

St Davids Care in the Community engagement visit

Monday 10th June 2024

(Primary Care and Engagement teams)

A visit to the St Davids Care in the Community was arranged with the management team. Two homes were visited at their suggestion:

- Pen-y-Daith – five residents and three members of staff in attendance
- Fairfield – ten residents and one member of staff in attendance

Under the proposal for a managed dispersal of patients at the end of the notice period, all residents would be allocated to Solva Surgery at the end of October. Residents were talked through the proposal and many appeared to be already aware of it. The discussion was open and the majority of residents engaged and were happy to share their views.

1. *General feelings on the proposal:*

Pen-y-Daith residents:

- I would be very upset if surgery went.
- I went for my eye test and diabetes check to Solva before. We could go to Solva. I don't mind.
- I don't mind at all. I would mind having to go to Haverfordwest.
- Solva is not too far away. One of the staff would take us on the bus.
- I don't mind where I go.
- Would all residents go to Solva?
- I don't mind going to Solva. I love it!
- I have been to Solva.
- I have not been there.
- When you know in July, will you come back and tell us?
- Please come back and tell us.

Fairfield residents:

- It's good to have a surgery here. Keep it here. It's easy, not far to go. We don't want to part with it. We don't want to go all the way down there [to Solva]. Stick it here.
- I like walking to the surgery [in St Davids]. I meet people I know and have a chat.
- I worry about losing my independence going to Solva.

2. *Transport/ getting to Solva*

Fairfield residents:

- The situation is, how we get down there? Some carers can't drive, some can. We walk down to the surgery [in St Davids]. I am independent, but some [of the other residents] are not. We walk with a member of staff.
- Some people can't go on the bus. We have one person that needs to get in the car, not on the bus.

3. Solva Surgery's capacity to manage additional patients:

Pen-y-Daith residents:

- Do Solva know that we are going there?
- Would everyone who lives in St David's have to go to Solva? It would be too much for Solva, wouldn't it? Would the doctors be able to manage?

4. Continuity of care / practice staff:

Pen-y-Daith residents:

- Would XXXXX [St David's staff member] go there? I would miss XXXXX. She's very kind to us.
- I don't like change.
- They look after us very well [in St Davids Surgery].
- XXXXX [St David's staff member] is nice.
- They are all very nice.
- I am sad I won't be able to see Dr Riley anymore.

Fairfield residents:

- I like Dr Riley. He is a nice doctor. Very friendly.
- We see people who we know.
- What happens if we are very sick and the staff are not around?
- What are doctors' names in Solva?

5. Other Primary Care services:

Pen-y-Daith residents:

- We go to the Chemist. I hope the Chemist doesn't go.
- I get all my medicine from Chemist and my shower stuff. I can't walk very far, we go in the wheelchair.
- We use the dentists.

Fairfield residents:

- What will happen to our health checks [annual reviews] and prescriptions?
- What about my blood pressure check?
- What happens about our flu jabs? We used to have nurses coming out from the hospital giving us the flu jabs [in Covid] .

6. Feedback from Care in the Community staff (across Pen-y-Daith and Fairfield)

Travel and transport to Solva:

- It would be a logistical nightmare for us for individual appointments. But arranging groups of residents to go to Solva [for routine care like blood tests, flu clinics and annual reviews], yes, it would make it easier for us. But the individual appointments could be a problem. We have 8 residents in this home. We have one that doesn't go out and the doctor comes out to see them.

- We would have to take the minibus. Only two residents would be able to go independently on the [service] bus.
- two clients would be able to go on the bus, but some who walk [to St Davids Surgery] are not confident to go on the bus by themselves.
- How big is the car park at Solva?
- What is the parking like at Solva for a wheelchair accessible vehicle?

Services at Solva:

- doubling of patients but not increasing GPs, how is it going to work? Are we not going to be struggling for appointments?
- One person deals with all our monthly prescriptions. If we had them dealt with individually it would be mayhem. Could we have the same system in place?
- Some of our clients have communication issues. The staff at the [St Davids] Surgery know our clients very well. We have good communication [with the Surgery] we worry this will end.
- Staff member: Change over in personnel is a worry.

Residents and staff were invited to the public engagement drop-in event on Friday 14 June in City Hall.