



St David's Surgery

Patient Engagement Summary

13 May – 19 June 2024

Background

- On 18 April 2024, the single-handed GP Contractor at St David's Surgery resigned their General Medical Services Contract and will cease providing services on 31 October 2024. The Practice has been singled-handed since May 2023 and the GP Contractor has told the Health Board that an unsustainable workload, and challenges with GP recruitment and retention have driven the resignation
- St David's Surgery provides General Medical Services to approximately 2,730 patients from a surgery premises in the centre of St David's, serving a rural population across north-west Pembrokeshire and the St David's peninsula. The Practice is the second smallest by list size in Hywel Dda and there is a long history of sustainability challenges and fragility related to its scale.
- There are no Community staff based at St David's Surgery (these are based in Fishguard or Haverfordwest). St David's patients travel to Solva for some services including the Cluster Physio service and Diabetic Retinopathy screening.

The Patient Engagement Plan

- The engagement activity was led by the Health Board Primary Care team supported by the Patient Engagement and Communications teams, and was undertaken from **Monday 13 May – Wednesday 19 June 2024**. The engagement plan was developed in conjunction with Llais.
- On 22 May and part way into the public engagement period, a General Election was called for 4 July 2024 meaning there is an overlap between the public engagement period and the Pre-election period. Guidance was sought and it was decided that the process and engagement should continue as planned on the basis that the Health Board has a statutory duty to provide primary medical services and that to defer this contractual process may lead to a gap in provision which would be unsafe. The primary engagement was with patients of the Practice.
- Letters and questionnaires, were sent by post to all registered patients and were bilingual. Large print versions were made available. Some patients have told us that they fed back by more than once, therefore the number of responses will be greater than the number of patients who responded.
- Weekly meetings have been held to support team working (Primary Care, Patient Engagement, Communications, Communications Hub, Llais) and to regularly review the plan and its implementation.

Ways patients could engage

- **online questionnaire** through ‘Have Your Say / Dweud eich Dweud’ site (anonymous, no registration required)
- by dropping-off paper **questionnaires** sent by post to every patient at St David’s Surgery or Well Community Pharmacy (anonymous)
- by **telephone** to the Communications Hub
- by **email** to the Communications Hub
- in **writing** (FREEPOST or dropping-off at the Surgery or Well Community Pharmacy)
- in person at the **drop-in public engagement event** at City Hall on 14 June
- feedback direct to **Llais**

The Questionnaire 1/2

1. **Please let us know your full postcode eg. SA62 6SS**

2. **When was the last time you attended St David’s Surgery?**
 - a. In the last month
 - b. In the last six months
 - c. In the last year
 - d. More than a year ago

3. **Thinking about the last time you went to the Surgery; how did you travel there?**
 - a. On foot
 - b. By car
 - c. By bus
 - d. By taxi
 - e. By bicycle
 - f. Other (please state)

4. **If you were transferred to another Practice, how would this affect you and the way you currently access services?**

5. **Under this proposal the vast majority of patients would transfer to Solva Surgery at the end of October as the next closest Practice to them. If you needed to access appointments and services at Solva Surgery how would this affect you?**

The Questionnaire 2/2



6. What is most important to you about your GP Practice?

- a. Telephone access
- b. Appointment availability
- c. Seeing the same team
- d. Car parking
- e. Friendly staff
- f. Other (please state)

7. How easy or difficult do you find it to access care from other Primary Care providers in your area (community pharmacies, opticians, dentists)?

	1 – very difficult	2	3	4	5 - very easy
Community Pharmacy					
Opticians					
Dentists					

8. Do you have any other comments or feedback?

Open questions were used to encourage patients to share their individual and personal perspectives.

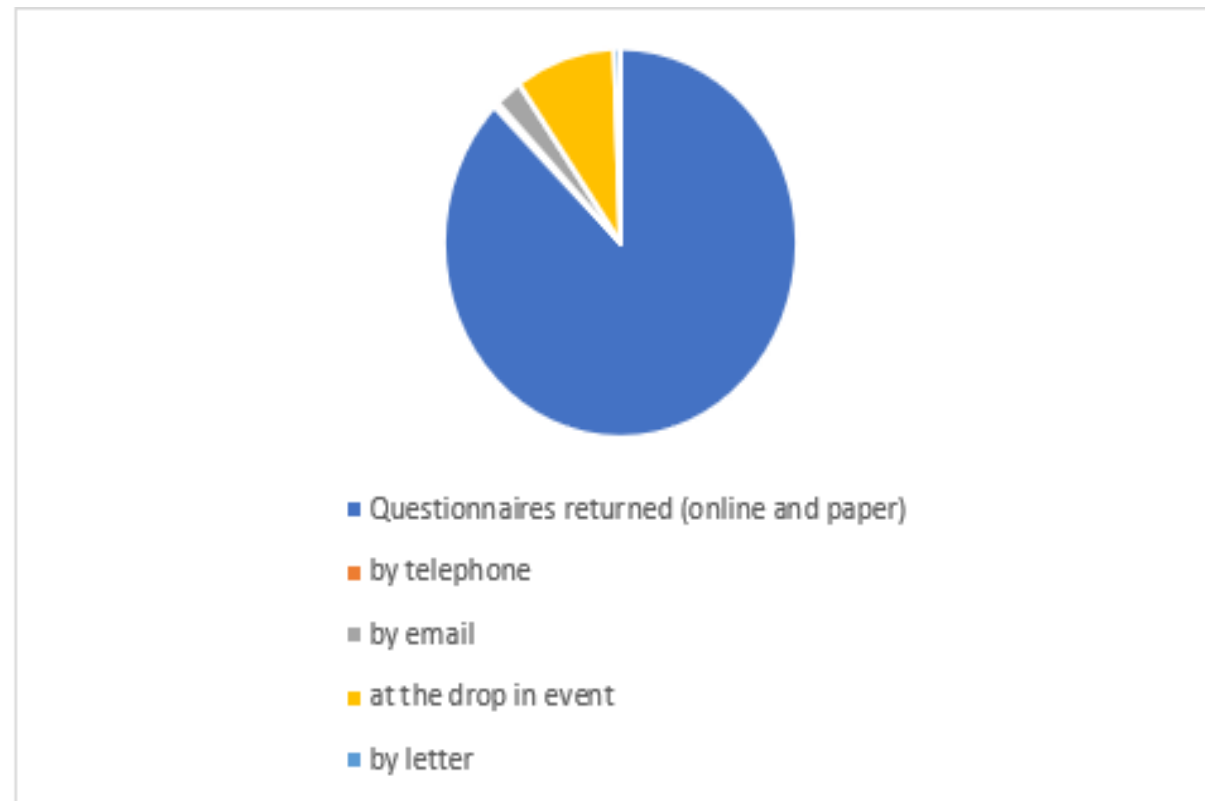
Who fed back?

- 1068 questionnaire responses in total were received by the deadline. Some patients told us they responded more than once so the number of responses is greater than the number of patients who responded. 2 patients responded in Welsh.
- Patients who completed the questionnaire (by post, online or at the drop-in event) were also asked to complete an optional equalities monitoring survey – a minority of patients chose not to complete some or all of the questions in the equalities survey, so the profile data is based on those responses received:
 - 31% of respondents were aged over 55
 - 53% of respondents were women
 - 55% of respondents said they had been to the Surgery in the last month
 - 48% of respondents said they travelled to the Surgery on foot

How did patients feedback?

1214 responses from patients in total were received:

- Questionnaires returned (online and paper) – 1068
 - 467 returned via the Surgery
 - 196 returned via the Pharmacy
 - 24 returned via Freepost
 - remainder online
- by telephone (4)
- by email (25)
- by letter (9)
- at the drop-in event (112)



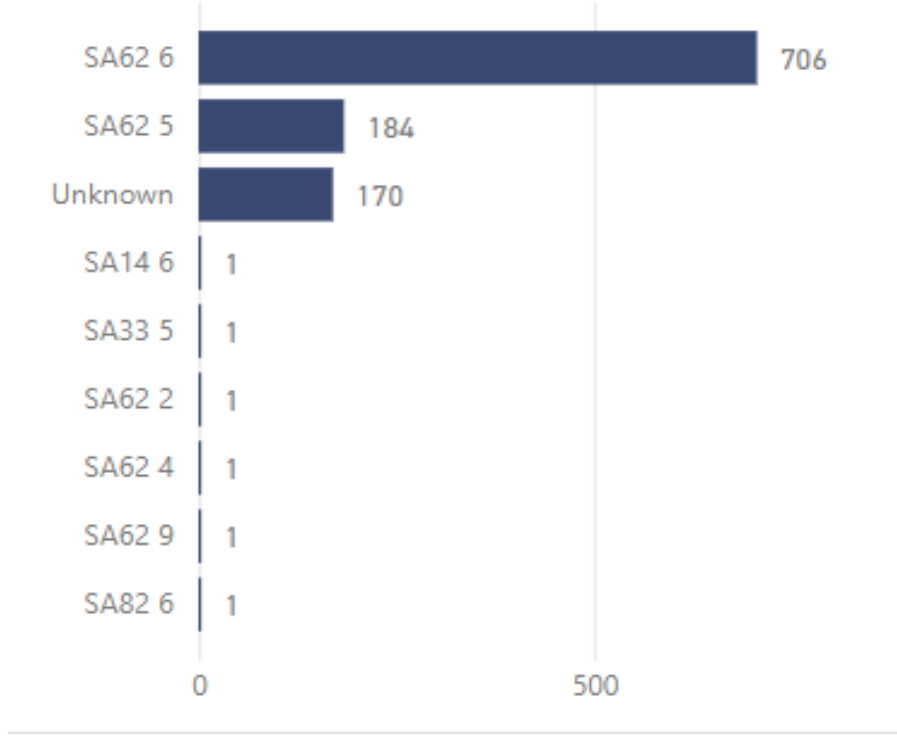
Q1 Please let us know your full postcode eg. SA62 6SS



1066 respondents provided their postcode

- 706 respondents providing their postcode were from SA62 6 (covering St David's and Solva areas). Patients living closer to the Surgery responded more than those living further away.
- 184 respondents providing their postcode were from SA62 5

Count of Postcode Sector

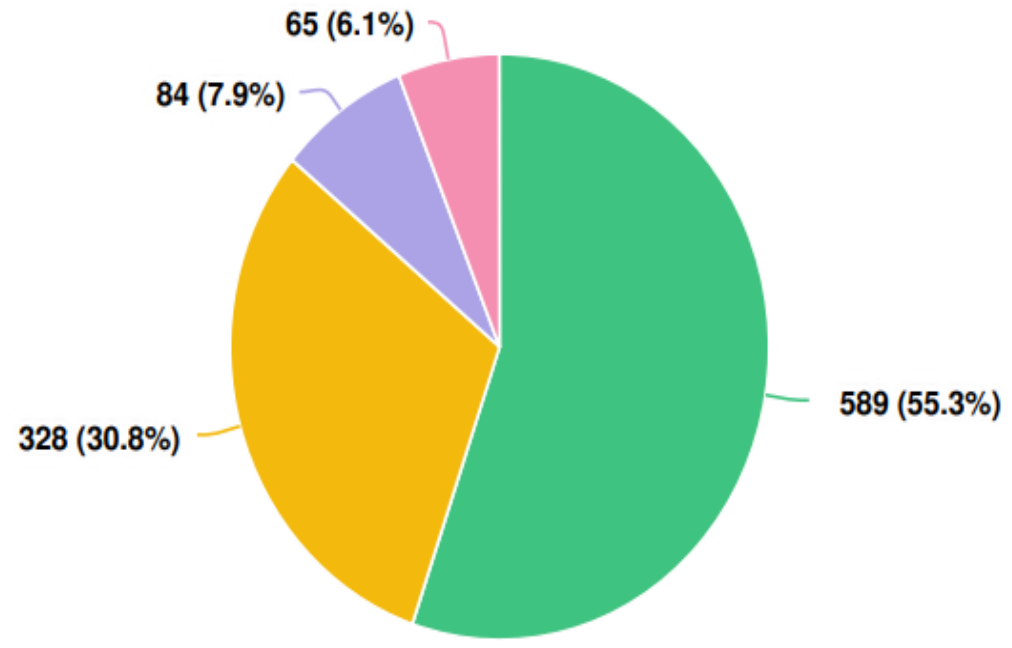


Q2. Attendances



Q2 When was the last time you attended St David's Surgery?

55% of respondents told us that they had attended the Surgery within the last month. Feedback suggests this includes patients calling-in to collect a prescription or speak to a Receptionist, and not all appointments.



Question options

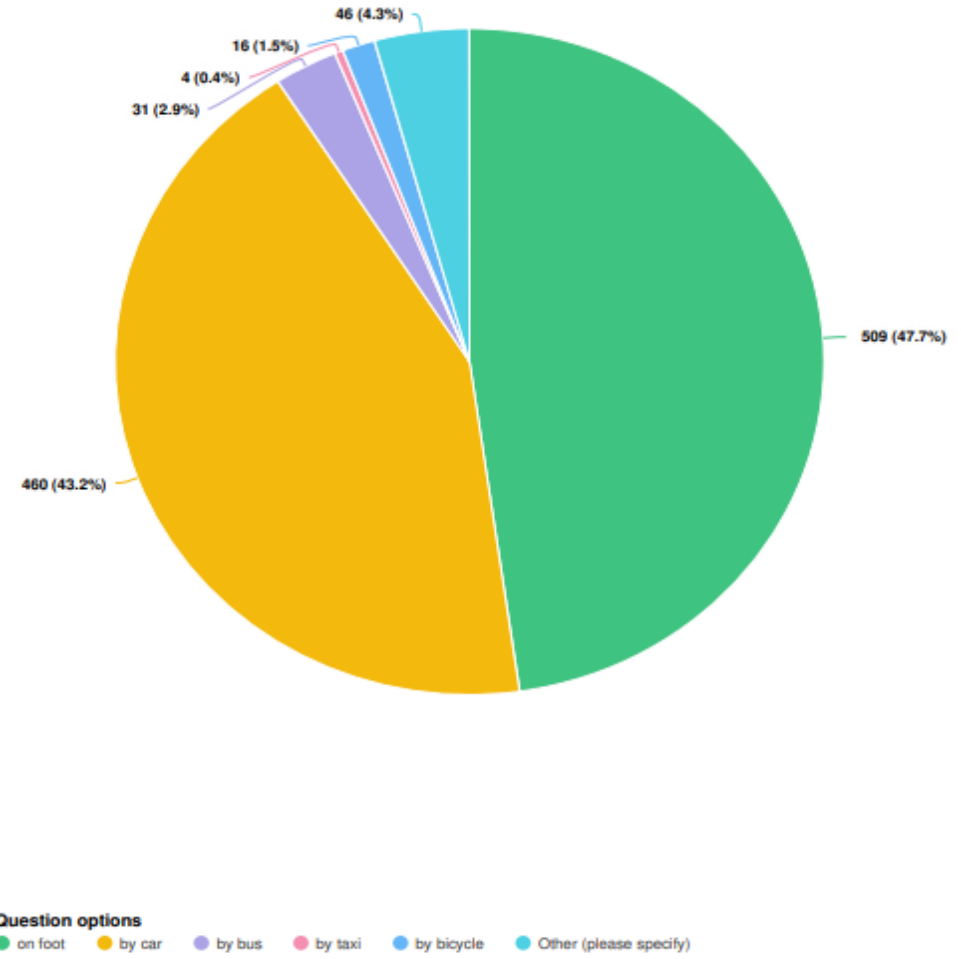
- in the last month
- in the last six months
- in the last year
- more than a year ago

Q3. Travel and transport



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

- on foot – 47.7%
- by car – 43.2%
- by bus – 2.9%
- by taxi – 0.4%
- by bicycle – 1.5%
- other – 4.3%



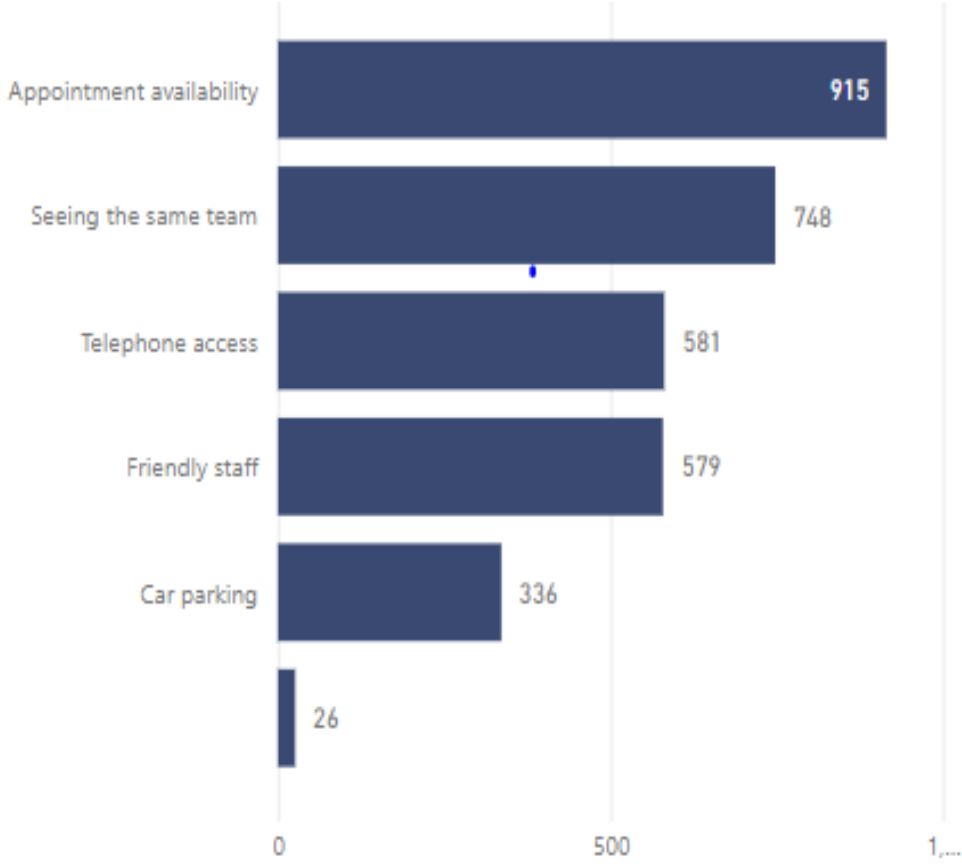
Q4 Travel and Transport

- Patients were asked how they would be affected if transferred to their next nearest practice. For over 90% of patients this would be Solva Surgery which is 3.5 miles away by car. Approximately 10% of respondents were either positive or neutral about travel to another practice, as this would either be closer to them or about the same. Patients living closer or a similar distance to Solva Surgery in particular were more neutral or positive about travel to Solva.
- Approximately 63% of respondents fed back negatively about challenges with travel and transport. This included challenges with public transport (bus services), driving as you get older, additional time off work for travel to appointments, costs of travel and the environmental impact.

Q4 Quality and Continuity of Care

- Approximately 8% of respondents expressed concern about whether the practice they would be allocated to would be able to provide the same quality of care as St David's Surgery. Some patients were concerned that it would be more difficult to get an appointment in another practice. This was expressed particularly in relation to Solva Surgery and patients were concerned that there would not be enough clinicians and other staff.
- Approximately 11% of respondents raised continuity of care as a specific concern for them as they have a long-term condition where this is particularly important to them
- Many respondents expressed their appreciation of the care they have been receiving from Dr Riley and his team.

Q6. What is most important to you about your GP Practice?



Patients were asked which aspects of St David’s Surgery were most important to them. Patients were able to make multiple selections.

85% of respondents included access to appointments

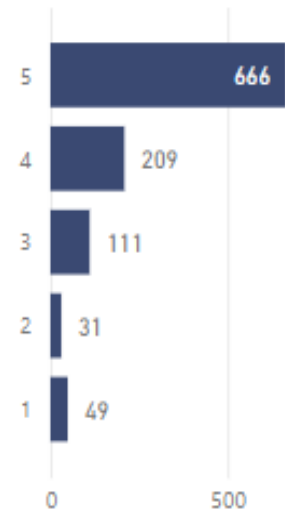
70% of respondents included seeing the same team

These values mirror some of the concerns expressed about being transferred to another Practice.

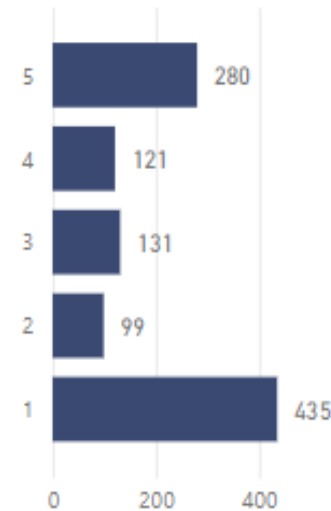
Q7. Access to other Primary Care services

There is a busy Community Pharmacy (CP) and a small dental practice in St David's. We asked patients how easy or difficult they found it to access care from other Primary Care providers.

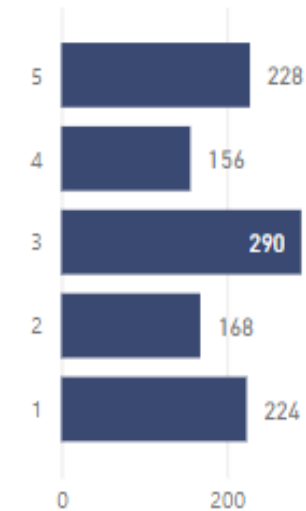
CP - Ease of Access



Dental- Ease of Access



Optom- Ease of Access



Q8 Do you have any other comments or feedback?

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

- concern about the impact on the **community** of St David's if the Surgery had to close, and a strong feeling that a surgery should remain in St David's if possible. Many patients want the Health Board to 'take over' the Practice and wanted as little change as possible from the status quo. Other patients recognised the benefits of combining some practice functions and services with Solva Surgery.
- concern about **travel** to another GP practice and public transport to and from Solva in particular
- concern about **continuity of care**. Some patients said they have been registered with the practice all their lives
- concern about the **capacity** for other neighbouring practices to take-on extra patients, especially Solva Surgery. This extended to concern about being able to get an appointment in another practice as the perception was that access was very good in St David's and patients felt supported
- a high regard and appreciation for Dr Riley and his team

Drop-in event

A public engagement drop-in event was held on Friday 14 June in City Hall. It was very well-supported by 520 people and a large team from the Health Board including the Primary Care team, Comms and Engagement team. Representatives from Llais were also in attendance.

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

The event had been promoted locally online by members of the community and some patients appeared to think they were attending a public meeting at the start at 2pm in contrast to what was in the patient invitation letter from the Health Board. A number of stakeholders also attended the event including City and Community Councillors, and political candidates.

Feedback from the event was positive with 85% of those who completed the feedback questionnaire rating the level of information given as Good, Very Good or Excellent.

Governance Process ahead

- 1 July 2024: Second Vacant Practice Panel to receive the report on the engagement feedback, and make a Recommendation to the Board
- 25 July 2024: Public Board to meet to decide how services will be delivered to the Practice population from November
- 31 October 2024: end of the Contractor's notice period
- 1 November 2024: transition to the Board solution