

Medium	Date received	Patient feedback
Email	23/04/2024	Do you not think it might have been better to write to all the patients at St Davids surgery first rather than letting them find out through a press release? Shows how little you think about the people of St Davids.
Email	26/04/2024	Good evening. I read with alarm the press release concerning the possible closure of the St David's surgery. Your email address is given as a source of further information and I would be grateful if you could pass on any extra information. As registered patients of this practice we look forward to receiving clarification in the post. Needless to say this news has been received with shock, anger and deep concern.
Email	05/05/2024	We don't understand why you are frightening the local populace over this matter in a letter which is a copy of the information you placed in the press. It is misleading and inadequate to explain the real problem for the health board. Dr Riley has only given up his contract because he is unable to run the surgery on his own. He is a brilliant doctor and is passionate about staying in the practice after November 1st. The only problem for the board is to appoint another Doctor to run the surgery or adopt it themselves. The surgery is extremely important to the residents in the area and the huge number of visitors who visit St Davids every year. It is not only an exemplary surgery of which you and the community can be proud, it is an absolute necessity in St Davids.
Email	06/05/2024	Further to your recent letter reference the above. As a patient of this surgery for nearly 17 years I wish it to be known that the service/treatment provided has been excellent. It should be used as a model of what patients should expect from any GP lead practice and what the Health Board should be striving to provide everywhere. Every effort must be made to keep the Team together hopefully lead by a new GP as professional as Dr Riley. He has been brilliant.
Email	07/05/2024	I have received a letter from the St David's Surgery regarding the handing back of the General Medical Services Contract. They are a brilliant team of people who are caring from Dr Stephen Riley, the nurses and the receptionists. It must not be allowed to cease on 31st of October 2024. Please act NOW to ensure it does not happen and not wait until 31st October. It is the duty of the Hywel Dda University Health Board to see that this Surgery at St David's continues. I have been registered with them since 1979.
Telephone	08/05/2024	wanting to pass on her comments - she was so upset seeing the staff there today who were incredibly upset about the practice. She said the staff have always been amazing to her and her family. She'll be incredibly upset if they end up closing - incredibly lovely lady who just wanted to pass on her positive comments
Email	16/05/2024	I am appalled to see that St Davids Surgery, like Solva Surgery now has a doubtful future. There is a notice in the waiting room to say that the list is open for new patients. How can this be? There are lots of new houses being built and many recently built but we are rapidly losing our infrastructure. Surely GP Practices should not be a business with responsibility for buildings etc. It's high time the NHS, for which we have paid for many years, stepped up to the plate to sort out this very worrying situation. It's virtually impossible to access an NHS Dentist and it looks like we won't have a Doctor soon. It's really time someone got a grip on this situation. Talking is doing nothing! As an ageing community, it is very worrying that we will not have medical services available.
Email	16/05/2024	Hello [redacted] And totally rely on this wonderful surgery with excellent staff & wonderful GPs too. I fear for them and how they would manage if it was closed as they are both housebound. And to rely on friends to collect prescriptions etc. and always have home visits. What will be put in place for all the elderly patients that live in St David's and surrounding areas. Please can you let me know the outcome
Email	16/05/2024	I have received a letter from the St David's Surgery regarding the handing back of the General Medical Services Contract. They are a brilliant team of people who are caring from Dr Stephen Riley, the nurses and the receptionists. It must not be allowed to cease on 31st of October 2024. Please act NOW to ensure it does not happen and not wait until 31st October. It is the duty of the Hywel Dda University Health Board to see that this Surgery at St David's continues. I have been registered with them since 1979.
Email	18/05/2024	Re. the above subject and as a patient of the St. Davids GP surgery, I have three questions on the process: Who is on the Panel, What are the options over and above/as an alternative to the current recommendation and might one possible outcome be that the surgery be taken back into NHS Wales/Hywel Dda University Health Board control and the current staff be employed directly?, What evidence is considered relevant by the Panel in their deliberations? I look forward to your reply at your earliest convenience and would be most grateful if you would confirm receipt of this email.
Email	18/05/2024	I am writing to you to gain more information on the future plans of St Davids Surgery, New Street, St Davids. Myself and my husband and four children are all patients of the surgery and are worried that with the rumour circulating in St David's that the surgery will close permanently and we will have to find another surgery. I think this is totally unfair on the community and surrounding area of St David's as we have been advised to stay as patients to stay with the surgery, I am concerned that we will not be able to find a new surgery especially if this sprung on us last minute. Surely there is a resolution to this which won't involve local people having to travel miles to another doctor's surgery.
Email	23/05/2024	We are registered with St. David's surgery. [redacted] To which Practice will we be transferred at the end of October? Do we have a choice?
Email	24/05/2024	I email with regards to the communication with regards to St David's surgery closure. We live in a City - it may be a small city but it now has virtually no facilities with the closure of the doctors. The NHS services in west Wales are appalling - My wife has to travel to London for some tests as they can't be performed in Wales. I have a 5 year wait for a hip replacement and now have to use a blue badge as a consequence. Why don't you simply STOP free prescriptions and put the revenue in to better services. The information that NHS Wales puts out is awful a lie - it says that the average wait for a new hip is 56 weeks - when you call and chase and ask questions you get to the FACT that surgery is being performed on people who were on the list in 2019!!!! We have paid in to a NHS and the service is beyond now.
Email	25/05/2024	I just thought I would bring to your attention that having completed one questionnaire only to find question 6 missing, I received my questionnaire through the post yesterday. However I have noted that although stated that these are anonymous question one asks for your postcode - this has actually been printed on the opposite side of the cover sheet which contains our full name and address. I have checked with my husband's and also my father and daughter's and all are the same. Again an oversight the HDHB who appear to be rushing this through. I shall be cutting this off my sheet but wonder how many others will lose their anonymity by using these. Please - try to get these basic things right in future.
Telephone	28/05/2024	has been sent questionnaire for views for re structuring services St David's, wants to speak to whoever made this questionnaire as he has questions about the questions on it, did not wish to give further personal details, can you call him back he asks to discuss
Telephone	31/05/2024	Patient would like to discuss the questionnaire they have received regarding the closure.
Email	03/06/2024	Firstly, the questionnaire is supposed to be anonymous so why was question one 'let us know your postcode' when on the other side was my name and address? Why does a person's annual income need to be asked? and what sex you are? surely the surgery and the health board must know that about their patients? What really needs to be looked at is the local population and its needs. One, is the huge number of tourists that we get into the area each year, as a tourism business we actively ask guests to remember to pack relevant medications but it doesn't always work and unfortunately some become ill while away on holidays. Not just the surgery has extras but so does the pharmacy. Would other surgeries be able to cope with the extra? In St Davids I help run several groups with a majority of people being over 60 years of age. A carers group, where many will say how difficult it can be to get to a surgery or for treatment when they are caring for someone else in the household that may not be able to be left while the carer goes to attend an appointment and that is with a surgery in St Davids. A group of people who have been diagnosed with Dementia, recovering from stroke, depression, fatigue etc are helped and supported by another group. Most of these are over 60 years of age as well. Some of these conditions make it hard for people to attend appointments locally let alone going a further distance. A group of people from around the area that have Macular and other eye conditions that are now at a stage where no one in the group are able to see and I have had, at their request, to find someone to help each month they meet to introduce speakers and read any information to them that is relevant for them. This group is particularly worried about getting about is not easy and they are worried about having to ask people to drive/escort them further afield for appointments. Day centre, The shed, knit and natter, children's groups all have people needing local surgery support be it a doctor, nurse or health visitor. Bring back community nurses into the area as well especially for home visits for people who really have difficulty getting out of their premises at all. St Davids has expanded with people, not got smaller and we need a local surgery. I believe there is a place for both surgeries in St Davids and Solva. I know on some occasions some patients are sent to the other surgery for treatment now and perhaps that is something which could be looked at for the future. We are far enough away from the nearest hospital as it is and our local services should stay intact. Perhaps the board should look at advertising Pembrokeshire vacancies in the county rather than in and from Cardiff? or advertise in other places such as Surfing or water sport magazines and web sites to attract new professionals to the area instead of tired, old, original historical means. Technology is here, lets see it used please to save our local services!
Email	04/06/2024	Following receipt of your letter regarding the likely closure of St David's Surgery I want to register my dismay and disappointment about the failure to provide enough GP's to take over. I absolutely do not want to move to Fishguard Surgery. It is already overloaded and it is difficult for exiting patients to access appointments. I would be happy to move to Solva. I sincerely hope the excellent staff from St David's will be redeployed. The closure of the surgery will be a massive blow for all the residents of St David's and surrounding areas; it is terrible that the NHS has sunk to this level.
Email	05/06/2024	I think the Health Board should take over the surgery immediately and run a joint Peninsula Practice with Solva on the two sites. The buildings are available till 2028 and St Davids has a 1st Doctor and Solva a 2nd. This would meet the community needs and save the NHS.
Email	09/06/2024	I simply wish to express my strongest support for Dr Riley and his team. Dr Riley is one of the best GPs I have ever come across and the practice is currently run extremely well. The community is aware of the excellence of the current practice and is keen to look at ways of supporting it. Public services generally in Pembrokeshire are dire, particularly in the more rural areas. I would urge you to look at a genuinely community led approach with an eye to protecting some of the most vulnerable but also to the economy. The surgery and pharmacy currently work well together for the benefit of the community but also tourists, who play a key role in the local economy. Any significant drop in GP access in St Davids would inevitably have an impact on the viability of the pharmacy, which is a community lifeline but also a key resource for visitors. I was deeply concerned to read the current plans. They sound feasible on paper but I fail to see how they can work on the ground, particularly for the sick and disadvantaged. The health board has a duty of care to the community. I would respectfully ask that they work with the community to ensure a plan to continue to deliver health care not just on paper but in the real world. St Davids has an excellent medical team. I do hope that you find a way of continuing to benefit from their expertise.
Email	10/06/2024	I have just submitted my completed questionnaire via your website - https://www.haveyoursay.hduhb.wales.nhs.uk/st-david-s-gp-practice-the-future-of-services-for-registered-patients/surveys/questionnaire1111 . Please would you confirm receipt and as per previous email contact am I right in understanding that it will be published as part of the Board's papers prior to its meeting in July [Board meetings 2024 - Hywel Dda University Health Board (nhs.wales)]?
Email	11/06/2024	I have been a resident of St Davids for 40 years and have been coming to St Davids (with my parents) since I was 12 weeks old. I am now 72. St Davids has always had a surgery for as long as I can remember, and 40 years ago the population was much less than it is today. More people have retired here, more holiday homes/second homes have been built. Additionally the area has become a tourist and holiday destination for a great number of people, a new Hotel has also opened. Today St Davids is not just a summertime holiday destination, we have visitors all the year round. St Davids has always been a wonderful place to live until now. Many things have been taken away from us - The swimming pool at the local school, NHS Dentist, Opticians, All Banks, Our secondary school threatened with closure a few years ago. Our hospital (Wityhush) threatened with closure. Our recycling facility threatened with closure (will probably close next year). And now our Surgery threatened with closure. If our surgery were to close it would be a major blow to local people, the young and the elderly especially. The "lucky ones would be transferred to Solva. With poor and infrequent bus services from St Davids to Solva attending appointments would be difficult. Patients cannot walk there due to the distance and the dangerous road. Unless you have a car attending a surgery outside of St Davids would be very difficult. This would result in many people not bothering to visit a doctor to check out a condition which may not appear serious at the time but could develop into something very serious which in the long term could cost the NHS considerably more money. The young and elderly would be particularly at a disadvantage. Children could not just walk to the surgery from school for an appointment and would have to catch a bus, this would result in them losing at least half a day of valuable school time. The elderly without their own transport would either not bother, and become more unwell, or request a "home call". Apparently one solution would be for the Health Board to take over St Davids Surgery. For the health and mental well-being of the local community I would like to urge you to do this. The closure of the surgery would result in a much greater cost to the NHS and peoples lives.
Email	11/06/2024	Thank you for asking for comments on the potential changes to services in St Davids. From my perspective there are two issues: the location of services and the services themselves. With regard to the location, for me this is not an issue. It may be more of an issue for less able people. Whilst the current building is convenient and well appointed I recognise this comes at a cost and the building needs maintenance, even if the lease is renewed. If reduction to one building is necessary no doubt there are many considerations not least space. I have never been to the Solva practice and have no idea how the two buildings compare. I assume you will be sensible enough to make a good decision about which building is better for a doubling of patient load and related services and of course, the associated car traffic. If the building is available to lease that is. With respect to providing a Primary care service (and a base for community services) I encourage you to find a way to run the practice and retain Dr Riley's services for as long as he wishes to continue to work as a GP. Replacing such a compassionate and experienced GP in our far flung corner of Wales will be very difficult, nigh impossible, especially at such short notice. I understand it is possible for the health board to run the practice itself and employ salaried GPs. This seems a very sensible option, not only for Dr Riley but to employ other GPs to support the St Davids and Solva community. My opinion is that this would be the best way forward for our community. Looking further forward than the next it may be that the model of service provision be changed and a modern community health centre such as the one in Crymch may be the solution.

Email	13/06/2024	I am writing to register my support for the Health Board to takeover the running of the surgery on 31st October and keep it open. It is a vital service in the city. We do not want to have to travel to another town or village. We are in a remote location and need a surgery here. To have to make travel arrangements when you are ill or getting elderly is totally unacceptable. We also have thousands of visitors to St Davids. Closure of the surgery and dispersal of the patient list would end up with many more patient visits to A&E in Withybush, which would end up costing the Area Health Board even more £s. It is understood that the local GP is willing to continue on an employed basis beyond 31st October. Please adopt the proposal by the St Davids Peninsula Group, that keeps the surgery open at least until the renewal of the lease in 2028.		
Email	13/06/2024	I recently completed your questionnaire sent to all patients registered at St. Davids Surgery about its potential closing end of October. I placed it in the collection box at the St. Davids Pharmacy this week. Although the form asked for anonymity, using only your postcode, this question was on the back of the page which had the patient's name and address on it, so the pharmacy gave me a black out pen to cross this information off. The rest of the questions seemed only to ask for statistical-type information, so I wanted to make my views known in more detail. St. Davids surgery has been a model surgery for the more than 30 years I have lived here. In the midst of so many negative pressures facing the NHS and GP surgeries around the country, this practice and its staff over the years have been exemplary of good practice in how a surgery should be run. It is located within walking distance of most residents living here - no need to use a car to get there if you are able-bodied. The NHS should be promoting accessible surgeries by foot, bicycle and public transportation as much as it can. There is ample city parking around the current surgery for those who might need it, as opposed to the parking situation in Solva. Moving St. Davids patients to Solva will make more car journeys and parking issues, as well as creating a larger surgery patient base with less ability to provide the quality services St. Davids residents have enjoyed for many years. The additional pressures on this surgery during the summer tourist season make it very questionable why the NHS would want to combine these surgeries in this very rural part of Pembrokeshire. St. Davids surgery is able to answer phone calls in a prompt time frame and is able to assist with general queries in a timely manner. To close such an excellent surgery seems a huge, backward step for the NHS. There is ample space to extend the surgery building in the future should the need arise. Please take all the concerns you are receiving most seriously and do all that you can to retain the excellent services of this surgery. Thank you.		
Email	15/06/2024	Dear staff of the Health Board, I'm emailing regarding the consultation around the potential closure of the St Davids GP Practice. Fundamentally, I think this a short sighted idea and that St Davids needs its own GP practice. I have a series of concerns regarding its closure and moving of patients, including but not limited to: .Public transport availability to get to alternative practices .Appointment availability if that many patients are suddenly moved (St Davids is excellent at assigning appointments to those that need them currently) .No guarantee for the long term future of Solva surgery itself .A lack of coherent vision for health provision on the peninsula: the population of St Davids is only growing, as it is it houses an ageing population, and there will always be a need for a GPs surgery. What will happen to the existing staff? Solva doesn't have a pharmacy? Solva is already a Health Board managed surgery, so if it's possible for Solva, why can't it be the same for St Davids? Or even treat St Davids and Solva as one organisation in terms of payroll, insurance, etc. but leave the sites and staff structure as they are? As I understand it, this is all borne out of the fact that Dr Riley no longer wants to run the business element of the surgery, but does wish to keep practicing as a doctor. It seems absurd to me that he ever had to run the surgery as a business - surely this has meant that over time he has meant that hundreds of hours to day to day management that might otherwise have been spent on patient care. It just seems a shame and a waste of expertise, and not particularly reflective of any kind of long term thinking regarding a sustainable health care provision for the area. I also think it's worth pointing out that St Davids as a city is only growing. There's recently been all those houses built and there'll likely be more in the future. This on top of the huge swell in the population over the summer months, plus an ageing population as lots of retirees have moved in post covid. It all adds up to there being an increased need for healthcare provision, not more. Ultimately, I think it would be very impractical and short-sighted to close the surgery there. It is by far the best practice I have dealt with, they provide an excellent standard of care, and it would be a travesty for the local community to lose it. Thank you for your time,		
Email	15/06/2024	The only city in the UK without a doctors surgery? It appears to be generally accepted that there is no option but for the Health Board to manage all General Medical Services on the St Davids Peninsula, at least initially, following the resignation of the GMS contract at St Davids Surgery. The longer term plan would be to seek expressions of interest for the provision of the GMS or APMS contract in the area by an Independent Contractor. However the circumstances arising following the resignation should not be regarded by the Health Board as an opportunity to cut costs at the expense of patient care and contrary to the overwhelming opinion of the local population. Any proposal to close a local surgery with dispersal of the patient list is likely to cause much anxiety and provoke an emotive response. This is further exacerbated in rural locations like St Davids where dispersal could be to Solva, Fishguard or Haverfordwest surgeries. The remote location of St Davids means that many patients will have difficulty in accessing services elsewhere. The large tourist population in St Davids at times presents further issues. The patient questionnaire is likely to reveal many of these genuine difficulties, and campaigning and petitioning to "Save St Davids Surgery" has already begun. The political impact of St Davids becoming the only city in the UK without General Medical Services should not be underestimated. As the community pharmacist for St Davids between 2006 and 2022 I am well aware of the existing challenges in accessing health services in the area, and of the exacerbation of these issues that would result if General Medical Services were to be withdrawn from the city of St Davids. I know of many patients who's health care provision would be negatively impacted; this includes elderly members of my own family whose declining health already means that they cannot drive nor even access what very limited public transport options exist in the area. Access to services locally for these patients is paramount. It has been suggested in some quarters that there are just two options on the table: Health Board Vacant Practice Panel Recommendation to close St Davids Surgery with the dispersal of all patients to either Solva, Fishguard or Haverfordwest surgeries. Leaves single practice at Solva surgery operated by Health Board providing services for whole of locality. Potential for delivering some services from St Davids "is being considered". Retain all services at St Davids with Health Board control, at very least until expiry of lease at Nun St Surgery in 2028. Presented with just these two options, it was inevitable that the "Save St Davids Surgery" campaign would be launched. Merger opportunity? I wanted to clarify whether there may be a third option; the merger of St Davids and Solva surgeries. Creating a new "St Davids Surgery and Solva Health Centre". There are some local parallels to this in the Neyland Health centre and Johnston surgery, and the Hywel Dda Health Board support for the planned merger of Llanilar and Ystwyth surgeries in Ceredigion Merger of Llanilar Health Centre and Ystwyth Medical Group - Hywel Dda University Health Board (nhs.wales) [later called off]. The Neyland and Johnston practice runs effectively from 2 sites, at both Neyland and Johnston. A proposal in 2022 to close Johnston and Neyland surgery and disperse all patients to Milford and Haverfordwest were eventually discarded. There were then considerations to consolidate services into Neyland health centre and close the Johnston branch, with the dispersal of some patients to Haverfordwest and Milford Haven. GP recruitment was the main driver for suggestion of closing Johnston branch. There were local campaigns and petitions within the Johnston area and subsequently the decision was made to retain the Johnston branch within the combined practice. Suggest similar St Davids and Solva surgery running on 2 sites. Patients would be transferred to a merged surgery rather than dispersal. One premise would become a branch. This would be a "minimal change" where GP Practices are involved in the merger, there are no practice closures and the practices form a mix of the main surgery and branch sites under a single GP Practice Code. Patient Lists do not change from their current Registered GP's, however system transfer to the new GP Practice Code/Local Code is required to be actioned by Shared Services. The indication is that the current GP contract holder (Dr Riley) would be able to support in providing some GP cover at St Davids for the next few years, so recruitment of GP to maintain a branch may be less of a problem than that in the Neyland and Johnston practice. There appears to be no option but for the Health Board running initially, but the merged surgery could be returned to independent contractor/practitioner control in future. There would be no need to rush into any decision to operate away from St Davids in short/medium term. There would be no need to disperse any of the outlying patients to Fishguard/Haverfordwest. A merger would be likely to be far more acceptable to patients than a dispersal to other surgeries and complete closure of St Davids surgery. Staff jobs in both St Davids and Solva surgery would be protected in the short/medium term. Consideration and understanding of the potential barriers to achieving the vision - a successful merger is only likely where there are perceived benefits for all participant practices/individuals. This will avoid any risk of participants perceiving the vision as a take-over. Producing and agreeing a robust business case in order to establish benchmarks for measuring successful outcomes, document perceived benefits and risks and document the outcomes of benefit:cost analysis. Focus on the short-medium term - bringing practices together as a single business. Longer-term views, hopes or objectives can be referenced and documented for further consideration at a later date. In the longer term a new location of a combined new build "super-surgery" for the peninsula could be properly planned over next few years. This could coincide with lease expiry/Dr Riley retirement. This would give the Health Board adequate time to create robust plans for super-surgery in future, and would improve the potential for gaining expression of interest from an Independent contractor for the provision of either the General Medical Services (GMS) or Alternative Provider of Medical Services (APMS) Contract for St Davids and Solva surgery when tendered. Could you advise whether this proposal of a merger rather than a "takeover" dispersal is viable?		
Email	15/06/2024	Dear health board, can you advise as to where and when the meeting is on July 25th to discuss the above.		
Email	17/06/2024	Dear Hywel Dda University Health Board, I am contacting you to express my most serious concern over the possible closure of St Davids Surgery in Nun Street, St Davids, Pembrokeshire. I am a person with several health issues which need access to the surgeries expertise, like many others living here. The reduction of services on the St Davids peninsula, or worse still the dispersal of patients to the next nearest surgeries some 17 miles away from our homes would be catastrophic. In recent years the public services here have been consistently reduced. We have lost our community swimming pool, which we raised the funds to build in the first place, our school's sixth form, our police station and now the threatened closure of our waste disposal and recycling centre. To add to that list by the reduction of medical services here would be terrible, especially as we are also threatened with downgrading Withybush Hospital. As part of that plan we were assured of more local medical services nearer to home with only more specialist care being moved away to a new hospital more than one hour drive away (two and a half hours on public transport). Now it seems that we are threatened with fewer local medical services. The loss or reduction of any GP surgery and associated clinical services would make life here still more difficult at a time when large numbers of homes aimed at an older incoming population are being built. Although our permanent population is not huge, as a major Welsh tourist destination our population during most of the year is many times that number. I understand that there may need to be some reorganisation within the St Davids peninsula and that Solva might become the larger centre serving both St Davids and Solva areas. However my choice of home within walking distance of St Davids Surgery was made to enable me to live in my home for as long as possible. We really need to keep as many services actually here in St Davids as possible. I also believe that the community would raise funds to acquire the surgery once the current lease expires in 2028 if that enables it to remain open. I understand that recruitment of GP staff is a problem, but may I suggest that the marketing of these positions from Cardiff is one reason why we do not get applicants. We need to target those doctors for whom Pembrokeshire would be a wonderful place to live and work. If we advertised through surfing and outdoor pursuits publications and websites we might attract a cohort of medical practitioners who are now unaware of jobs here, and for whom life in St Davids would be a dream location. There will be other marketing avenues that would draw in a wider range of possible applicants which a little imagination would open up. Thank you for this opportunity to express my overwhelming concern on this issue.		
Email	17/06/2024	The Future of St Davids surgery consultation Public Engagement Drop in event 14 June 2024 - I attended the above which was publicised as a chance to have my say regarding the future of services. I was taken aback to learn that 1. Only 2 options were being considered. The incumbent GP has been unable to find someone to take over the existing practice as is. There was no response when asked if the board had undertaken any actions to try to source a GP/team to continue the existing service with additional support from the board. Has this been explored, within Wales, UK or abroad? 2. no information was provided as to any feasibility studies that may have been undertaken in either or any scenario and staff running the event were unable to answer any questions about these. This is surprising as the board has had 4 practices since 2022 recently handing back their contract as untenable, so considerable information about possibilities should already be available 3. no information was provided as to how this would potentially affect patients individually in either scenario a) Health Board taking on the practice, advised as to be staffed by locums who won't know the patients, assuming locums are available [as it is widely known that UK wide we are struggling to recruit and retain GPs and junior doctors] locums won't know the patients an essential part of providing high quality health services, electronic notes to support 10 minute appointments will not be sufficient to support preventative care and will potentially increase pressures on out of hours services, GPs, hospitals which are also struggling to support existing demand. (Withybush is currently under significant pressure) The board's own secondary priority is prevention, detecting early stage disease and intervening before full symptoms develop and tertiary managing disease after diagnosis to slow or stop the disease, both of which will be hindered by any proposed changes. Mention was made of the building lease expiring however this is 2028 so potentially there is some time to consider proposals in more detail especially as I understand the existing GP is happy to continue in this role. b) Dispersal. As well as the issues raised in 1 above, this would also raise problems with transportation (no reliable public transport, having to travel potentially one hour to and one hour back from a 10 minute appointment for an already ill person would potentially make that person reluctant/unable to go and ultimately put more pressure on out of hours services and hospitals. Information as regards the other practices is collated and published on a monthly basis and confirms there is no capacity to take on more patients under the current arrangements with for example, Solva patients waiting 2 weeks for an appointment. Phone calls would double, prescriptions more than double and provision for an extra 189 appointments per week, not taking into account increases in the higher proportion of older patients, would need to be absorbed. (from GP contract requirements) Are there any plans to show how this would work and can they be shared? 4. We are currently in an election process where NHS and care issues are to the fore. Welsh labour for example, are pledging to add appointments to already stretched GPs, deliver better access to GP, dental and opticians to reform primary care etc to support people to stay well and integrate health and social centres. There is no NHS dental or optician service in St Davids currently. we will deliver high quality health services close to people's homes and support people to stay well and live well longer. We believe healthcare should be as local as possible and always connected to other key partners A direct quote. To be able to do this I am assuming that the Welsh government will be asking UK for more funds or has a plan in place to generate this additional funding requirement otherwise they would not pledge to do this. Surely we should await the outcome of the election and see how this plan plays out before committing money to change now, when we would probably need to change again in future and put these funds towards providing a better outcome then. 5. Have the health board already produced a one year, 5 year, 10 year plan for the provision of healthcare in its area? How do the proposed changes fit in with these plans, what are the cost and people implications of these bearing in mind that so far all targets have been missed implying that actions are reactive rather than proactive? I accept that the board relies on the Welsh government for funding and targets and much of this is prescriptive however I am sure there are still many actions that can be taken. The NHS is seen as broken everywhere and at some stage the UK government will need to take the lead. Surely we should maintain the status quo until we know what may happen here? Can the consultation and review process be extended and more supporting feasibility information be provided? It is impossible to provide meaningful input into a consultation process where insufficient information is available. Neither proposal is satisfactory as detailed above.		
Telephone	17/06/2024	Went to meeting on Friday and made suggestions that bank could buy the building. Wanted to add that with 2700 patients, each patient could pay £10 per annum to provide £27,000 each year to run the surgery. Have you considered this?		
Email	19/09/2024	I need to express the strongest support for Dr Riley and his team. Dr Riley is one of the best GPs I have come across and the practice is currently run extremely well. The whole team is caring and considerate and it would be disastrous to lose them and most likely their jobs. The surgery should be supported by the Health Board. Its closure would be a huge loss (particularly when it works so well). Migrating patients out of St Davids would put massive strain on already stretched practices elsewhere, particularly in what appears to be a very short time frame. The link to St Davids Pharmacy works well and to take the GP practice out of St Davids would stretch this smooth operation, possibly at the pharmacy's viability. The pharmacy is also an important resource for the large number of visitors. Should that happen then it is a trip to Fishguard or Haverfordwest for medications. An impossible task for some! Accessing Solva Surgery is almost impossible via public transport, particularly there and back for appointments. Indeed would the system be able to cope and be able to provide appointments for the increase in numbers. I would respectfully ask that they work with the community to ensure a plan to continue to deliver health care in St Davids. St Davids has an excellent medical & ancillary team. I do hope that you find a way of continuing to benefit from their expertise even at additional cost.		

Email	19/06/2024	I am writing to you about the proposed closure and re-dispersal of patients, at St Davids Doctors Surgery in St Davids Pembrokeshire. I am a local resident and registered patient with a young family. I also help care for my elderly parents and mother-in-law, who all have poor health and complex needs. They too are all registered patients at the aforementioned surgery. St Davids is an excellent surgery and as a community we are desperate to keep it. I was very disappointed to learn recently that the surgery is under threat of closure following Dr Riley's decision to no longer keep the contract for the management of the surgery. I attended the consultation event held at St Davids City Hall and I was very disappointed when I was told that "no decision has been made, but only one option is being considered". This is not a consultation, this is a tick box exercise! Lots of points were made at the consultation, however I am writing this email, as I am not confident that all of the points made were accurately recorded due to the fluidity of the conversation. Please find some of my points below. 1) Tendering process – We were informed that the opportunity to bid for the contract had been sent out to the GP surgeries within the health board. Surely this should have been sent to all GPs and not just the current contract holders. This should have also been made known to GPs based in other health board regions. For the tendering process to have a chance, all potential GPs need to be made aware. 2) Re-distributing patients to Solva surgery – There is also a lot of concern locally over Solva Surgery as it only has its future secured for 18 months. Surely moving the patients of St Davids Surgery which is in a city with 1850 residents to a village that has 650 residents, and poor transport links in between is not smart. It will be a struggle for some patients to get to and from appointments, and there will also be an increase in pollution caused by increased traffic, as we all try to go green. If reliant on the buses, there are appointment times during the day that would lead to patients having 4 hrs between the bus they catch from St Davids and the bus they catch back from Solva. 3) GP recruitment – We were told this is an issue, but I've been led to believe that Dr Reilly is keen to stay on if taken over by the health board. Also, to my knowledge, we don't typically struggle to attract GPs to our surgery, so I feel this point was unfounded. 4) Future of healthcare on St Davids Peninsular – One of the Health board representatives said that there is an action group that has been set up to review the future of healthcare in the area. They then went on to say that the decision on St Davids Surgery needs to be made asap which is before any findings from that group can be considered. Surely the Health Board should take over the surgery, if only for a set amount of time to allow the full review of health care delivery in the area to be conducted. At least then, there would be no disruption to service and any decisions made will be fully thought out, rather than the rushed process that we are currently being subjected to. 5) It's not just the registered patients – St Davids is a tourist destination that welcomes hundreds of thousands of people a year. We need to maintain these vital services in order to help keep our visitors safe. Thank you for reading my letter		
Telephone	19/06/2024	Concerned he will not be able to access medical services and is causing a lot of stress to the patients. Concerned if he is unable to drive will struggle to access the services.		
Email		Thank you for calling to our table to discuss plans for St David's Surgery at the recent engagement event. I wish to add the following to the points already made in my questionnaire response: 1) It is of concern that the questionnaire and the letter accompanying the questionnaire were misleading. The copy I received in the post led responders in a certain direction towards the inevitable closure of the St David's Surgery building and relocation to Solva. This will have influenced the character of the responses received and serious calls into doubt the validity of the exercise. My copy of the questionnaire was not "confidential". It asked for name and address... this will have been a disincentive for some local residents to bother to reply and may well have influenced the responses of others. What then can you conclude from the questionnaire?: 2) No business case has been presented as part of the public engagement exercise or in any other setting outside the closed Health Board decision and advisory groups. Whilst appreciating that there are some sensitivities around the lease negotiation process, much of the information could be made available to assist local residents to understand the issues and perhaps help come up with solutions. Despite the public engagement exercise, the inevitable impression thus far is of a closure process within which the decisions have already been made and will in due course be rubber stamped. I hope that this is not the case and that there is room for further engagement to arrive at an improved solution.: 3) It was uplifting to hear during our discussion at the table that the future prospect of a "Peninsula Hub" is on the horizon. The issue for the shorter term is the direction of travel towards that goal, and the timescale. It was positive to hear that as part of this journey towards the Hub there is the prospect of retaining a physical building in St David's for residents to access from October and that this is still an option on the table. The many difficulties for the users of St David's Surgery if no such building and the associated local medical services are self-evident and the full impact assessment has hopefully been covered in the business case, which I trust will be made available to us as part of the ongoing public engagement process.		
Email	18/06/2024	My questionnaire response: Question 2 – in the last month Question 3 – on foot (I live 3 minutes walk to/from the Surgery) Question 4 – My access to services would be considerably reduced. I am currently in good health, so I could travel to Solva by car, but depending on any future conditions, I could find myself dependent on help and assistance from vehicle-owning friends and/or neighbours, all of whom would have to consider allocating time for me out of their own working and caring responsibilities. If they are not available, my only options would fall on what little public transport might be running and/or a taxi – neither are reliable, timely or economic. Question 5 - see 4 above. Currently, I either telephone or walk to the surgery to arrange appointments. A transfer to Solva would eliminate my easy access to health services. Being in competition with the numbers already registered in Solva for appointments, consultations and follow-up from practitioners, some of whom I may not know and who may not be familiar with my particular circumstances, is unreasonable and unnecessary. One of the reasons for my current health status is the confidence I have in and the quality of access I have to health services, which would diminish if the current arrangements change. Question 6 – All ticked + St. Davids location under Other. Question 7 – all marked as 5 Question 8 - The recommendation under consideration is I feel, peremptory and ill-considered. A more obvious and equitable solution is for the St. Davids Surgery to become a Health Board managed practice, at least for the remaining time left on the lease. This would simultaneously eliminate cliff-edge closure and any associated short and medium term disruption of access to and delivery of the quality health services we currently enjoy and appreciate. Further, this would give time for the Pembrokeshire Peninsula Stakeholder Group, Llais and the Health Board to formulate and commission an accessible, inclusive, equitable and sustainable way forward for health services across the Peninsula. I believe that closure and managed dispersal :•takes no account that access to our local surgery is fundamental for our primary health needs. It is essential for the most vulnerable, for people who don't have a car, including mothers with young children, teenagers and people with disabilities; for older people who have given up driving; for those who cannot afford the money or the time to travel elsewhere, and for the large (150,000+) and increasing numbers of visitors to the city throughout the year •will further hollow out and denude the services available to people who already live here – to say nothing of the large numbers of non-residents (visitors and second home owners). Our banks have closed, our library is threatened, our bus service is vulnerable and every service that closes makes our community less and less viable •while possibly offering some short-term savings, will reduce health outcomes both for individuals and for communities across the peninsula. This will therefore drive up costs and pressures across the Health Board's establishments due to the increased load on both the remaining practices as well as on hospital and other health, social care and other support services. Finally, closure and managed dispersal run counter to the principles underpinning the Well-being of Future Generations Act. In summary, Save Our Surgery, No closure, no list dispersal		
Email	19/06/2024	I wish to make the following points: The need for a Pembrokeshire peninsular overall plan is urgent. Doubling the number of Solva patients is bound to lead to serious problems. With 4 years left to go on the St David's surgery lease there is time to make some long term comprehensive plans. The St David's population is expanding quickly – look at the amount of new properties being built – so may be St David's, all ready the larger practice, should be the focus. Account must be taken of the population age profile and the lack of good public services. Don't be panicked into a short term solution when in reality there is time to plan forward and even build new premises for the longer term. The need for more GPs is the same what every route is taken.		
Email	19/06/2024	A follow up to my email below as it is clear there is no MP at the current time and no way that an MP can feed into this process. Please delay your consideration of this matter until I have been able to request my MP to input into the process which is impossible by the deadline you have set of today, 19 June 2024. Please acknowledge my request.		
Email	19/06/2024	I am writing to you regarding the St David's Doctors Surgery consultation held at the City Hall, St Davids on Friday June 14th. My wife and I are both registered patients at the surgery and were unfortunately unable to make the consultation. We are both very concerned to learn that the only option being considered by the health board, is to close the surgery and disperse us to other practices. Both my wife and I turn xx this year, and have a number of health issues that mean we rely on the surgery greatly. She has Osteoarthritis and diabetes, and I have depression, Rheumatoid arthritis and a lung condition. Changes in health care locally have led to me travelling further and further for consultant appointments, to get to which I rely heavily on family members as I struggle to drive those distances. We're concerned that if we are forced to move practice, we will become even more reliant on family members to drive us to appointments as we won't be able to walk to them any more, I won't be driving much longer and my wife does not drive at all. We are also concerned about the changes to our care, caused by moving practice. We're currently very fortunate with the care we receive in St David's Surgery. We have a good rapport with Dr Riley, the other Dr's, the nurses and the reception staff, who all understand our needs and are great at providing the support required. My son who attended the consultation was told that the decision would not be down to costs, but instead to the best way to deliver health care to the peninsula. So on that basis, I would request that the board take over the management of the practice and protect the healthcare provision that we and so many other people like us rely upon healthcare provision that we and so many other people like us rely upon.		