

Source of Feedback	Comment	Theme 1	Theme 2
Public Drop In	Bus Service Not reliable	Transport	
Public Drop In	Aging Population - people not able to travel easily and don't drive	Transport	
Public Drop In	Cost of Travel £30 Return by Taxi	Transport	Cost to Patient
Public Drop In	Isolate Community and Community Growing	Community	Capacity
Public Drop In	Concern about effect of Pharmacy and Post Office	Loss of Service	
Public Drop In	I want it back to how it was	Loss of Service	
Public Drop In	Should be 1 GP, 1 Nurse, 1 receptionist - GP to be there for 20 hours	Loss of Service	
Public Drop In	GP says cannot be in Laugharne on own	Workforce	
Public Drop In	Didn't have BP Machine or Scales in Laugharne	Loss of Service	
Public Drop In	Practice are saying go to A&E	Capacity	
Public Drop In	Laugharne releived pressure on St Clears	Loss of Service	
Public Drop In	Receptionists are blocking Access	Access	
Public Drop In	More Stress if no surgery in Laugharne	Wellbeing	
Public Drop In	Very Hard to get appointment	Access	
Public Drop In	Ring St Clears at 8.00 and all appointments are gone	Access	
Public Drop In	Told to ring back next day for appointments	Access	
Public Drop In	Website doesn't work	Digital	
Public Drop In	Went cant get appointment not signposted anywhere	Access	
Public Drop In	Can't see GP Face to Face until you have spoken on phone first	Access	
Public Drop In	No care for the community anymore	Community	
Public Drop In	All happened after Covid	Loss of Service	
Public Drop In	HCA takes blood in Laugharne and will lose job	Not factually correct	
Public Drop In	Some patients do get offered Laugharne First	Access	
Public Drop In	2 days a week - receptionist and HCA and District Nurses	Loss of Service	
Public Drop In	Lower Standard of Health Care	Quality	
Public Drop In	Environment Issue if more people have to drive to St Clears	Environment	
Public Drop In	Patients don't think they are getting good care anymore	Quality	
Public Drop In	Transport Every 2 Hours - Bus every 2 hours and high cost	Transport	
Public Drop In	Buses no regular enough and if your appointment is late you will miss bus	Transport	
Public Drop In	You have to pay for Car Park in St Clears	Cost to patient	
Public Drop In	Overstretched in St Clears and worried about more housing developments	Capacity	
Public Drop In	I have always had blood tests in Laugharne	Loss of Service	
Public Drop In	Was always offered and appointment in Laugharne	Convenience	
Public Drop In	Patients being told they cannot be seen in Laugharne due to no staff there	Access	
Public Drop In	Patients Like e-consult but practice have now stopped this	Digital	
Public Drop In	I want a GP in Laugharne	Loss of Service	
Public Drop In	Building in Laugharne needs renovating	Estates	
Public Drop In	Think it's all down to cost	Finance	
Public Drop In	St Clears overrun and will overflow to A&E	Capacity	
Public Drop In	Car Closer to Home	Loss of Service	
Public Drop In	Aging Population	Quality	
Public Drop In	The way the practice has handled this is bad	Communication	
Public Drop In	Practice did not inform council that they were putting in an application	Communication	
Public Drop In	Building was given to Laugharne as a GP Practice	Estates	
Public Drop In	Patients worried that by attending this even they will received worse treatment by practice	Quality	
Public Drop In	Practice in Laugharne is more convenient - can walk there	Convenience	Transport
Public Drop In	Proximity is important - makes no sense to close branch	Convenience	Transport
Public Drop In	Laugharne has an aging population	Quality	
Public Drop In	It feels like the Surgery has deliberately run the buidling down	Estates	
Public Drop In	Bus service not good	Transport	
Public Drop In	Practice telling patients to get a taxi if bus service not available	Transport	Cost to Patient
Public Drop In	Patients not aware of who wants to close down the surgery and the reasons why	Communication	
Public Drop In	Never seen 2 G's in Laugharne Surgery even though they said there would be	Access	
Public Drop In	Probles with travelling to St Clears and expenses for patients	Transport	Cost to Patient
Public Drop In	Feel Covid fell into their hands - helped push people to St Clears	Loss of Service	
Public Drop In	Only open 2 days a week	Access	

Public Drop In	You used to be able to sit and wait	Access	
Public Drop In	Ask for appointment in Laugharne but are pushed into St Clears	Access	
Public Drop In	Not seen GP in Laugharne or St Clears for 5 years	Access	
Public Drop In	Taxi costs £70	Cost to patient	
Public Drop In	Difficult to speak to GP on phone and even harder to see one	Access	
Public Drop In	Aging population who find it hard to travel	Transport	
Public Drop In	Lack of advanced bookings available	Access	
Public Drop In	Can only get appointment if ring at 8.00	Access	
Public Drop In	Surgery Staff are aggressive	Quality	
Public Drop In	Went to Surgery in person and was refused an appointment - told to ring next day	Access	
Public Drop In	Cannot get past receptionists in St Clears	Access	
Public Drop In	Patients feels St Clears surgery under pressure	Capacity	
Public Drop In	Receptionists at Laugharne said not appointments but St Clears said there was	Access	
Public Drop In	Has to travel to St Clears for daily dressings no longer done in Laugharne	Transport	
Public Drop In	Very worried about bus travel - what will future bus services look like	Transport	
Public Drop In	Wont be happy with just clinics - wants and needs a GP to be in Laugharne	Loss of Service	
Public Drop In	Ageing population - will need more from Health Service as gets older - and will have to travel for this	Quality	Transport
Public Drop In	Used to have GP, Nurse and Receptionist in the morning - I want this back	Loss of Service	
Public Drop In	Patients think it's closing for financial reasons	Finance	
Public Drop In	Travel Issues and Bus Times	Transport	
Public Drop In	Am currently seeing Diabetic Nurses in Laugharne	Loss of Service	
Public Drop In	Have been offered Laugharne recently	Loss of Service	
Public Drop In	I want GP twice a week in Laugharne	Access	
Public Drop In	Blood tests and diabetic clinics need to stay in Laugharne	Loss of Service	
Public Drop In	Just want the branch surgery to stay open	Loss of Service	
Public Drop In	Laugharne Corporation have written to the practice but they have not heard back from them	Communication	
Public Drop In	When all appointments have gone, pts not told what else they can access to help them	Access	
Public Drop In	Want clinics available in Laugharne and building to take pressure of St Clears	Capacity	
Public Drop In	Keep Surgery Open - look at transport	Loss of Service	Transport
Public Drop In	St Clears a one horse town, Whitland not taking new patients, redraw boundaries	Access	
Public Drop In	A doctor must not stop seeing patients	Access	
Public Drop In	Sealed boxes for questionnaires have been tampered with by practice	Process	
Public Drop In	When I ask for an appointment, the receptionists asks me whats wrong with me - I don't see why I should share this	Access	
Public Drop In	Patient offered to do painting and electricity for free. Offer still on table to keep open	Estates	
Public Drop In	Offers of help declined	Estates	
Public Drop In	Getting away from Aneurin Bevan's original vision as a matter of affordability. The difference in cost of GP's in both sites must	Loss of Service	
Public Drop In	Issues with the type of equipment available in St Clears but not in Laugharne	Access	
Public Drop In	GP says it is better for all the equipment to be in St Clears	Loss of Service	
Public Drop In	Triage should also be used in Laugharne	Access	
Public Drop In	Family member admitted to GGH, 72 hours in A&E - can't move on due to lack of beds - reason it is packed is because people cant see GP	Access	
Public Drop In	What is Health Board prepared to do to fund staff across both sites	Finance	
Public Drop In	Not sensible to lone work so staff Laugharne properly	Health and Safety	
Public Drop In	Can we appeal HB decision	Process	
Public Drop In	Glad we had another event without the Doctors	Process	
Public Drop In	Felt awkward with GP's at 1st event	Process	
Public Drop In	GP's should have had their own engagement event to explain - would be useful	Process	
Public Drop In	Felt awkward with GP's at 1st event - then when I went to see GP I felt uncomfortable being treated by a doctor with an apousing view	Process	
Public Drop In	If we were poorly, doctor would come out	Positive	
Public Drop In	Asked for a letter of support from the practice 2 years ago - never got a reply - needed help with Council Tax	Quality	
Public Drop In	Called to discuss blood test results but could not get appointment	Access	
Public Drop In	Historically, Laugharne closed due to Covid in order to keep staff safe on undersanding would return to normal	Loss of Service	
Public Drop In	Already been closed for 3 years - they are going to use this to evidence people can get to St Clears	Access	
Public Drop In	They promised they would re-open. They have cheated us.	Loss of Service	
Public Drop In	Not saying it was a strategic decision but Covid provided an excuse	Loss of Service	
Public Drop In	Is this the only option available	Loss of Service	

Public Drop In	Can't they just employ more doctors	Workforce	
Public Drop In	Environmentally not much more for GP's to travel to Laugharne - better than all the patients travelling to St Clears	Environment	
Public Drop In	Enviro impact - people travelling to St Clears will cost more than heating and lighting Laugharne	Environment	
Public Drop In	The walk is miles to the bus stop	Transport	
Public Drop In	Tavel to St Clears is a real problem. Receptionist should ask if you can get there or do you need help with transport or arrange appts around buses	Transport	
Public Drop In	Could the pratice work with a Community Transport Provider	Transport	
Public Drop In	Private Hospital in Swansea sends a car for you. This private hopital being used by NHS	Transport	
Public Drop In	Cataracts		
Public Drop In	3 of the Doctors have bought Laugharne Surgery	Finance	
Public Drop In	GP's in Laugharne have always owned the buiding	Finance	
Public Drop In	Non Emergency Ambulanes take people to hospital - will they take to GP Surgery? I don't think so!	Transport	
Public Drop In	Hywel Ddas policy is to bring care closer to home - misleading as people think this means having GP's closer to where they live	Quality	
Public Drop In	The GP who was representing the HB - we like it when we are all in the same surgery as we can pop nextdoor and ask advice - this never happens	Quality	
Public Drop In	Practice received funding from Hywel Dda - no paients = no money	Finance	
Public Drop In	Funding is weighted to fit demography	Finance	
Public Drop In	St Clears have 3 GP's - there should be minimum number of hours provided by these GP's. We expect them to be in front of patients	Quality	
Public Drop In	No commitment from GP's to a set number of hours - finanicaly better to locum in another practice	Finance	
Public Drop In	There are 8 GP's so plenty to cover Laugharne	Workforce	
Public Drop In	The surgery is not being run as a public health service but along commercial lines and being led by commercial concerns	Finance	
Public Drop In	Commercial running of a practices cuases a clash between between public and private conflicts of interest	Finance	
Public Drop In	They say staffing is an issue - this is a camouflage - I think there are enough staff	Workforce	
Public Drop In	You have to queue in car park in St Clears	Transport	
Public Drop In	I have environmental concerns as further to drive to St Clears	Environment	
Public Drop In	Taxi Costs £25 there and back	Cost to patient	
Public Drop In	Hywel Dda has a policy to reduce emissions and act in an environmentally friendly way - this is an 8 mile round trip	Environment	
Public Drop In	They want to concentrate in St Clears with patient sin one place - we say no	Loss of Service	
Public Drop In	There are 2 doctors who can come to Laugharne every day for a number of hours. It is a GP Training Surgery - would be good to have a GP and Trainee in Laugharne	Workforce	
Public Drop In	Staffing Laugharne would encourage people to come here	Workforce	
Public Drop In	Physician's Associates? Could do a lot there - may help sustain surgery	Workforce	
Public Drop In	Is the new hospital going to St Clears or Whitland? St Clears will not be able to cope if Laugharne Closes	Capacity	
Public Drop In	More people will want to move and live here in the future	Capacity	
Public Drop In	The original survey was biased as it asked when you last visited Laugharne surgery - but this actually was closed for GP appts since Covid, and not reinstated so unable to have attended and eachhtime have been required to travel to St Clears	Process	
Public Drop In	Figures state how many people have accessed he St Clears surgery from Laugharne but not from each village/town - e.g. Pendine, Brook, Cross Inn	Process	
Public Drop In	The GP's in their statement mentioned tourists just walking into the surgery in Laugharne in an emergency, they provided no figures to substantiate this and that could occur at any surgery. The NHS is supposed to provide a service for all away from their own homes - regardless as to Laugharne or Liverpool. Having an acute hospital in the future nearby is likely to minimise tourist health in primary care as they will access minor injuries / A&E. All clinical areas have to deal with emergencies at so epoint which impact on clinics/work but that is the nature of the job. There is no need to have 2 doctors on site just someone else who can act as a first aider or call emergency services.	Access	
Public Drop In	I was required to drive to St Clears with Chest Pain after a call with GP - referred to Cardiology for Further Assessment	Access	Quality
Public Drop In	Currently 8 GP's - 2 of which are Salaried GPs. The evidence just from Laugharne is over 25% of face to face appointments are from here, hence that equates to 2 doctors time. Oct 22 - 5412 face to face appointments in St Clears of which 29% came from Laugharne = 1569.48 who will have travelled a minimum of 5 miles each way whereas if 1 GP a day worked in Laugharne that would be max 23 journeys each way	Environment	
Public Drop In	More Houses being built between Pendine and Laugharne, hence greater need for local GP Surgeries, so more patients ageing population but if new hospital is built either in Narberth/St Clears this will generate more working people to move to the area and whilst those in St Clears will be well provided for those for 15 miles from Pendine to St Clears wont	Access	

Public Drop In	Surgery - When was it purchased by the GP's ? One of the reasons stated for not having the premises there was because it is not compliant with equality legislation and the cost - however, they knew that when it was purchased and had been working in a property that should have been disability compliant since 1995 and equality compliant since 2010 - who monitors the standards provided by Hywel DDa Surgeries - Governance Issue	Estates	
Public Drop In	Environmental Issue when one GP can travel to the surgery compared with multiple people from Cross Inn to Pendine travelling the distance - People from Laugharne don't have to pay for parking in Laugharne but we do in St Clears	Environment	
Public Drop In	Bus from Laugharne to St Clears runs every three hours	Transport	
Public Drop In	Taxi Costs from Laugharne to St Clears approx £15 each way so very expensive if you have no transport or are unwell and need to see a GP - this discriminates against those poorer families and the elderly who are more likely not to drive.	Transport	
Public Drop In	E- Consult not being used regularly if at all by GP's any longer, so facts provided of numbers are no longer relevant, the receptionists tell you the GP's don't like you using the system which means appointments not easy to get and more expense, travelling and parking - already pt self referrals to physio, podiatry, mental health, sexual health and counselling	Digital	Access
Public Drop In	Appointments - I have an online "MyHealth" account but even though you can click on new appointments, it has never given me an appt even if I choose any time, any day, any dr	Digital	Access
Public Drop In	The original letter from the surgery states they have no formal complaints about Laugharne people being seen in St Clears and not in Laugharne - but I expect this is because the people of Laugharne felt it was a fait accompli of Doctors not working on the Laugharne site	Quality	
Public Drop In	A further audit of visits to St Clears Surgery and relating to e-consults based on locality of patients would be beneficial - to identify actually where the pts are from, and also if those who used e-consult were from outlying villages/towns so they didn't have to travel to St Clears	Digital	
Public Drop In	Data to be provided by the Surgery of how many tourists have used the surgery both in Laugharne and St Clears	Access	
Public Drop In	Dr Mackintosh specialist interest in training Drs. Open Mon-Fri 08:00 - 18:30 so could the practice not encourage more GP trainees and perhaps they work with support from St Clears Surgery if the current GP's are unwilling to provide face to face appointments in Laugharne	Workforce	
Public Drop In	GP's to provide a service of 2 Drs every weekday with half a day of clinical work plus econsults and admin for the remainder of the day, one in the morning and one in the afternoon perhaps	Workforce	Access
Public Drop In	Locals to purchase and refurb the practice in Laugharne at the same price the GP's paid for it - if that occurred could the Healthboard find new GP's to work here as the cost would be no different from St Clears as their lists would reduce	Estates	Finance
Public Drop In	Physicians Assistants could be appointed and/or an occupational health advisor who deals with work related referrals from GP- eg they provide fit notes, advise patients about work and health and liaise with their workplace if necessary - make referrals to physio, mental health etc.	Workforce	Capacity
Public Drop In	Could the people of Laugharne fundraise for work to be done and have a share in the premises if the GP's supported the surgery along with grants as has occurred for the St Clears Surgery	Estates	Finance
Public Drop In	Need to make the practice or flexible and income generate eg Pharmacy in the Practice (Local Pharmacist retiring so would not negatively impact on her business) Travel Vaccine Clinics, occupational health and continue with other services	Finance	
Public Drop In	Like NHS England recommendations (recent Pulse article) - turn the Laugharne Surgery into a Super Surgery	Estates	Capacity
Public Drop In	Need to reinstate e-consult	Digital	
Public Drop In	Residents from Cross Inn to Laugharne to be encouraged to make formal complaints of they feel they should have an appt in Laugharne and not St Clears eg including those who have no transport	Quality	Access
Public Drop In	Hywel Dda should undertake greater audits of practice provision both clinically and in relation to building	Quality	
Public Drop In	Worried about how the decision is made by the Hywel Dda Board. Who are they? How many of them? Are they independent or are they "Joe Public"	Process	
Public Drop In	Patient feels stranded - One of the reasons moved to Laugharne is because it had a GP Surgery	Loss of Service	Access
Public Drop In	Having a GP Surgery Important to me	Access	
Public Drop In	Questionnaire was biased	Process	
Public Drop In	8 GP's in St Clears - 2 could go to Laugharne	Workforce	
Public Drop In	1500 people travelling back and forth to St Clears - 5 miles each way	Transport	Environment
Public Drop In	Environment	Environment	
Public Drop In	People on poor incomes - £15 each way	Cost to patient	
Public Drop In	Buses every 3 hours - if you go you cannot come back for 1.5 hours - wait at bus stop	Transport	
Public Drop In	Travel / Cost / Inconvenience	Transport	Cost to Patient
Public Drop In	Surgery is packed out at St Clears	Capacity	
Public Drop In	100's of new houses - cannot cope with new people - won't work	Capacity	
Public Drop In	Elderly and disabled cannot use bus - transport a big problem	Transport	

Public Drop In	New Developments - people living older	Capacity	
Public Drop In	Have to pay for Car Parking in St Clears - Free in Laugharne	Cost to patient	
Public Drop In	Could always cope in past - managed to service area with a doctor	Loss of Service	
Public Drop In	No requirement to have 2 GP's in a surgery	Workforce	
Public Drop In	When there is an emergency and they call an ambulance they are at bottom of list as being safely managed by nurses.	Quality	
Public Drop In	GP partners own surgery. We are suspicious they want to sell it as building plots and share money. Something to follow up on if it does close in the future	Estates	
Public Drop In	Cost for remedial works £63k Compliance £33k and another £26k - they should have had insurance. Wary about governance in Hywel Dda for surgery not compliant with disability laws.	Estates	Finance
Public Drop In	Health and Safety Legislation - who audited them for compliance	H&S	
Public Drop In	GP Surgery has stopped e-consult - this discriminates against people of aren't IT literate.	Digital	
Public Drop In	Online Booking System doesn't work	Digital	
Public Drop In	No appointments available	Access	
Public Drop In	Poorer Access than in Bristol	Access	
Public Drop In	It's the same everywhere - years ago appointments in Laugharne were no problem - relieve pressure in St Clears - Overwhelming	Access	Capacity
Public Drop In	I need a blood test in Laugharne, got a Cardiac test - Got what I needed in Laugharne	Loss of Service	
Public Drop In	New residents with developments increasing	Capacity	
Public Drop In	Not able to attend Laugharne for Blood Pressure - told to go to St Clears. Access to Laugharne in Limited	Access	
Public Drop In	Electronic Access is not user friendly	Access	
Public Drop In	Lack of GP's is a National Problem which will resolve in the coming years - once shut it will not reopen	Loss of Service	
Public Drop In	Pay to Park in St Clears	Cost to patient	
Public Drop In	Waiting room is far too small	Capacity	
Public Drop In	Financial Impact / Cost of Living / Cost of Bus Taxi	Finance	Transport
Public Drop In	Inconvenient	Access	
Public Drop In	Limited Access in St Clears	Access	
Public Drop In	GP's have to be in Laugharne - current service not good enough	Access	Quality
Public Drop In	Houses being built means more Doctors needed for patients trying to access appointments - not enough appts available now	Access	Capacity
Public Drop In	Out of Boundary patients are not helping. Those patients outside of boundary need to be in a practice in their own boundary	Capacity	
Public Drop In	No routine Checks (yearly reviews etc) being done since no doctors in Laugharne	Quality	
Public Drop In	Closed April 2020, reopened October 2021 without GP Sessions - only Phlebotomy, leg ulcers, chronic illness clinics and District Nurses	Loss of Service	
Public Drop In	Practice bought the building in 2021 and minimal has been done - appears to have been the intention then	Estates	
Public Drop In	Managing workflow a concern at Coach and Horses	Quality	
Public Drop In	Isolating patients due to rural locality	Access	
Public Drop In	Delaying contacting the surgery as appointments always gone - Symptoms increasing	Access	
Public Drop In	Managing resources appropriately	Finance	
Public Drop In	Upset about having to ring the surgery - causing anxiety	Wellbeing	
Public Drop In	Local Community Pharmacy is very approachable and informative but very busy	Capacity	
Public Drop In	The accessibility aspect of Laugharne for vulnerable cohort/ non car drivers	Access	Transport
Public Drop In	Podiatry Service to be included at Laugharne along with Physio and Diabetic Clinic	Quality	
Public Drop In	Laugharne should have practice nurses to provide routine blood tests	Access	Quality
Public Drop In	Third Party signposting	Access	
Public Drop In	Drop in session about mental health would be helpful	Access	
Public Drop In	Room availability upstairs to support additional services	Estates	
Public Drop In	Keeping things local	Access	Quality
Public Drop In	Community are passionate about working together to support the services	Quality	
Public Drop In	50 minute delay to be seen for a blood test	Quality	
Public Drop In	Workflow in the practice needs to be looked at	Quality	
Public Drop In	Patient Participation Group to be established	Quality	
Public Drop In	Building Costs have not tried to be avoided - the practice has left it to become delapidated	Estates	Finance
Public Drop In	Bloods - not given choice of 2 sites	Access	
Public Drop In	More relaxed atmosphere at this meeting	Process	
Public Drop In	Not helpful comments given by practice staff around patient care	Quality	
Public Drop In	There is a benefit for people who cannot drive to have blood taken in Laugharne	Transport	Access

Public Drop In	Coach and Horses cannot cope with current demand	Capacity	
Public Drop In	2-3 week wait for scan results causing anxiety	Quality	
Public Drop In	Relatives are taking time off work to take elderly parents to St Clears	Access	
Public Drop In	Laugharne is never offered for an appointment - it has to be asked for	Access	
Public Drop In	Face to Face routine appointments to remain in Laugharne to help support access to care	Access	
Public Drop In	Diabetic Nurse had a clinic in Laugharne last week - not been offered previously	Access	
Public Drop In	Community have offered to fund a building group (Corporation) for maintenance workforce	Estates	Finance
Public Drop In	Lack of Communication and problem solving to save surgery	Process	
Public Drop In	Welcomed the practice staff not being in attendance at the second event to enable them to speak freely.	Process	
Public Drop In	Increase in Housing Estates being built	Capacity	
Public Drop In	Delay in accessing Appointments in Coach and Horses	Access	Capacity
Public Drop In	GP Letters being sent to pts for an appointment to be arranged but it was a 3 month wait	Access	Quality
Public Drop In	When patients contact Coach and Horses for an appt in Laugharne they have to request Laugharne, it is never offered	Access	
Public Drop In	Sign Language and Autism Knowledge to me made available to practice	Quality	
Public Drop In	Learning Disability Patient's not having continuity of care - need a separate entrance and separate waiting area	Quality	
Public Drop In	Since the first engagement event, additional services have been put on in Laugharne	Access	
Public Drop In	Patients do not feel regular monitoring of long term conditions is happening - no yearly reviews	Quality	
Public Drop In	Not consistent - UTI's - no cover for staff sickness	Access	
Public Drop In	At the first event, patents were not given the option for a member of the practice to be present / not present	Process	
Public Drop In	No facts displayed in the communication - specific info	Process	
Public Drop In	Wording in letter from Health Board does not correlate with letter from practice	Process	
Public Drop In	Highly partial letter from Health Board - not displaying an impartial viewpoint	Process	
Public Drop In	Data not visible to patients - operational breakdown day by day	Process	
Public Drop In	The data currently shown at the practice is not providing enough clarity / answering the questions	Process	
Public Drop In	Practice data shows no sustainability issues	Process	
Public Drop In	Questionnaire was poor as was not targeted to only Laugharne patients	Process	
Public Drop In	Laugharne Surgery cover could reduce home visiting travel for the doctors in st clears	Travel	
Public Drop In	20% abandoned call rate displayed in the data - this is very high	Quality	
Public Drop In	CC displayed on the website as working but practice advised it is now working yet	Quality	
Public Drop In	No reply to complaints but these were not sent through the "official route"	Quality	
Public Drop In	Letter sent to TH - no response	Process	
Public Drop In	Data being submitted to Board - will it be audited	Process	
Public Drop In	Practice post about being "on the brink" ?? IS this a National Message	Sustainability	
Public Drop In	Not offered any appointments for Laugharne if you ring St Clears	Loss of Service	Access
Public Drop In	Not aware the branch is open at all - bloods available	Loss of Service	
Public Drop In	Data needs to reflect pre Covid opening - current activity low as nobody knows it is open	Loss of Service	
Public Drop In	Argument that 1 GP is not safe and called on an emergency- 1 GP previously - better than no GP	Loss of Service	
Public Drop In	New builds, Laugharne School now a Hub so puts on service delivery - resilient community	Capacity	
Public Drop In	Environmental Impact of Travelling. 2 Hours from St Clears on Public Transport	Environment	Transport
Public Drop In	? Restrictive Covenant on Laugharne Site	Estates	
Public Drop In	Access and prebooking appointments an issue	Access	
Public Drop In	No community transport available	Transport	
Public Drop In	Taxi Fees £20 from Laugharne to St Clears	Transport	
Public Drop In	Laugharne Pharmacy has no consulting room - not able to deliver CAS	Estates	Access
Public Drop In	Every Doctor Every Day. Where will they hold the clinics if they close it	Loss of Service	Access
Public Drop In	They have bought the premises 2 years ago - they were gifted the plot and the previous partners built the surgery	Estates	
Public Drop In	Going to St Clears everyday for leg dressings	Access	
Public Drop In	Phone bookings - no prebookables	Access	
Public Drop In	Whitland so much better	Quality	
Public Drop In	Part Time GP's	Workforce	
Public Drop In	Not given the proper care they are paid for via their contract	Quality	
Public Drop In	Appointments always running late	Quality	
Public Drop In	They need to use the space in Laugharne evenly to accommodate expansion at Laugharne and Whitland	Estates	
Public Drop In	Badly managed / inconsistent	Quality	
Public Drop In	Buses every 2 hours - no consideration to Laugharne patients	Transport	
Public Drop In	More Doctors since Covid so why close Laugharne	Loss of Service	
Public Drop In	No continuity of Care	Quality	

Public Drop In	No home visits	Quality	
Public Drop In	Very reluctant to refer for scans	Quality	
Public Drop In	17 receptionists	Workforce	
Public Drop In	2 new housing developments in Laugharne	Capacity	
Public Drop In	Community Options - Can we have GP's 2 days per week and prioritise the elderly	Access	
Public Drop In	Closure of any service or withdrawing health care to transform the NHS into the private realm is absurd!	Loss of Service	
Public Drop In	Such a small community, I went to the surgery (St Clears) yesterday and there 8 people from Laugharne were there.	Loss of Service	
Public Drop In	I work from home a lot more, and now I have to take about 1 ½ hours out of my workday to travel just for a blood test.	Loss of Service	Access
Public Drop In	The bus service is not frequent and not practical for those that don't drive.	Transport	
Public Drop In	Appointments are hard to get. By the time you get through all the appointments are gone for the day.	Access	
Public Drop In	I was told to come and wait outside to make an appointment, it just not practical	Quality	
Public Drop In	Disastrous (making an appointment)! You are always in a queue, day on day trying to get an appointment, you just end up getting worse and then have to go to A&E.	Access	
Public Drop In	We both have ongoing health conditions and can't get an appointment.	Access	
Public Drop In	Seems they have too many patients and just run out of time.	Capacity	Access
Public Drop In	Should be a choice, need to find adequate number of doctors.	Workforce	
Public Drop In	Can they present a costing sheet, to indicate the reason they are doing what they are doing?	Finance	
Public Drop In	Its about quality of care, the environment going into Laugharne surgery is personally better for me. Familiar and more personal, gives me less anxiety.	Quality	
Public Drop In	Trying to get test results, they didn't know me and wouldn't give them, even though I gave my date of birth (St Clears)	Quality	
Public Drop In	Laugharne provides an essential part of the community, you can see the decline in the community.	Community	
Public Drop In	Bus service isn't good anymore.	Transport	
Public Drop In	I had an appointment, pre-arranged by my doctor (St Clears) and then I couldn't change it.	Access	
Public Drop In	It's a weak argument (Lone GP Working in Laugharne)	Health and Safety	
Public Drop In	Its concerning for the elderly that don't drive, they can't get to St Clears	Transport	
Public Drop In	I think they would want a GP in Laugharne as well as being able to have their blood tests	Loss of Service	
Public Drop In	I think having a GP in Laugharne, 1 or 2 days a week would help with the elderly population.	Access	
Public Drop In	Making healthcare harder to access just impacts the health of the individual.	Quality	
Public Drop In	You will neglect your health.	Quality	
Public Drop In	I sometimes feel that my appointment is rushed, as they have a bigger list and trying to get more appointments in. Don't feel like I am being listened to.	Access	Quality
Public Drop In	All very concerned about the surgery closing, not easy to get to St Clears, relying on family or busses, its an ongoing concern, especially if I can no longer drive (when I get older).	Loss of Service	Transport
Public Drop In	The bus service is horrendous.	Transport	
Public Drop In	This practice also had a surgery in Pendine and Llanmiloe, there was a GP on site.	Loss of Service	
Public Drop In	Its such a large geographical area, I have been to the surgery for blood tests, and there are other services available in Laugharne, but I have concerns about the access, travel, and appointments.	Access	Transport
Public Drop In	When the GP was in Laugharne the appointments were kept there for Laugharne, Pendine and Llanmiloe and all the St Clears patients had to go to St Clears.	Access	
Public Drop In	Years ago, when the GP was coming to Laugharne, there were full time GPs – lots of GPs have now gone part-time.	Workforce	
Public Drop In	They don't get to know you very well.	Quality	
Public Drop In	Pre-Covid each Dr had a particular day in Laugharne, so you could make your appointments to see a specific Dr.	Access	
Public Drop In	Can't choose your GP now, have to take what you can get. If you have a long-term illness, you lose that familiarity – no continuity.	Quality	
Public Drop In	As I get older, you need that sense of community in your village surgery.	Community	
Public Drop In	If you have to travel all the way to St Clears just to have a bandage changed, its not economical.	Cost to patient	
Public Drop In	Population is growing in St Clears and Laugharne how will cope with all the extra patients?	Capacity	
Public Drop In	The council has granted planning permission for more houses but hasn't looked at the services in the area.	Capacity	
Public Drop In	Its not a case of "we want the surgery to stay" its just moving all our services to St Clears, there has to be a better solution.	Loss of Service	
Public Drop In	We are going from a good service to something that is broken, St Clears can't cope.	Loss of Service	Quality
Public Drop In	To close something that isn't going to improve services doesn't make sense.	Loss of Service	Quality
Public Drop In	Is the surgery getting sufficient funding? If they close Laugharne will they have less funding?	Finance	
Public Drop In	We feel we have been lied to by the practice, they closed in Covid thinking they will re-open after. We kept asking and getting different stories. They attended town council meetings etc, and then next we know they are closing. Feel we have been misled.	Process	

Public Drop In	Difficult getting appointments in St Clears. They don't have enough appointments or GPs, worried that health issues will get missed and patients will end up seriously ill.	Access	
Public Drop In	Is there a shortage of Locum Drs?	Workforce	
Public Drop In	Its not like we are in an inner city! (Discussing finance and costings)	Finance	
Public Drop In	It's about the service – not the people.	Quality	
Public Drop In	If the decision is made that GPs don't return to Laugharne will they still provide other services?	Access	
Public Drop In	When we do get an appointment to see the nurse or the GP, they are lovely, service is wonderful.	Compliment	
Public Drop In	We've had wonderful service in Laugharne and we don't want to lose it.	Loss of Service	
Public Drop In	Before Covid we had a really good service, expecting it to go back after. We had one day, which we accepted. Why do they not want to come back, what is the reason? There is plenty of room for nurses, GPs, receptionist. The building in St Clears is just not big enough! If you can get an appointment, the waiting room is full to standing capacity. Some patients are waiting for over an hour. The waiting room is not big enough even after the extension.	Capacity	
Public Drop In	Patients going for treatment, having to take a bus, its not practical if you are unwell or need a dressing changing, and then having to wait hours before you can get back home.	Transport	
Public Drop In	There is so much back and forth as there are not staff for blood tests.	Access	
Public Drop In	They don't have issues with staff levels that I am aware.	Workforce	
Public Drop In	It had a community feel to it, and we have lost that.	Community	
Public Drop In	You don't need 2 drs in the building, you don't have that when they do house visits.	Workforce	
Public Drop In	How is St Clears meant to accommodate the population that is growing around the area.	Capacity	
Public Drop In	The physical room in the surgery can't hold all the patients.	Capacity	Estates
Public Drop In	I phoned and was No: 38 in the queue. By the time I got through all appointments had gone and was told to phone back to tomorrow and then its back to square one.	Access	
Public Drop In	If I get an appointment time, I can't get there if the buses aren't running.	Transport	
Public Drop In	Capacity in St Clears is a real concern.	Capacity	
Public Drop In	I went there last week (Laugharne) there were 6 of us in there having blood test, all of us were out in 30 mins, in St Clears you can wait over an hour just to be seen.	Quality	
Public Drop In	Limited in person appointments and then there are limited telephone appointments. I needed to speak to a GP about medication and no one was available to talk to, I don't know where to go.	Access	
Public Drop In	We took a friend to surgery as his hand was bleeding and he was on blood thinners and not one person would see you in St Clears – we had to take him to A&E.	Access	Quality
Public Drop In	Covid hasn't helped, it enabled these changes.	Loss of Service	
Public Drop In	GPs just see this as a job, not a vocation.	Quality	
Public Drop In	How strict are they regarding the boundaries for the Surgery?	Access	
Public Drop In	When were these figures done? As we hear over 42 houses are being built in Laugharne and more in St Clears, and Pendine and Llanmiloe.	Capacity	
Public Drop In	If Laugharne closes what happens to our pharmacy?	Loss of Service	
Public Drop In	It can really affect you mentally. The stress of trying to get an appointment and then trying to get there or get home!	Quality	Transport
Public Drop In	Continuity of care – seeing different doctors at appointments, they don't know you.	Quality	
Public Drop In	I work for ** and want to encourage everyone to have their say. Was relieved to see that there are no GPs at this event. People can be more open about what they are concerned about.	Process	
Public Drop In	I've not lived here this long, been in Laugharne for about 2 years. We had set criteria when we moved, wanted to be able to walk to places. Surgery hasn't recovered from Covid, used it for our Covid jabs, blood tests etc, to see it close completely will diminish the community.	Community	
Public Drop In	Don't understand the logic about Laugharne not remaining open as unable to attract GPs, it's the same amount of patients in Laugharne and St Clears.	Capacity	
Public Drop In	Some GPs won't come to St Clears in case they get sent to branch surgery.	Workforce	
Public Drop In	Let's be honest, it comes down to money. When I look at the building and the repairs that need doing am I being a Doctor or a business man?	Finance	
Public Drop In	I don't understand, I could be cynical, and they fund it would it cost d ot the repairs, why didn't they value the property properly?	Estates	Finance
Public Drop In	The older you get the more important health care is to you and you care more about the service.	Loss of Service	
Public Drop In	The dealings I have had with St Clears has been really good, my wife and I have both had good service.	Compliment	
Public Drop In	Why don't they have designated lines for medical services and over 80s as they are missing appointments because they can't get through?	Access	
Public Drop In	Its about the community, being able to access health care as we get older.	Access	
Public Drop In	Travelling to St Clears, it costs to travel.	Transport	
Public Drop In	Have they considered a community bus, to transport patients.	Transport	

Public Drop In	Are there any community run surgeries in Wales?	Process	
Public Drop In	Reluctance to do home visits since covid - got used to this as a working practice and don't want to stop	Loss of Service	
Public Drop In	Health Minister - certain buildings and new GP's not providing a good service. Remove part of contract and create a new practice due to holiday season we need a presence in Laugharne - will have to go to A&E	Loss of Service	
Public Drop In	This is a growth area -losing surgery goes against growth - How will St Clears cope	Capacity	
Public Drop In	Pendine residents - Laugharne is convenient	Loss of Service	
Public Drop In	Retinopathy in Laugharne via hospital appointments	Quality	
Public Drop In	Covenant on building	Estates	
Public Drop In	You have to specifically ask for appt in Laugharne	Access	
Public Drop In	Risk to Pharmacy	Loss of Service	
Public Drop In	Majority of GP's are Part Time	Workforce	
Public Drop In	Travel and appointment system is horrific compounding pressures	Transport	Access
Public Drop In	Irregular Public Transport	Transport	
Public Drop In	3-4 Hours round trip to St Clears or expensive Taxi	Transport	
Public Drop In	Eco point of view - save all that travel by centralising in Laugharne	Environment	
Public Drop In	Are practices reviewed on their performance	Quality	
Public Drop In	Can't see any positives from closing Branch surgery for patients	Loss of Service	
Public Drop In	Cost of Taxis - not everybody lives on a bus route	Transport	
Public Drop In	Little Investment - could they declare it unfit?	Estates	
Public Drop In	Have to ring at 08.00 for appointment - lucky to get an appointment now	Access	Capacity
Public Drop In	Can't get Taxi	Transport	
Public Drop In	No pre bookables available which would help with Buses and Taxis	Access	Transport
Public Drop In	Shame to lose chemist - once lost would never be regained	Loss of Service	
Public Drop In	Have the Health Board looked at the efficiency of the practice	Quality	
Public Drop In	Gatekeeper Advice?	Access	
Public Drop In	Increase in Housebuilding in Laugharne	Capacity	
Public Drop In	Wish there was more funding for NHS	Finance	
Public Drop In	Bus timetable might reduce even further	Transport	
Public Drop In	Bus timetable not working	Transport	
Public Drop In	St Clears not doing Covid Boosters this year	Access	
Public Drop In	Why is Hywel Dda under Targeted Measures	Quality	
Public Drop In	Deliberately running down the service since covid - no GP's, only practice nurses	Access	
Public Drop In	That surgery was given to the surgery as a gift / community benefit	Estates	
Public Drop In	Health Minister going to write to Health Board over Ownership of building	Estates	
Public Drop In	Invested in Coach and Horses - something afoot in Laugharne	Finance	
Public Drop In	Stopped Ante Natal Clinic in Laugharne	Loss of Service	
Public Drop In	Offer St Clears rather than Laugharne for bloods / BP	Loss of Service	
Public Drop In	Intentionally not offered Laugharne appointments	Loss of Service	
Public Drop In	Practice manipulated the data	Process	
Public Drop In	Stopped e-consult	Digital	Loss of Service
Public Drop In	Phone at 08:00 - cant get pulic transport	Access	Transport
Public Drop In	Pre bookables not available	Access	
Public Drop In	Laugharne / Pendine Communities expanding	Capacity	
Public Drop In	Why don't you expand Laugharne to help St Clears - it was always very much a joint venture	Capacity	
Public Drop In	Risk of Pharmacy Closure in Laugharne	Loss of Service	
Public Drop In	Practice cherry picking stats	Process	
Public Drop In	Laugharne / Broadway - 70% are over 65	Loss of Service	
Public Drop In	Car Parking charges in St Clears	Cost to patient	
Public Drop In	Chronic Condition regular appointments	Loss of Service	
Public Drop In	No special treatment for Laugharne patients who rely on buses	Quality	Transport
Public Drop In	Future bus service may be cut	Transport	
Public Drop In	All GP's work Part Time, hardly any home visits - at least Laugharne is an outreach post	Access	
Public Drop In	Peopls will go to A&E	Access	
Public Drop In	Personal touch from Laugharne staff	Quality	
Public Drop In	Stay open with less hours - maybe not GP's but chronic conditions nurse	Access	
Public Drop In	All nurses were based in Laugharne over Covid. Sell Laugharne to fund the work carried out in St Clears	Access	Finance
Public Drop In	Not to benefit of St Clears surgery for patients	Capacity	

Public Drop In	All appointments have gone by 08:00	Access	
Public Drop In	GP's cannot work single handed	Workforce	
Public Drop In	Hpw may appointments missed due to Travel problems	Transport	
Public Drop In	St Clears GP's can park for free	Cost to patient	
Public Drop In	High number of callers cannot get through	Access	
Public Drop In	Breakdown in trust - attitude, message stats the way you want	Process	
Public Drop In	Quantative Data and Qualitative Data	Process	
Public Drop In	PSA Test - unflexible	Access	
Public Drop In	Who has final decision	Process	
Public Drop In	Could the surgery be offered another surgery	Estates	
Public Drop In	Managed Practice - is that a possibility	Access	
Public Drop In	Contract catchment area cant be increased	Capacity	
Public Drop In	HB not providing health to people that cannot afford to travel	Access	
Public Drop In	Clinics are as important as GP's - more frequent use	Access	
Public Drop In	Lots can't drive, relying on inconvenience bus service	Transport	
Public Drop In	2 hours wait in bus shelter	Transport	
Public Drop In	Taxi Expensive	Cost to patient	
Public Drop In	Building new houses in Laugharne and St Clears	Capacity	
Public Drop In	Hard to get an appointment	Access	
Public Drop In	No GP's since before Covid. Had blood tests recently but now in St Clears rarely in Laugharne	Loss of Service	Access
Public Drop In	St Clears is Packed	Capacity	
Public Drop In	Retinopathy Clinic in Laugharne prior to Covid - more convenient in Laugharne	Loss of Service	Access
Public Drop In	Pendine Community rely on lifts to Laugharne but much further to St Clears	Access	Transport
Public Drop In	Travel	Transport	
Public Drop In	Appointments in St Clears	Access	
Public Drop In	40 new homes in Laugharne	Capacity	
Public Drop In	08:00 phone - no appointments after then - try again next day	Access	
Public Drop In	No non urgent appointments given for future	Access	
Public Drop In	GP letter wanting to see you - wjy not put appt in letter - no flexibility inefficient	Access	
Public Drop In	Carbon Monoxide poisoning - still no urgent appointment	Access	
Public Drop In	It's a financial decision not about efficiency	Finance	
Public Drop In	When open there was only one doctor there	Workforce	
Public Drop In	Once it's closed it will never reopen	Loss of Service	
Public Drop In	Need to modernise it	Estates	
Public Drop In	Bottome line - they don't want to keep Laugharne open	Loss of Service	
Public Drop In	Practice keep claiming they need 2 doctors in Laugharne. Not the case historically - 1 GP, 1 PN and Phlebotomist would see 50 patients between them	Workforce	
Public Drop In	Walking patients - Laugharne Local	Access	
Public Drop In	Population quite elderly	Capacity	
Public Drop In	New Houses - increase in families	Capacity	
Public Drop In	Shutting Laugharne undermines Pharmacy and other businesses in Laugharne	Loss of Service	
Public Drop In	Who owns the surgery in Laugharne - practice could sell it off and make profit but was historically gifted to practice	Estates	Finance
Public Drop In	Laugharne Community Council could potentially help financially	Finance	
Public Drop In	Unhappy with closure - third of population	Loss of Service	
Public Drop In	In climate crisis	Environment	
Public Drop In	Popuation growing	Capacity	
Public Drop In	Risk losing Pharmacy - surviving on repeat prescriptions	Loss of Service	
Public Drop In	GP's last worked in Laugharne in 2019 - pts accepted temporary close during covid	Loss of Service	
Public Drop In	It used to be surgery and clinics	Loss of Service	
Public Drop In	Population is older and more vulnerale who cannot afford buses - had an appointment missed the first bus	Access	Transport
Public Drop In	How can they have time for home visits	Access	
Public Drop In	New homes in Laugharne - 43 new homes to come plus 20 meadow	Capacity	
Public Drop In	Mapping exercise - patients think out of date	Process	
Public Drop In	Does not take into account new houses	Capacity	
Public Drop In	Already a high number of patients	Capacity	
Public Drop In	Lots of non car owners / cant afford a bus	Transport	
Public Drop In	Why are they closing - GP's saying shift activity to one site	Access	

Public Drop In	Stopped e-consult	Digital	Access
Public Drop In	GP's are needed in Laugharne. 2 doctors on call - that's seems a desire not a need	Workforce	
Public Drop In	Running Laugharne down to justify closing it - staff hae asked to paint, council has offered to support	Estates	
Public Drop In	2 doctors purchased it to make a profit	Finance	
Public Drop In	If closed lose service blood tests etc.	Loss of Service	
Public Drop In	Can we have a GP once or twice a week - that would help	Access	
Public Drop In	Damaging to peoples health - they just wont go Taxi is £25-£50 each way	Quality	Cost to Patient
Public Drop In	No Dial a Ride or Bwcabws etc. some informal help is given	Transport	
Public Drop In	7.30-9.00 am bus	Transport	Access
Public Drop In	Short but very few bus journeys	Transport	
Public Drop In	Could have a four hour wait in St Clears	Transport	Access
Public Drop In	Pt offered an early appt - 4 hour round trip	Transport	Access
Public Drop In	Concern regarding access to Pharmacy	Access	
Public Drop In	Environmntal concern with additional propsed travel	Environment	
Public Drop In	Growing population in and West of Laugharne	Capacity	
Public Drop In	Deprivation of PC Services	Loss of Service	Access
Public Drop In	Loss of nurse led services would be very detrimental in itslef	Loss of Service	
Public Drop In	No community Transport services	Transport	
Public Drop In	Short and convenient jourey to St Clears but infrequent buses	Transport	
Public Drop In	Retinopathy Clinic is succesful and would be a huge loss to the community	Loss of Service	
Public Drop In	Travel arrangements are easier to manage between Laugharne and Pendine area	Transport	
Public Drop In	8am for appointments that day by which point the first bus of the day has left	Access	Transport
Public Drop In	Growing population including young families moving to the area	Capacity	
Public Drop In	Communication is lacking with the community regarding motives	Process	
Public Drop In	Diary and appointment management causes issues by not lookig far enough ahead	Access	
Public Drop In	Lack of GP to patient ratio - control over practice boundaries	Capacity	
Public Drop In	Travel arrangements (via public transport) is subject to change	Transport	
Public Drop In	St Clears not runnign covid booster programme - had to attend Carmarthen	Access	
Public Drop In	Where will all Laugharne clinics be dispersed	Access	
Public Drop In	It is sad the surgery is closing	Loss of Service	
Public Drop In	Concerns about closure - the dentist went private - how to find an NHS dentist is a concern	Loss of Service	
Public Drop In	Information should be made public aout the new dentistry system	Access	
Public Drop In	Would the HB consider recuperation centres - like Tenby?	Access	
Public Drop In	Retinopathy, Diabetic, blood tests so attend in Laugharne. I am 88 and will miss is if it closes and will have to rely on neighbours. Used to be County Cars but not any more. I do sometimes get a bus but looking to the future, that is going to be difficult getting to St Clears	Loss of Service	Transport
Public Drop In	When they are full in St Clears, I am fitted in at Laugharne - Travel is a big issues	Access	Transport
Public Drop In	Concerning in questionnaire - haven't been able to use surgery post Covid. Flu and Covid were not available in Laugharne Surgery. Had to go to St Clears. 100's of patients who would have used Laugharne now use St Clears	Loss of Service	Capacity
Public Drop In	Don't want to take the bus to St Clears if I am feeling ill - it'snot right	Quality	Transport
Public Drop In	So overstretched in St Clears - waiting over 2 hours. Midwife appointments would take over an hour. Appointmetns at 10.00 but not here until 11	Access	Capacity
Public Drop In	Sometimes midwives cannot get a room there	Estates	Capacity
Public Drop In	Late appointments mean you will miss bus home	Transport	
Public Drop In	Shouldn't be cutting bach - Tourists come here in the summer. New Houses being built	Loss of Service	Capacity
Public Drop In	If Coach and Horses already struggling, how do they think they can accommodate more	Capacity	
Public Drop In	Keep things local	Community	
Public Drop In	Environmental reasons	Environment	
Public Drop In	Got to go to St Clears for BP Test but can have blood test in Laugharne	Access	
Public Drop In	Chemist is really good	Compliment	
Public Drop In	Difficult to get appointment - call in the morning at 08.00 and 15th on list. Whatd do you do if you are really ill	Access	
Public Drop In	Advised to go back to Doctor to discuss blood test	Access	
Public Drop In	Some of the Doctors doing Locum Work - why cant you put them in Laugharne. Always had a Doctor, Nurse and Receptionist	Workforce	
Public Drop In	Why not carry on as before	Loss of Service	
Public Drop In	If we have to go to St Clears that's more pressure on them - why closing Laugharne they haven't come back post covid	Loss of Service	
Public Drop In	Centralising to save money but this doesn't help those who don't have car	Finance	Transport

Public Drop In	Say they can't get GP's to go an extra 3 miles to Laugharne. Find this hard to believe that they couldn't manage a few days per week. If St Clears had a grant should some of this have been spent in Laugharne	Workforce	F
Public Drop In	If there was a Doctor there, would it be one less in St Clears	Workforce	
Public Drop In	Several surgeries in Pemb's where HB took over the running of them	Loss of Service	
Public Drop In	Doctors remortgaged	Finance	
Public Drop In	Could they let contract go	Loss of Service	
Public Drop In	Taxi's £15 each way	Cost to patient	
Public Drop In	Bus Service no good - difficult to fit in	Transport	
Public Drop In	If you are well you can drive - if you are OK	Transport	
Public Drop In	Population growing and ageing - closure is counter intuitive	Loss of Service	Capacity
Public Drop In	Should Surgery have written to patients	Process	
Public Drop In	Not much consultation in St Clears. Will have an impact on them. Contact Town Councillor and he didn't know	Process	
Public Drop In	Questionnaire asked when was last consultation in Laugharne. Doctors turned up at last event - would not have wanted to go and see them the next day	Process	
Public Drop In	Worried that a small place like this things keep closing. Worry services will shrink	Loss of Service	
Public Drop In	Primary Care important to a lot of people	Access	
Public Drop In	Diabetic dilated pupils - cannot drive. Have to get a bus or somebody else to drive	Access	Transport
Public Drop In	Country Cars does not exist anymore	Transport	
Public Drop In	No volunteers in this area and no grant funding	Workforce	Finance
Public Drop In	Selling point is having a GP Surgery. Spoken to a lot of people - very heartfelt about losing the surgery	Loss of Service	
Public Drop In	Bus Service is atrocious. Doesn't match up with train	Transport	
Public Drop In	Done a lot of fund raising for the Surgery	Finance	
Public Drop In	Concerns that staff at Coach and Horses are rude to patients	Quality	
Public Drop In	Cost of transport is a big concern	Transport	
Public Drop In	Experience at Coach and Horses is challenging	Quality	
Public Drop In	Receptionists are not helpful	Quality	
Public Drop In	Laugharne is close and quick - we prefer to see the service here	Loss of Service	
Public Drop In	Misgivings about partnership of the doctors - questions about how the money is spend - not efficient	Finance	
Public Drop In	What has happened to other services like Mother and Toddlers	Loss of Service	
Public Drop In	Why not reinstate services they had there before Covid	Loss of Service	
Public Drop In	If Surgery closes, what happens to the building?	Estates	
Public Drop In	Go back to the core NHS Service and put one doctor and one Nurse in Laugharne	Loss of Service	
Public Drop In	Decision to remove e-consult of great concern	Digital	Access
Public Drop In	Main concern is elderly population (and aging population) Bus times do not help with making and attending appointments	Access	Transport
Public Drop In	Repeat RX's go to Branch and issued by Laugharne Pharmacy. If the branch closed what then happens?	Access	
Public Drop In	Local Chemist - that could close as a result of Branch Closing as well as other service such as Post Office Etc.	Loss of Service	
Public Drop In	Accessing appointments at Coach and Horses is almost impossible. Huge waiting Lists / Queue's on phone line and all appts gone so told to call back	Access	
Public Drop In	Size of Coach and Horses is a concern. Not big enough to take on all new patients, Building is too small	Capacity	Estates
Public Drop In	Reliable Doctor based in Laugharne is vital	Access	
Public Drop In	Increase in Housing Developments means even more patients needing to access a practice that is already struggling to meet demands. Holiday parks means a lot of seasonal visitors also	Capacity	
Public Drop In	Feels like a Done Deal. Last event with Doctors present felt intimidating. Decision has already been made and rumour is land has already been sold	Process	
Public Drop In	Accessing St Clears is impossible almost. Elderly population only getting older. Difficulty accessing services now means patients just aren't seeking help and getting sicker	Access	Quality
Public Drop In	Even if services in St Clears improved it wouldn't solve the issue of how difficult the travel is. Bus unreliable or not frequent enough / relying on family booking time off work	Transport	Access
Public Drop In	Taxi's are expensive. No Country Cars Service anymore	Cost to patient	Transport
Public Drop In	Home Visits are scarce over a certain age. Discharged from Hospital with no contact from GP to check in	Quality	
Public Drop In	Treatment received is good, access is an issue	Access	
Public Drop In	I am very concerned about the possible loss of Laugharne Surgery so glad we had a second meeting	Loss of Service	
Public Drop In	I am 88 and if Laugharne surgery closed I would need transport to go to St Clears with Country Care not going now. Transport would be very difficult	Transport	
Public Drop In	Transport - Public Transport Very Poor, pollution from Travel	Transport	Environment
Public Drop In	Local Population is growing - Laugharne, Pendine and Llanmeilo not suitable for many	Capacity	Access

Public Drop In	Older Population	Access	
Public Drop In	Online Services - eg Video consultations / send photos not suitable for many	Access	
Public Drop In	Little or no consultation from St Clears	Process	
Public Drop In	Huge pressure on existing services and staff	Capacity	Workforce
Public Drop In	Transport Cat drive now or wont be able to in the future. Bus is not often enough. Taxi is expensive	Transport	Cost to Patient
Public Drop In	Chemist, Post Office and Shop in Laugharne will take trade away from these services. Risk they will close if surgery closes	Loss of Service	
Public Drop In	Is coach and horses large enough to take these additional patients. Waiting room small and staffing	Capacity	
Public Drop In	Pendine patients rely on the Branch Practice. Previously lost a practice (Llanmeilo) - 9 miles extra travel minimum on single track road	Loss of Service	Transport
Public Drop In	Doesn't ring true that staffing is an issue. It is known that Practice GP's are undertaking Locum Work	Workforce	
Public Drop In	42 New Build Houses planned in Laugharne amongst other recently built new housing sites	Capacity	
Public Drop In	Significant number of holiday makers	Capacity	
Public Drop In	Significant demands on the service	Capacity	
Public Drop In	Difficult to get appointments now, this will only increase with more houses being built and holiday makers influx	Access	Capacity
Public Drop In	GP's are needed. Other sessions from District Nurses are appreciated but GPs are vital. Patients are putting off seeing a GP because service is so poor	Access	Quality
Public Drop In	Frustrating to be told no appointments left and phone back at 08:00	Access	
Public Drop In	Ambulance wait times are very long and dangerous	Loss of Service	Quality
Public Drop In	Pre covid F2f is ideal but as much as the current service is appreciated - GP's are vital	Loss of Service	Access
Public Drop In	Land the practice is on was gifted to the community to be a GP Practice	Estates	
Public Drop In	Chemist Meds delivery service is valued	Compliment	
Public Drop In	Great loss to the community	Loss of Service	Community
Public Drop In	Access is a huge issue. Can't get through then finally do and told no appointments and to call back	Access	
Public Drop In	Is it a money making scheme on the GP's behalf	Finance	
Public Drop In	Part Time GP's	Workforce	
Public Drop In	Bus Times & Frequency are an issue	Transport	
Public Drop In	Elderly Population getting older	Quality	
Public Drop In	Inefficiency in St Clears - lack of communication between staff	Communication	
Public Drop In	Why invest money in extending St Clears and not invest in Laugharne	Finance	
Public Drop In	Clinical Staff are very good but it is getting to actually see them is difficult	Access	
Public Drop In	GP is needed not just the current services	Loss of Service	
Public Drop In	Concern with accessing repeat Rx's	Loss of Service	
Public Drop In	Previously told by GP's that minimum of 2 GP's are required to be in the practice at any given time. Had said that this is WAG policy	Workforce	
Public Drop In	GP's Purchased building in 2022 and part of the reasoning was that upkeep/maintenance is too expensive. But there is a local group willing to do this voluntarily. Partners rejected this offer when it was made (to pain and decorate)	Estates	Finance
Public Drop In	Surgery is key to the community and the other services available	Community	
Public Drop In	Social aspect of leaving the house and being able to see someone F2F	Community	Wellbeing
Public Drop In	Base for Carers. Given them somewhere to stop between / after visits to patients	Wellbeing	
Public Drop In	Phlebotomy and other services are being provided from branch site as not enough room in St Clears	Estates	Capacity
Public Drop In	Pendine and Llanmiloe is a fair distance further to St Clears than Laugharne proper	Travel	
Public Drop In	Data does not capture the holiday visitors	Capacity	
Public Drop In	St Clears can be overwhelmed - the new developments will put stress on as well as seasonal demand through the summer period	Capacity	
Public Drop In	Bus Services are reducing, long wait for a bus to return. Timetables don't work well	Transport	
Public Drop In	Patients need to keep phoning the surgery to remind them about annual check ups	Quality	
Public Drop In	Patient education - how do we find out about different classes	Communication	
Public Drop In	Take notice of people (staff) of what they also say	Quality	
Public Drop In	Is the Health Board sure there are no better way of doing things?	Quality	
Public Drop In	Concerned about closure application	Loss of Service	
Public Drop In	Small Children and families need surgery in future and need services to stay local	Loss of Service	
Public Drop In	New Housing - people retiring to Laugharne did so because of the Surgery and the Pharmacy.	Loss of Service	Capacity
Public Drop In	Concern about future of Local Community Pharmacy and Post Office as in the same building - knock on effect	Loss of Service	
Public Drop In	Hywel Dda should observe "Care Closer to Home"	Quality	
Public Drop In	St Clears you have to pay for car park	Cost to patient	
Public Drop In	Taxis. No alternative community Transport	Transport	

Public Drop In	How many people undiagnosed as cannot get in	Access	Quality
Public Drop In	Patients now driving to Coach and Horses to make an appt at 8:00	Access	
Public Drop In	Letters to ring for medication reviews or appts - can take weeks to get them. They need to ring	Access	Quality
Public Drop In	Always pleased when I get to see them	Compliment	
Public Drop In	Knock on effect in GGH, A&E of poor access	Access	
Public Drop In	BMA post on Coach and Horses social media insensitive and badly timed - interpreted as threat of closure	Process	
Public Drop In	Town Council has emailed Coach and Horses repeatedly re services hoping to start - no response	Communication	Quality
Public Drop In	Concern over ownership of the Building - was donated by the Community	Estates	
Public Drop In	Data in Coach and Horses Letter was flawed (no pre covid)	Process	
Public Drop In	Why are BP checks in St Clears when such a basic service	Loss of Service	Access
Public Drop In	Environmental Impact of Travel	Environment	
Public Drop In	Lack of Investment in the building. How did the HB allow it to fall into disrepair	Estates	
Public Drop In	"We are not asking for much" - just some GP time in the future	Loss of Service	Access
Public Drop In	Unhappy that intel from e-consult and My Surgery App was not communicated	Digital	Communication
Public Drop In	The service pre-covid was really good - we just want it back again	Compliment	Loss of Service
Public Drop In	The practice should have written to patients and not relied on social media	Process	Communication
Public Drop In	Patients rely on Laugharne services - 88 years olds, struggles to use the bus	Transport	Access
Public Drop In	Pre covid services were good	Loss of Service	
Public Drop In	Questionnaire	Process	
Public Drop In	Covid and Flu appt were only offered in St Clears and not in Laugharne	Access	
Public Drop In	Mifwife appointments very slow - left waiting 2 hours	Quality	
Public Drop In	The practice does not work appts and the bus timetable	Transport	Access
Public Drop In	More Houses being built	Capacity	
Public Drop In	How will they accommodate more patients in Coach and Horses	Capacity	
Public Drop In	Environmental impact of travel	Environment	
Public Drop In	Cannot get BP check in Laugharne	Loss of Service	Access
Public Drop In	Some services in local Community Pharmacy	Compliment	
Public Drop In	8am bottleneck in Coach and Horses	Access	
Public Drop In	Letters asking patients to contact them for blood results is inefficient as then can't get them on the phone	Access	
Public Drop In	Some St Clears partners doing locum work - so they do have capacity	Workforce	
Public Drop In	Need to invest in doing up Laugharne	Estates	
Public Drop In	Concern over BMA post that has been shared	Process	
Public Drop In	Should be a consultation in St Clears too as it could affect that population	Process	
Public Drop In	Concern over knock on effect to Community Pharmacy	Loss of Service	
Public Drop In	Bus service is atrocious. Does not join too buses ad train	Transport	
Public Drop In	Think it's dreadful - it is great having a surgery	Loss of Service	
Public Drop In	At age where things are wazy. Kids are grown up and reasonably fit and healthy. Remembering what is was like to have small kids - it was convenient to take them to surgery in town. In future when not so sprightly may be difficult moving back and fore to St Clears	Loss of Service	Access
Public Drop In	New houses being built - out of price range for young people. Older people choose here because of surgery. Worry we will lose surgery, Post Office and Chemist as they are all in same building. Chemist losig out on business	Loss of Service	
Public Drop In	Never get my prescription in Laugharne	Access	
Public Drop In	Knock on effect. Care Closer to Home as a HD policy - By closing GP Surgery it goes against this. If you go to St Clears you have to pay for parking. Surgery telling eople to get a taxi - where is the care and compassion? Buses are poor and no community Transport. How many cases of illness are going undiagnosed because appointments not available. People being told to phone back tomorrow.	Access	Transport
Public Drop In	Driving to St Clears queuing to get an appointment then driving back 2 hours later	Access	Transport
Public Drop In	Why not have a doctor to phone with results - At moment letter sent advising people to phone for appointment	Access	Quality
Public Drop In	In Laugharne spoke to a receptionist - must be an easier way so cuts down on appointments.	Access	
Public Drop In	When you get to see a doctor they are great	Compliment	
Public Drop In	How many people told "get a Taxi" don't go and then leave it too long and have to go to hospital	Access	Transport
Public Drop In	Can't get an appointment so call an Ambulance - queues at A&E outside GGH - A&E cannot cope as it is	Access	Quality
Public Drop In	Coach and Horses posted saying that they may close - Last Para says if it doesn't improve, surgery may close - sounds threatening	Process	
Public Drop In	Sent e-mails - no reply	Quality	
Public Drop In	The practice say no formal complaints - I have asked and asked when they are going to reopen	Process	
Public Drop In	I found out that 3 of the Partners bought surgery in March 2021	Estates	

Public Drop In	Land given by 1 of the residents in the 1950's for the good of the community	Estates	
Public Drop In	Why buy it in 2021 when they had no intention of using it	Estates	
Public Drop In	Data used in their application letter - when patient used in 2020 - Data impacted by Covid	Process	
Public Drop In	I would like to have numbers pre covid - they are able to manipulate the numbers by sending people to Laugharnefor treatment	Process	
Public Drop In	Need Laugharne more than ever	Access	Loss of Service
Public Drop In	They are not using the surgery as they should	Access	Quality
Public Drop In	Laugharne would see up to 50 people in the morning - now expecting 50-60 to go to St Clears	Access	Capacity
Public Drop In	Increased Emissions - Hywel dda have a green policy	Environment	
Public Drop In	Have not invested in the building - how have they been able to let it fall into disrepair	Estates	
Public Drop In	Not asking for much - A Doctor 4 mornings a week	Access	
Public Drop In	Go the staff - why can't we have them in the morning	Access	
Public Drop In	E-consult has stopped - we were not told it was stopping	Digital	Access
Public Drop In	Impact on town - Post Office / Chemist etc.	Loss of Service	
Public Drop In	Pre-covid, servie was good	Loss of Service	
Public Drop In	This meeting much better. So frsutrated and diappointed. People now feel they have been listened too	Loss of Service	
Public Drop In	Buses not regular	Transport	
Public Drop In	JHanging around when feeling ill not ideal	Transport	
Public Drop In	Just want it back as it was	Loss of Service	
Public Drop In	Don't undersand how they would struggle with only one Doctor here	Workforce	
Public Drop In	Timesclaes for seeing GP unhelpful	Access	
Public Drop In	Querying attendance data provided by practice	Process	
Public Drop In	Travel to Coach and Horses. Taxi us £15 each way. Poor buses	Transport	
Public Drop In	St Clears is full and has an ageing population	Capacity	
Public Drop In	St Clears Car Park has a charge	Cost to patient	
Public Drop In	Premesis Ownership - suspsicious about wanting to sell the building - remedial works and costs	Pre	Finance
Public Drop In	My Surgery App not popular	Digital	
Public Drop In	Access and 8am bottleneck - using GGH A&E instead	Access	
Public Drop In	Laugharne should stay open for GP Trainees	Loss of Service	Workforce
Public Drop In	New Hospital near St Clears will attract more people and increas practice population	Capacity	Access
Public Drop In	Planning on attending Public Board 28/3 in person	Process	
Public Drop In	Catchment of St Clears is growing, keep Laugharne open. You don't need a lot of money to change things	Capacity	Finance
Public Drop In	Wasting a lot of paper. Stop wasting money and spend it better	Finance	
Public Drop In	Waiting times are too long	Access	Quality
Public Drop In	Transport an issue for people who don't drive	Transport	
Public Drop In	Appointment System is ot the best. Cannot book an appointment	Access	
Public Drop In	Bus Service is not sufficient	Transport	
Public Drop In	Difficulty booking appointments in advance	Access	
Public Drop In	Concern that practice does not spend income on recruiting more staff - they can't afford it	Workforce	Finance
Public Drop In	More housing is being built in Laugharne, it makes no sense to close Surgery	Loss of Service	Capacity
Public Drop In	Level of ageing population is a concern	Quality	
Public Drop In	Cost for Taxi and Bus is an issue for some	Cost to patient	
Public Drop In	Big Catchment area is a concern	Capacity	Access
Public Drop In	Bloods - very necessary locally. Hubs?	Loss of Service	Access
Public Drop In	Buiding feasibility of using another community venue (?Hall)	Estates	
Public Drop In	Reason for application to close	Estates	
Public Drop In	New Housing	Capacity	
Public Drop In	Seasonal demand from temporary residents	Capacity	Access
Public Drop In	Poor satisfaction with Coach and Horses Surgery	Quality	
Public Drop In	Lack of Chronic Disease Monitoring and recalling	Access	Quality
Public Drop In	Community Offer to help maintain the surgery	Estates	
Public Drop In	Lack of communcation re My Surgery App change from e-consult	Digital	
Public Drop In	Access Issues	Access	
Public Drop In	Efficiencies of operating on one site v Care closer to home	Loss of Service	
Public Drop In	No community Transport options other than public bus	Transport	
Public Drop In	Expert Patient Programmes and Venues	Quality	
Public Drop In	Feeling people are not cared for - abandoned by the Health Service	Quality	

Public Drop In	Long waiting times, lack of communication and feedback, no medication reviews	Quality	
Public Drop In	Feeling that nothing will be done	Quality	
Public Drop In	They say they need 2 doctors at all times - staffing issues	Workforce	
Public Drop In	Concern the surgery is too small, already packed, how will it come with more people if Laugharne closes	Capacity	
Public Drop In	Transport and Traffic through Laugharne	Transport	Environment
Public Drop In	Travel from the North of Laugharne an issue	Transport	
Public Drop In	Laugharne surgery location is an advantage so why does it have to close	Loss of Service	Access
Public Drop In	People are giving up on seeing a GP, do difficult to get a Doctor	Access	
Public Drop In	No explanations / Information about other services eg Ear Wax Removal Service	Communication	
Public Drop In	All GP Surgeries are disappearing	Loss of Service	
Public Drop In	People don't / can't drive and bus services are limited	Transport	
Public Drop In	2-3 week wait for blood test	Access	Quality
Public Drop In	There is no community feel in St Clears but there is at Laugharne Surgery. Withdrawal of Doctors and services leads to loss of services and community feel	Loss of Service	Community
Public Drop In	Why were the GP services not being restored after Covid	Loss of Service	
Public Drop In	People would like to see facilities for children, a doctor, receptionist, facilities for older people, blood tests, community health services like Ear Wax removal	Access	Quality
Public Drop In	Who owns the building	Estates	
Public Drop In	Poor access to Coach and Horses	Access	
Public Drop In	Mew housing is coming - pressure on services and costs	Capacity	
Public Drop In	Once people get to see the doctor, the relationship is good	Compliment	
Public Drop In	Changeover to e-consult wasn't working well	Digital	