Also what about people who can't drive and have to rely on buses to fit in with an. appointment. If you don't have family to rely on taxis are too expensive even to Crosshands. We are definitely going backwards in time no dentists what next no Dr's.
7. Plenty of doctors they all want part time either take full time or find a labouring job rubbish picking on beach
8. Is it not the job of the Health Board to find replacements. See no reason for consultation. Surely doctors in the area, I.e Penygroes and Pontyberem can't take on 3750 patients to add to their current load. Time to pick up your socks Hywel Dda
9. This is the first time I've heard about a questionnaire or consultation. I received a letter stating the situation with a contact if needed but not suggesting any action we could take.
10. Disappointed to hear this ☹