



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	28 March 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Application to Close Laugharne Branch Surgery
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Jill Paterson, Director of Primary Care, Community and Long Term Care
SWYDDOG ADRODD: REPORTING OFFICER:	Rhian Bond, Assistant Director of Primary Care

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

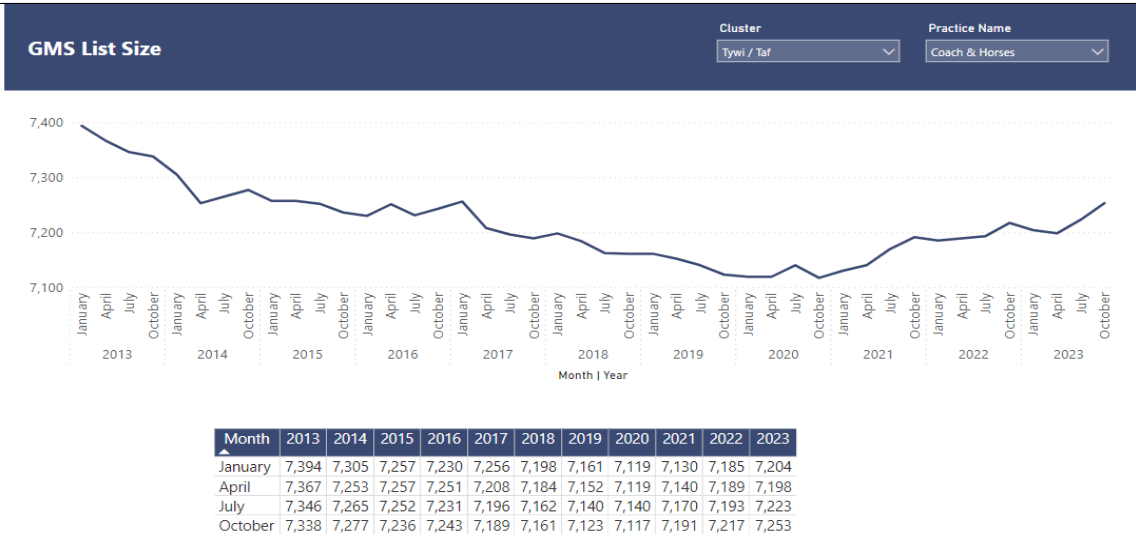
The GP Partners of Coach and Horses Surgery in St Clears applied to close their Branch Surgery in Laugharne on 14 September 2023. In line with the agreed Health Board process, public engagement events were held on 28 November 2023 and 6 February 2024. The application has been taken through the current Health Board agreed process, with consideration at a Panel review on 27 February 2024 and at Primary Care Contract Review Group (PCCRG) on 12 March 2024.

Cefndir / Background

Coach and Horses Surgery is located in St Clears and is part of the 2T's (Tywi Taf) Cluster. As of 1 October 2023, it had 7,253 registered patients, making it the fourth largest practice out of eight Practices within the Cluster. Of these 7,253 patients, 2259 (31.14% of total patient register) live in the Laugharne Township Ward.

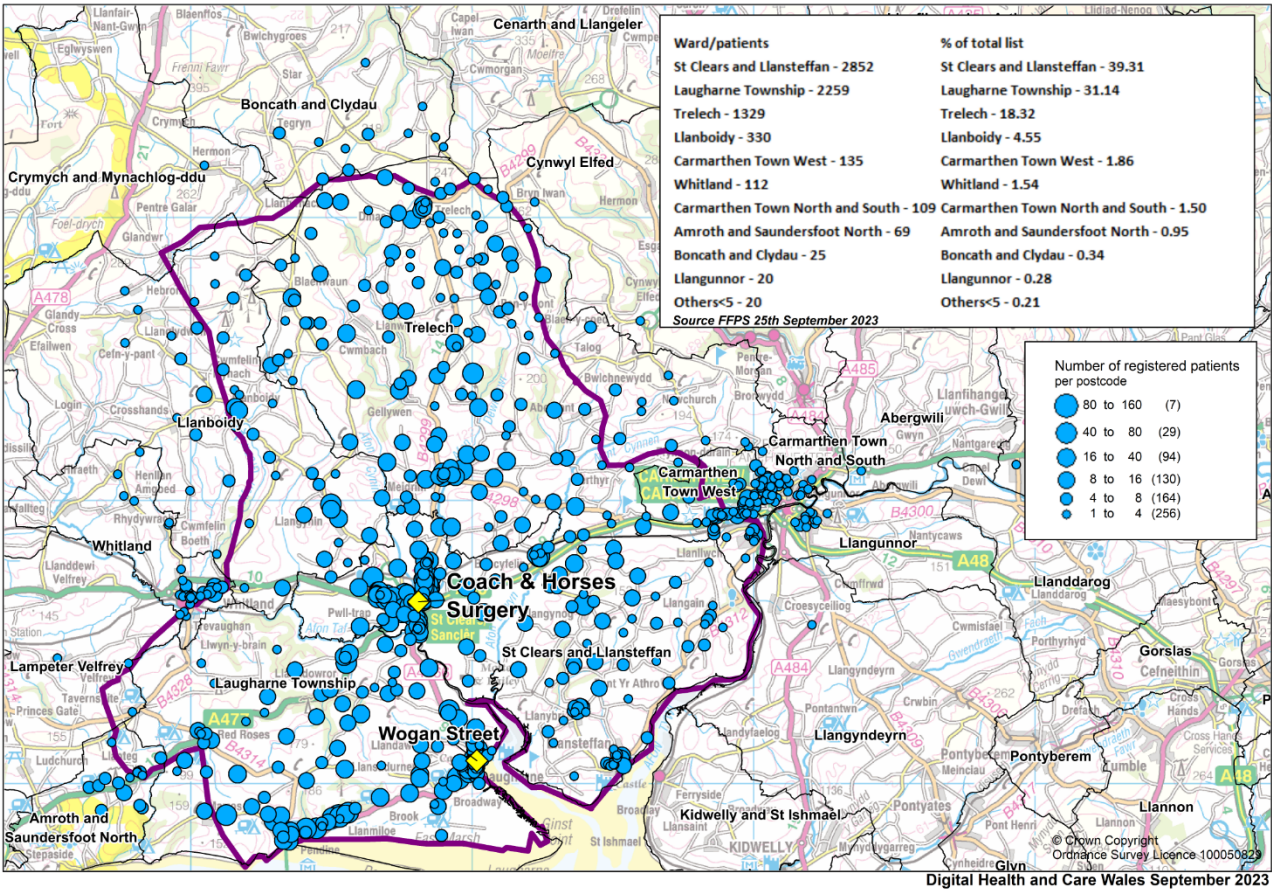
Coach and Horses Surgery is open 8.00am to 6.00pm with the telephones covered until 6.30pm daily Monday to Friday.

The Practice, whilst experiencing a steadily declining patient population between January 2013 and October 2020, is now experiencing a steady increase in its patient population.



The Practice registers patients who live within an agreed contractual boundary as detailed in the map below.

Hywel Dda UHB - W92007 Coach and Horses Surgery patient distribution

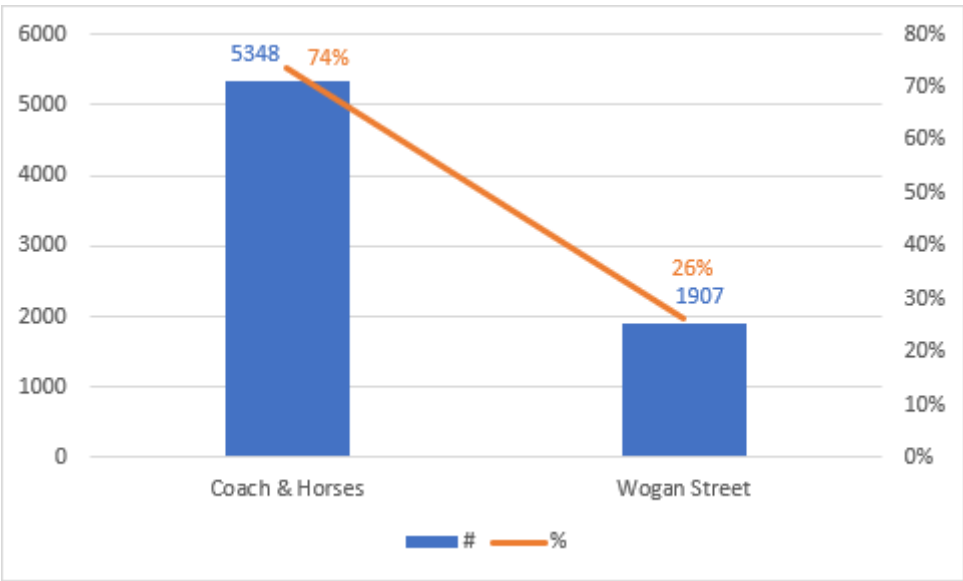


Laugharne as the Branch Surgery is contractually considered to be a GP Practice site which operates for a minimum of 20 hours per week. The Contractual Guidance which highlights and considers the components needed to qualify as a Branch Surgery. These include:

- 20 hours opening (Monday to Friday)
- Compliance with standards
- Additional and essential services
- Disputes procedures
- Outlying consultation facilities

The Laugharne Branch Surgery is located 4.2 miles by road away from the main site in St Clears.

74% (5,348) of patients are closer (drive time) to the Coach & Horses Surgery:



Prior to the COVID-19 pandemic in April 2020, the Branch Surgery was open from 8.00am to 1.00pm with a doctor on duty every Monday, Tuesday, Thursday and Friday.

The Branch Surgery closed at the beginning of the COVID-19 pandemic in April 2020 and has subsequently reopened in May 2021 for 20 hours per week and no longer includes any GP appointments. However, the site provides phlebotomy and chronic disease clinics which the Practice has advised have been challenging to fulfil over the past twelve months due to workforce challenges. In the intervening period, the Community Nursing Team has undertaken leg ulcer clinics twice weekly; however, this team, together with the Health Visitors, have been permanently housed at the main site in St Clears since March 2021.

Diabetic Eye Screening Wales has also been using the Branch Surgery following a request for venues to hold additional clinics to enable them to reduce the backlog of patients. The Practice has advised that this is on a temporary basis only.

Asesiad / Assessment

An application to close the Laugharne Branch Surgery was formally received from Coach and Horses Surgery on 14 September 2023.

The reasons cited for the application are detailed in which can broadly be defined as workforce and sustainability issues. At times, the Practice reports that workforce issues have prevented them from being able to operate fully from two sites. They have not had GP surgeries at the Branch Surgery since the outset of the COVID-19 pandemic in April 2020.

Prior to submitting their application, the Practice met with the Health Board to discuss the issues that they felt were impacting on their ability to run the Practice effectively. Following the meeting the Practice was provided with the process for closing Branch Surgeries and was asked to provide an up-to-date scoring on the national Sustainability Matrix.

The Sustainability Matrix provides a risk assessment matrix score, as follows:

- High risk of unsustainability > or = 80

- Medium risk of unsustainability >55 -79
- Low risk of unsustainability <55

Coach and Horses had previously completed the national Sustainability Matrix in April 2023 which recorded a sustainability score of 27) which is considered a low risk of unsustainability. This was rescored in September 2023 on submission of the Branch Surgery closure application and increased by 1 point to 28, which still leaves the Practice at an assessed low risk of unsustainability.

Llais and Dyfed Powys Local Medical Committee (LMC) were made aware of the application in line with the agreed process and a Branch Practice Review Group was established, this group met fortnightly to discuss, arrange and agree of the undertaking of a public engagement exercise and its requirements as per the formal process. The Health Board Engagement team, the Communications Team and the Communications Hub fully supported the process, discussing requirements and expectations, and clarity around the engagement process was obtained. The Branch Practice Review Group agreed and established an engagement plan.

An original public engagement period was agreed to run from 1 November 2023 to 30 November 2023. Following a request from Llais, this engagement period was formally extended to 8 December 2023. The purpose of the engagement was to:

- Provide opportunities for our patients and stakeholders to give their views.
- Raise awareness of the engagement and provide opportunities for feedback.
- Target those who use the service through engagement methods that are most appropriate for these groups.
- Identify appropriate engagement and communication tools and methods to effectively engage.

The engagement period provided stakeholders with an opportunity to participate by providing their views by questionnaire, telephone, letter, scanning a QR Code, Have your Say / Dweud eich Dweud online engagement platform, email or by completing paper forms that were available from Coach and Horses Surgery, Laugharne Surgery the Community Pharmacy and Care Homes.

An analysis of the public engagement received through this process can be found at Appendix 1. There were no responses received in Welsh. The main themes of feedback received included concerns about transport, parking costs, appointment capacity at St Clears, quality, convenience, ease of access for local community, care being moved further from home, loss of service, detrimental environmental impact, property, estate matters, and finances.

An additional 59 comments were captured via Sharepoint (a combination of letters and telephone calls). The main themes of concerns raised through this route can be broadly categorised as transport, process, parking costs, access, quality, capacity, maintenance of the building and workforce.

A public drop in engagement event was held in the Laugharne Memorial Hall on 28 November 2023 from 2pm – 7pm. 115 people attended this event. The main themes of concerns raised can be categorised as transport, parking costs, appointment capacity at St Clears, quality, convenience, ease of access for local community, care being moved further from home, loss of service, detrimental environmental impact, property, estate matters, and finances.

Evaluations of both events were undertaken and are summarised at Appendix 2.

Laugharne Township Community Council set up an online petition opposing the application to close Laugharne Branch Surgery which was signed by 346 people and an additional 600+ people signed a hard copy of the petition which was handed in to the Health Board in December 2023.

E-Mails and letters were received from Laugharne Township Community Council, Llanddowror, Llanmiloe Community Council, the Mayor of Laugharne and members of the public, all of which strongly opposing the application. No letters of support for the Branch Surgery closure were received.

There are 10 Community Pharmacies in the vicinity of Coach and Horses Surgery in St Clears, two of which are based in St Clears itself and one in Laugharne. In addition to traditional dispensing services, these Pharmacies now also provide a range of additional and enhanced services as detailed in the table below:

Community Pharmacies Tywi / Taf

To order your Repeat prescription

Please contact the Surgery to order your prescription 7-10 days before your medication is required.
Order your prescription via the same methods, either by; phone, online or post your repeat slip directly to the surgery.

You can collect your prescription or nominate your chosen Pharmacy

Collect your prescription from the Surgery and take it yourself to a Community Pharmacy. Or ask the Surgery to send your prescriptions to one of the Pharmacies below that has a collection service and they will have the medication ready for you to pick-up 7-10 days after your order. Some Community Pharmacies offer home delivery of your medication. Delivery is not an NHS service, may be subject to eligibility criteria, delivery radius and delivery charges may apply.



Pharmacy	Contact Details	Opening Times	Collection (From Coach & Horses)	Delivery (To Laugharne area)	Enhanced & Additional Services											
					Common Allments	Contraception Services	Seasonal Flu Vaccine	Emergency Medication	Smoking Cessation Level 2	Smoking Cessation Level 3	Supervised Administration of Medication	Needle & Syringe	Return of patient sharps	Triage & Treat	UTI	Sore Throat Test & Treat
Laugharne Pharmacy, King Street, Laugharne, SA33 4QE	01994 427 733	9am – 5pm Mon, Tues, Thurs & Fri* 9am – 3pm Wednesdays*	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Evans, Medical Hall, Pentre Road, St Clears, SA33 4AA	01994 230 444 evanspharmacy.wales	9am – 5:30pm Mon-Fri	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Evans, Rebecca House, Pentre Road, St Clears, SA33 4LR	01994 230 456 evanspharmacy.wales	9am – 5:30pm Mon-Fri	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Boots, 11 St John Street, Whitland, SA34 0AN	01994 240 323 boots.com	9am – 6pm Mon-Fri 9am – 1pm - Saturday	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Boots, 12 Red Street, Carmarthen, SA31 1RA	01267 243 932 boots.com	9am – 6pm Mon-Sat 10:30am – 4:30pm - Sunday	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Morrisons, Parc Pensarn, Carmarthen, SA31 1EX	01267 236 593 my.morrisons.com/pharmacy	8:30am – 6:30pm Mon-Fri* 9am – 6pm Saturday* 10am – 4pm Sunday	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Nigel Williams, Richmond Terrace, Carmarthen, SA31 1HE	01267 234 550 nigelwilliamspharmacy.com	8:30am – 5:30pm Mon-Fri	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Nigel Williams, Furnace House Surgery, Carmarthen, SA31 1EX	01267 236 541 nigelwilliamspharmacy.com	8:30am – 6pm Mon-Fri	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Tesco, Morfa Lane, Carmarthen, SA31 3AX	01172 917 568 tesco.com	8am – 8pm Mon-Sat 10am – 4pm Sunday	/	/	/	/	/	/	/	/	/	/	/	/	/	/
Walter Lloyd, 12 Llammas Street, Carmarthen, SA31 3AD	01267 236 947 walterlloydhealthcare.co.uk	9am – 6pm Mon-Fri	/	/	/	/	/	/	/	/	/	/	/	/	/	/

*Close for lunch, please check before travelling

If you require any further information, please contact: CommunityPharmacy.HDD@wales.nhs.uk

Community Pharmacy services are easily accessible to patients without having to make an appointment and are highly valued in the communities they serve.

Smaller, often independently run, Community Pharmacies can feel they will be negatively impacted by changes to the way General Medical Services are provided through GP Practices, due to their proximity to the Pharmacy. Patients have freedom of choice over which Pharmacies they choose.

The Laugharne Pharmacy is co-located with the Post Office and a shop and is seen as part of the ecosystem of the local community, and they are co-reliant on each other. There is some concern that without a Branch Surgery in Laugharne that the viability of the Pharmacy will be threatened. The local Pharmacy has demonstrated impressive resilience through the

COVID-19 pandemic and has adapted well to new ways of working; any reduction in business would be a concern for future sustainable service provision.

Coach and Horses Surgery submitted an Equality Impact Assessment, which is included with this report as Appendix 3 and subsequently the Health Board has completed their own Equality Impact Assessment which was seen and signed off by a Senior Diversity and Inclusion Officer from the Strategic Partnership Diversity and Inclusion Team and is also included as Appendix 4.

During the engagement period, the Coach and Horses Surgery was asked to submit additional data detailing activity undertaken in Laugharne prior to the COVID-19 pandemic. This included data on the number of patients accessing services in Laugharne from November 2017 to March 2020. The Practice promptly complied with this request, and the information was discussed by the Primary Care Review Group.

Llais has fully engaged with the application process and attended both Public Engagement Events. Llais has concluded that in their opinion Laugharne Branch Surgery should remain open and be accessible to the public, due to nearly a third of its Practice list living between Laugharne and Pendine. Laugharne has an aging population with people moving into the area to retire, along with new housing developments in addition to an influx of tourists in the summer months. Furthermore, Llais feels that any Primary Care service closure risks isolating a community from the “front door” of NHS services and must only be considered as a last resort in the face of strong sustainability issues.

The LMC has fully engaged with the application process. They have outlined the broader challenges faced by General Practice and identified a number of issues that the Practice are currently facing. They highlight the sustainability, workforce and financial pressures being felt by the Practice and the benefits of multidisciplinary team (MDT) working.

Supporting documents relating to the process are provided via [the Health Board website](#) as Appendices 5-14.

Outlined below are the options to be considered regarding the application from Coach and Horses Surgery in St Clears to close their Branch Surgery in Laugharne, along with the identified benefits and risks associated with each option.

	Benefit	Risks
Option 1: Approve the application to close Laugharne Surgery	Coach and Horses Surgery assert that this will improve their recruitment possibilities and therefore improve the long term sustainability and viability of their main site in St Clears and their wider patient population. There would be a notional rent financial saving for the Health Board of c£15,000 per annum	Closure of a GP Branch Surgery does not fit with the ambition of providing care closer to home. The public engagement exercise shows demonstrable concerns around transport, parking, appointment capacity at St Clears, quality, convenience, ease of access for local community, care being moved further from home, loss of service, detrimental environmental impact, property, estate matters, and finances.
Option 2 : Decline the application to close Laugharne Branch Surgery	Mitigates against the negative impacts identified in both of the Equality Impact Assessments (EqIAs)	This may impact the practice's ability to recruit new GP partners. Recruitment is a national issue and not specific to Coach and Horses Surgery and therefore the Surgery

	Retains care closer to home for existing and expected new users of Laugharne branch surgery	should consider submitting a Sustainability Application to address these issues.
	Access Issues would not be compounded in Coach and Horses by additional patients.	

Branch Surgery Closure Panel (27 February 2024)

In line with the extant Health Board process for considering applications for Branch Surgery closures, following the conclusion of the public engagement event, a panel was convened on 27 February 2024 to consider the findings; Llais and the Local Medical Committee are both members of the panel; however, do not have a vote in making the recommendation to be considered by the Primary Care Contracts Review Group (PCCRG). In giving consideration to the options, the Panel was asked to reflect on the proactive position that the Practice has taken in considering their mid-long term future to provide a sustainable service to all of their registered patients and to further reflect on the definition of quality as being “continuously, reliably, and sustainably meeting the needs of the population that we serve”. [Duty of Quality Statutory Guidance \(gov.wales\)](#)

Members of the Practice were invited into an open session of the panel to present their case for the closure of Laugharne Surgery.

In considering the evidence contained within the papers and the case presented by the Practice, members were divided in their considerations with three members supporting the closure and two opposing.

Primary Care Contract Review Group (12 March 2024)

In considering the outcome of the Branch Surgery Closure Panel, members were cognisant that there was not a unilateral outcome following their consideration of the evidence presented and the presentation from the GP Practice. Members noted the response from Llais, along with the outcomes from the public engagement events and the associated written responses which had been received, including a petition signed by almost a thousand patients who opposed the Branch surgery closure, and an Equality impact assessment which demonstrated that those most affected by a closure of the Branch Surgery would be those in the older age group or those with a disability. It was noted that there were varying views amongst the members of the group as to whether the application should be supported. Members reflected that the most recent Branch Surgery application received by the Health Board had been declined and the similarities and differences between both applications were drawn out during the discussion. As there is no voting function included in the Terms of Reference for the Primary Care Contract Review Group (PCCRG) there was again a divided decision on whether the application could or should be supported.

It was noted that, whilst the Practice had identified concerns over lone working and the potential for GPs to be working in isolation from the wider Practice team, the requirements of the GMS Contract for a Branch Surgery is that it is open for a minimum of 20 hours per week for the provision of General Medical Services and that this does not explicitly require the provision of face to face GP appointments. Therefore, there is the potential for the GP Practice to consider in the broadest sense the range and scope of services which could be provided from a Branch Surgery, should the application be declined. It was also noted that, whilst sustainability had been referenced as a potential concern, the Practice records a low score against the risk of sustainability challenges on the national Sustainability Framework. Members did, however, note that the concerns raised by the Practice were more about their future model rather than their current pressures. Access concerns relating to appointments at the Coach

and Horses Practice were expressed both during and outside of the public engagement events, with patient concerns also raised around the available space within the main Practice (in particular the waiting area). Travel to and from the main site was also frequently raised as an issue of concern.

It was acknowledged by the Local Medical Committee in support of the Practice's application that a Branch Surgery could be seen as being a barrier to future GP recruitment alongside the financial implications of running more than one Practice site. The uncertainty around future contract negotiations and the impact that this could have on the business viability of GP Practices was also considered.

Taking all views into consideration, the evidence included within the papers, the feedback from patients and the Practice representatives which have been collated during the process, the response from Llais and other stakeholders, the Chair of the group concluded that, based on the evidence that had been presented, the application could not be supported at this point in time. However, there was an appetite to support the Practice in the range of services which could be appropriately provided in a way that delivered care to patients from the Branch Surgery; thereby continuing with some local access, whilst noting that communication with patients regarding available services at the Branch Surgery and the model of working would need to be supported.

It was noted that the process to consider Branch Surgery closure applications also needed to be reviewed, as members identified that a more streamlined process would assist in reaching a recommendation.

Argymhelliad / Recommendation

The Board is asked to:

- **NOTE** the process that has been undertaken including the level of response from the public engagement programme and the submission from Llais.
- **NOTE** that, in coming to a conclusion, there has been a divide in views from panel and PCCRG members.
- **APPROVE** the recommendation that, on the balance of information presented, the Branch Surgery closure application be declined, subject to further work with the Practice around their future model for the delivery of General Medical Services.
- **REQUEST** a review of the Primary Care decision-making arrangements, in order to streamline the process.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
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Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
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Galluogwyr Ansawdd: Enablers of Quality:	5. Whole systems perspective
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Quality and Engagement Act (sharepoint.com)	
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Contained within the body of the report
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Public Engagements on 28 November 2023 and 6 February 2024 Primary Care Contract Review Group (PCCRG) on 12 March 2024.

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Contained within the body of the report
Ansawdd / Gofal Claf: Quality / Patient Care:	Contained within the body of the report
Gweithlu: Workforce:	N/A
Risg: Risk:	Contained within the body of the report
Cyfreithiol: Legal:	Contained within the body of the report
Enw Da: Reputational:	Contained within the body of the report
Gyfrinachedd: Privacy:	N/A
Cydraddoldeb: Equality:	Equality Impact Assessments (EqIA) have been undertaken by both the Practice and the Health Board and are included as Appendices 3 and 4.

Laugharne Branch Surgery Questionnaire

SURVEY RESPONSE REPORT

01 November 2023 - 08 December 2023

PROJECT NAME:

Laugharne Branch Surgery - the future of services for registered patients

SURVEY QUESTIONS

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11/29/2023 01:52 PM

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12/01/2023 06:57 AM

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12/01/2023 09:30 AM

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12/01/2023 02:47 PM

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12/01/2023 07:27 PM

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12/03/2023 09:25 AM

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Anonymous SA334QH

12/06/2023 07:54 PM

Anonymous SA334

12/06/2023 09:15 PM

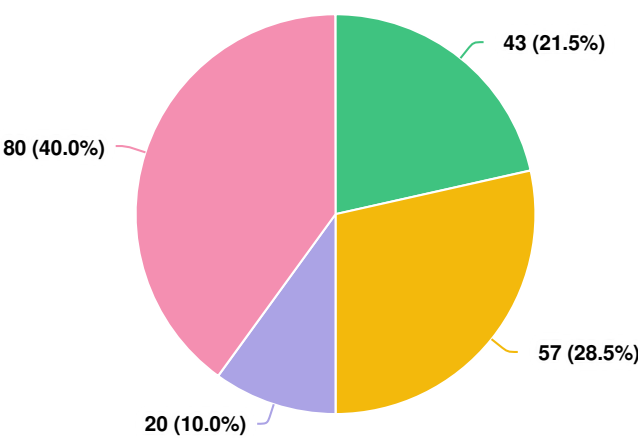
Anonymous SA33 5

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Optional question (208 response(s), 2 skipped)
Question type: Essay Question

Q2 When was the last time you attended Laugharne Branch Surgery?

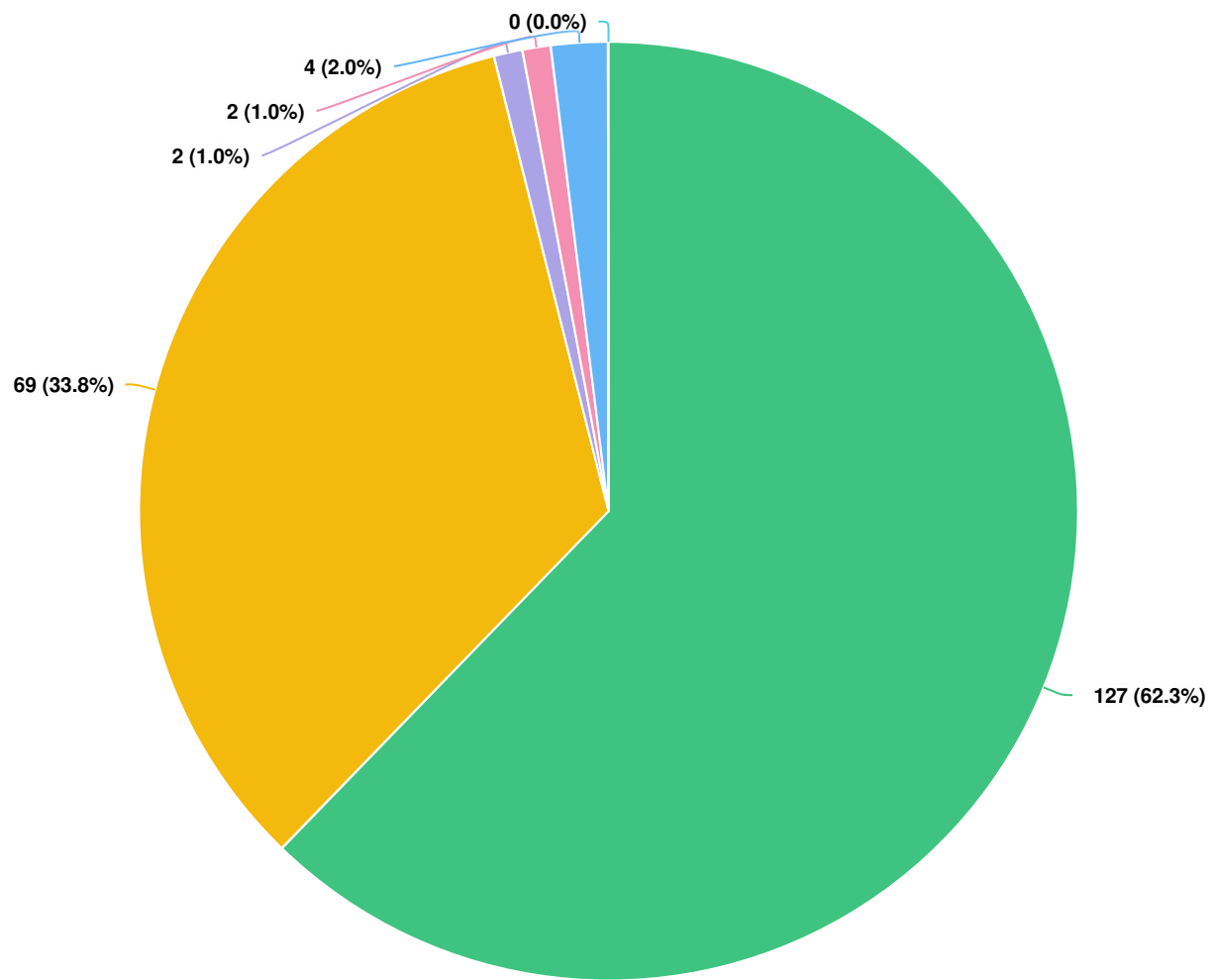


Question options

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

Optional question (200 response(s), 10 skipped)
Question type: Radio Button Question

Q3 Thinking about the last time you went to Laugharne Branch Surgery, how did you travel there?



Question options

- on foot

by car

by taxi

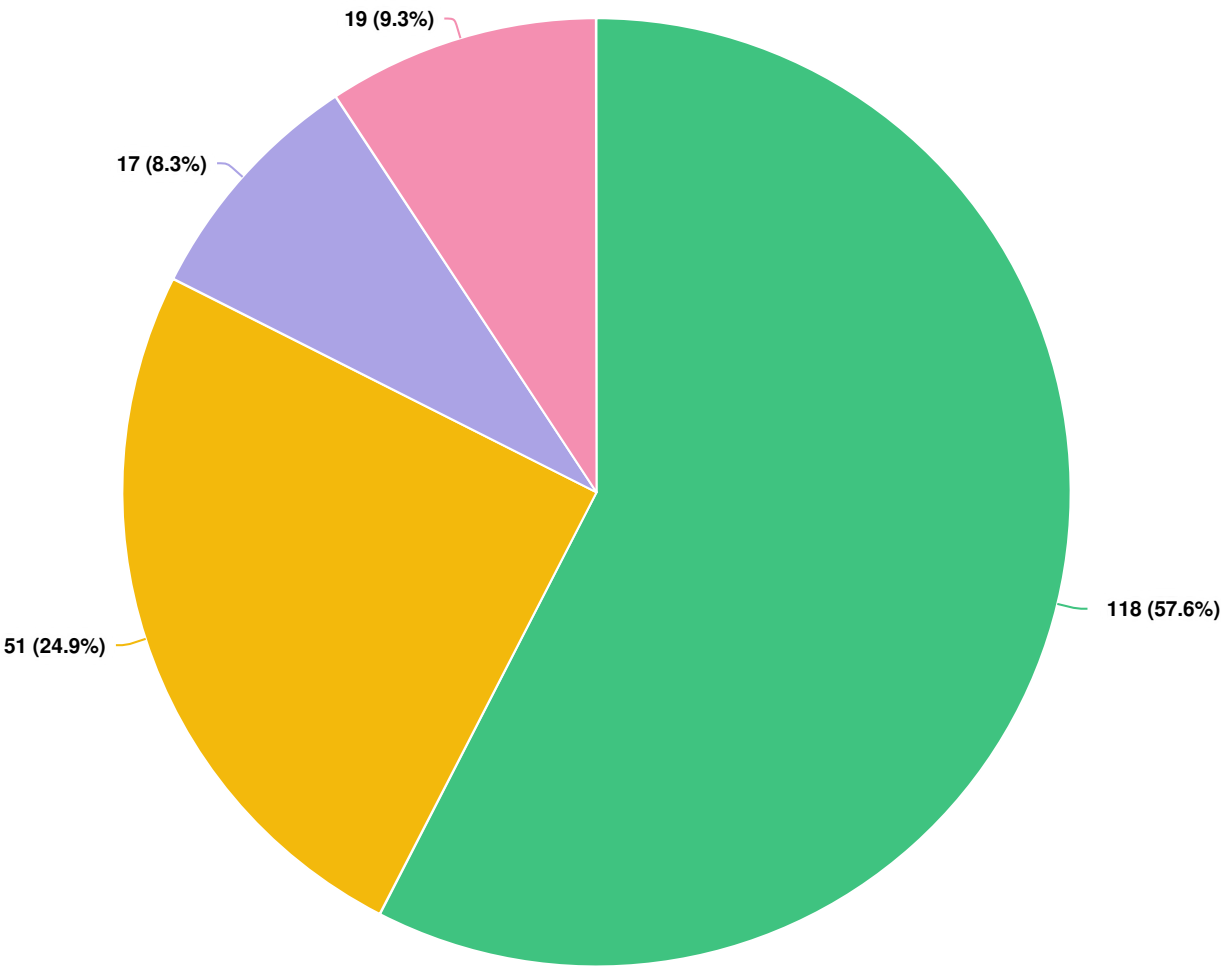
by bike

Other (please specify)

by bus

Optional question (204 response(s), 6 skipped)
 Question type: Radio Button Question

Q4 When was the last time you attended Coach and Horses Surgery?

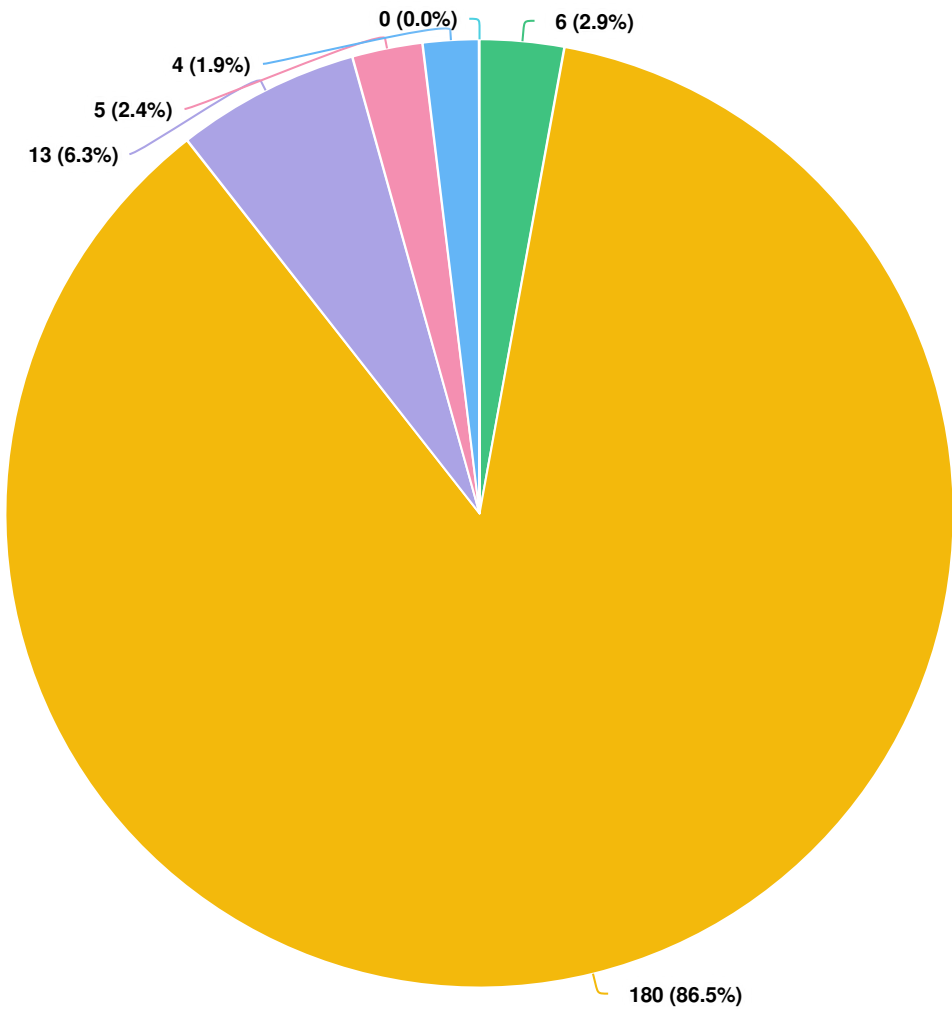


Question options

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

Optional question (205 response(s), 5 skipped)
Question type: Radio Button Question

Q5 | Thinking about the last time you went to Coach and Horses Surgery, how did you travel there?



Question options

- on foot
- by car
- by bus
- by taxi
- Other (please specify)
- by bike

Optional question (208 response(s), 2 skipped)
Question type: Radio Button Question

Q6 How would the closure of Laugharne Branch Surgery affect you?

Anonymous

11/01/2023 03:23 PM

I have regular blood samples taken for my heart condition It is a 5 min drive to Laugharne for this but a 15 min drive to St Clears I would attend Laugharne as often as needed if the option was there to do so as so much more convenient

Anonymous

11/01/2023 04:37 PM

We are a family with 4 young children. It is impossible to get through to st clears surgery before slots are filled. I have on MANY occasion tried calling from 8am to 9:30am not once being able to get through. You have a rude receptionist who advises you to attend the pharmacy 90% of the time, to be told by pharmacist that you'll need to be seen by a doctor! I have experienced this 3 times !! completely unprofessional!! We have to travel further in a poorly state which is dangerous. Laugharne has recently had 2 new LARGE estates built meaning more people needing the doctors. Pendine residents ALSO have to use ST Clears. The bus service is appalling for residents who don't drive. It is a massive mistake that you are taking this vital service away from a large community.

Anonymous

11/01/2023 04:53 PM

It would make it much more difficult to get to appointments

Anonymous

11/01/2023 05:35 PM

The closure would affect me because: I will have to travel to St clears for an appointment. Longer waiting times for an appointment. Inability to make an appointment within 2 weeks in St Clears. I need to have my blood pressure checked regularly, having it done in Laugharne is more convenient.

Anonymous

11/01/2023 06:19 PM

Since the basic closure of the laugharne surgery it has become much harder to use the gp services. I rely on the local infrequent bus service to get to the doctor at St. Clears. This makes it almost impossible to get a emergency appointment, due to restrictions with the bus service and the lack of available appointments. It is very difficult to get an appointment in advance which isn't an emergency, but the bus can be used.

Anonymous

11/01/2023 06:07 PM

It removes an easily accessible facility for all but especially the elderly

Anonymous

To close the surgery will put the older residents in a very vulnerable

11/01/2023 06:29 PM

position. The reason I went to st clears is that Laugharne surgery was very busy serving our community well. I appreciate that there is a shortage of gp who wish to work with in the area but the nightmare booking system in st clears leaves a lot to be desired. By the time you get through u got to book a ring back appt if available. The receptionist then fails to understand that ringing in the morning giving more of an hour of yr day to trying to get through to the surgery is not acceptable or realistic. I definitely think that the closing of Laugharne surgery will put excess undue pressure on st clears who are unable to serve our community needs.

Anonymous

11/01/2023 06:29 PM

Very difficult to attend due to arrangement for car travel . Going by bus is awful especially if your appointment time you may have to wait over 2 hrs . I suffered heart attack a couple years ago and if I hadn't managed to get to Laugharne surgery , who worked on me for over 45 mins before ambulance arrived , I probably would not be here answering this survey . This closure could cost lives

Anonymous

11/01/2023 07:26 PM

Unless I can get a lift by car I would have difficulty in attending surgery , if I was to go by bus if the appointment was delay I would have to hang around for at least 2 hrs. A couple years ago I suffered a heart attack and if I hadn't manages to go down to the surgery , where they worked on me for about 45 mins before the ambulance arrived I probably would not be filling in this survey . Closing this surgery would affect Laugharne llanmiloe and pendine as well as outlying districts people old and young . Since pandemic st clears surgery has made excuse after excuse about not sending dr or nurse tot Laugharne surgery . Surely the work load in st clears would be reduced if the surgery was manned . It seems that there is a lot of mismanagement in st clears , I have great respect for drs nurses and other staff , but the shortsightedness of management baffles me and I sure many others .

Anonymous

11/01/2023 07:25 PM

It would mean that I would have to travel further to St clears, and pay for parking, and wait longer to see doctor in a more crowded waiting room.

Anonymous

11/01/2023 07:55 PM

I do not drive and find someone to take me to st clears is very difficult as I am widowed and have no family to take me. I have serious health conditions that need managing when I use the surgery in Laugharne I am able to attend my check ups but can't do so in st clears due to transport issues and the bus service between Laugharne and st clears is not convenient and using taxi is very costly in the current financial crisis. Closing the surgery in Laugharne will have a huge

impact on my health and management of my chronic conditions.
Laugharne needs a surgery and closing is short sighted.

Anonymous

11/01/2023 08:01 PM

As I get older and unable to drive it is closer for me to get to Laugharne. My husband who is 82 doesn't drive any longer so I have to take him, he could walk to Laugharne.

Anonymous

11/01/2023 08:08 PM

It's less stressful to go to Laugharne surgery and especially for routine blood tests or BP check. Parking in St. Clears us a nuisance.

Anonymous

11/01/2023 08:10 PM

Travelling by car to st Clears instead of walking to Laugharne surgery.
Impact on the environment , pollution, cost

Anonymous

11/01/2023 08:14 PM

Its closer than st clears therefore lose less work time when needing to seek medical assistance

Anonymous

11/01/2023 08:19 PM

Would have to travel either by car or bus service and our last bus back to Laugharne is 6:0 clock no one would be able to have a late appointment if using the bus service Not just myself but everyone who lives at Laugharne- pendine

Anonymous

11/01/2023 08:29 PM

Currently unable to access GP services in Laugharne and so this makes it difficult to get to appointments in st clears due to the high demand. Clinics in Laugharne is what I am currently able to attend and it is very easy to access. It's important to keep services in local communities. Laugharne GP services stopped due to Covid and has never resumed. It would be used a lot more if the option was there but it has been taken away from the local people. If coach and horses do not want the surgery it's tenure should be opened to other GP practices in the area, not close the practice completely. The building could be modernised and a hub for family services, GP, even dental practice. It would become an eye sore in the middle of the township or sold and turned into another second home.

Anonymous

11/01/2023 08:29 PM

When Laugharne surgery was open before Covid it was much easier to get an appointment there for my children and my immediate family. It is so much more difficult to get an appointment in St Clears due to the larger catchment. The twice that I have managed to get an appointment in St Clears I have had to wait an hour and 20 mins and 50 minutes over the appointment time. This never happened in 30plus years I have used Laugharne surgery. I just feel that a local

surgery provides a much better service for the area. St Clears are already stretched, and with the continual building of properties in the area this is going to put more strain on an already stretched service.

Anonymous

11/01/2023 08:34 PM

I find it difficult to get to St Clears due to transport

Anonymous

11/01/2023 08:57 PM

Closure of Laugharne surgery would mean considerably more travel time, fuel expense & disruption to attend appointments in St Clears . The coach and horses surgery is under incredible demand and getting an appointment the same day or prebooked to see Gp or phlebotomist is incredibly difficult. I have always found appointments at Laugharne surgery to be more accessible and waiting times shorter .

Anonymous

11/01/2023 08:58 PM

Question 2 makes no sense - its been shut since Covid. I used it regularly until then. I have a 2years old son and rather than have a doctors surgery on my doorstep, I have to organise travel to St Clears for us both, when he or myself are ill.

Anonymous

11/01/2023 09:23 PM

More travel time. Take time off work.

Anonymous

11/01/2023 09:30 PM

If required this is my nearest surgery and I am able to walk there

Anonymous

11/01/2023 09:28 PM

I would need to travel by car or bus to the next village to attend a G P surgery

Anonymous

11/01/2023 09:25 PM

It would mean having to drive to St Clears

Anonymous

11/01/2023 09:34 PM

I have not been able to get an appointment to see a GP there for quite some time. With small children it would be useful if I could attend my GP appointments in Laugharne instead of travelling to St clears each time. As I am now expecting another baby it would certainly be helpful if I could see my midwife/ GP locally. I have also used the surgery for the children's booster jabs and minor ailments. It means them not missing more time off school than necessary. It would also be a blow for my elderly relatives that do not have the means to travel to St clears each time. Buses are only every 2 hours and not at all reliable for appointment schedules.

Anonymous

11/01/2023 09:52 PM

It will affect me as I suffer with depression & anxiety on a daily basis. I was born & lived in Laugharne for 75 years. Having to go to St Clears Surgery takes me out of my comfort zone & my anxiety is heightened greatly.

Anonymous

11/01/2023 09:52 PM

It would lead to financial hardship due to my frequent need to attend appointments using public transport or more often a taxi

Anonymous

11/01/2023 10:01 PM

I suffer with mental health issues and when mood is low I'm unable to drive. So unable to access health care

Anonymous

11/01/2023 10:20 PM

It makes it much harder to get an appointment. There has always been a surgery in Laugharne for as long as I remember. I think it is unfair to say there is not enough staff to run the surgery when there are so many now in The Coach & Horses. Why you cannot do as you did pre covid & have a nurse & one doctor in Laugharne daily I don't understand it. It is very very unfair to treat the elderly like this. Laugharne is expanding with the new houses being built in Orchard Park & I feel the surgery should be kept in Laugharne. Other surgeries are able to rotate the staff to cover 2 surgeries as it used to be with Laugharne & Llanmiloe surgeries. It is so unfair to close Laugharne.

Anonymous

11/01/2023 10:23 PM

Whilst I have car transport at present, I may not in the future, and public transport is limited. No access to clinics No personal contact with receptionist Out of hours GP service is abysmal already

Anonymous

11/01/2023 10:25 PM

More cars on the road travelling to st clears. Already a massive trouble getting an appointment in st clears

Anonymous

11/01/2023 10:46 PM

Further distance to travel, plus not enough appointments available due to large catchment area.

Anonymous

11/01/2023 10:50 PM

It currently means travelling over 4 miles for every visit to see a doctor, get a regular health check, or get a vaccination, instead of just 1 mile. Laugharne surgery closed during the Covid pandemic & never re-opened. Since it required extensive refurbishment (it always resembled a surgery from the 50's) one can imagine why Covid was an obvious opportunity to simply close it down.

Anonymous

11/01/2023 11:04 PM

It is taking a vital service away from a growing community. The Coach and Horses is very in efficient as it is has made it more or less impossible to attend there

Anonymous

11/02/2023 12:21 AM

I do not have transport so I would be relying on the generosity of others to get me to and from St. Clears.

Anonymous

11/02/2023 12:47 AM

As I'm disabled and in constant pain, as I live in laugharne, it would be a lot easier and quicker to get there and there are so many houses being built in Laugharne, Llanmiloe, Pendine and stclears that stclears surgery will be much worse than it is now, trying to get to see a GP is beyond at the moment, if laugharne surgery was still open then it could take the pressure off of stclears surgery. First Llanmiloe surgery closes (years ago now), now Laugharne surgery, what next Stclears surgery will be inundated with patients, trying to get an appointment takes weeks, it will only get worse.

Anonymous

11/02/2023 06:49 AM

Reduce availability of appointments

Anonymous

11/02/2023 07:45 AM

It will cost more to travel and take much longer to get to the surgery in St Clears. It will be less convenient and less eco friendly.

Anonymous

11/02/2023 08:30 AM

I have bought an electric bike to enable travel to Laugharne , but it would be too far to St Clears (I am 80 years old). I need repeat prescriptions, so Laugharne is much more convenient. Several years ago, when the practice spoke at the local council meeting we were told we were fortunate in that there were so many doctors in the practice. So we have never been able to understand fully why one of them could not come to Laugharne one day a week - as in the past - rather than to St Clears.

Anonymous

11/02/2023 08:56 AM

It is so difficult to get an appointment at St Clears surgery, so it is useful to have this extra option at Laugharne. For nurse appointments (blood tests etc.) it is much easier and quicker for me to pop into Laugharne surgery than having to make a special trip into St Clears for an appointment, which sometimes only takes a few minutes to complete.

Anonymous

11/02/2023 09:02 AM

It's extremely important, especially for people unable to travel to St Clears.

Anonymous

11/02/2023 09:10 AM

I would need to drive into St Clears to the Coach and Horses surgery rather than walk/cycle to Laugharne

Anonymous

11/02/2023 09:56 AM

Travel issues

Anonymous

11/02/2023 10:27 AM

I don't drive and having to ask people for help

Anonymous

11/02/2023 10:44 AM

I live over a mile away from the surgery but I like to walk there. I don't often use the surgery (mainly for blood tests) and it's quick and convenient. Last time I had to go to St Clears and had to wait more than an hour for a blood test. It's a nice feeling having a surgery in the Township, like we are being looked after, and we all know one another. It's the best possible way to look after the elderly and disabled.

Anonymous

11/02/2023 11:28 AM

The inconvenience would make a big difference so much better to just pop up the road to Laugharne ,also excellent staff in Laugharne.

Anonymous

11/02/2023 11:44 AM

with the large numbers already using the St Clears surgery it is very difficult getting in contact and getting appointments there, Laugharne surgery closing will only make the issues greater and harder for a lot more people in the Pendine and Laugharne areas.

Anonymous

11/02/2023 11:44 AM

I live and work in Laugharne and although the surgery used to offer full gp services the reason for limiting them was due to covid. Now the surgery is coming out of covid restrictions I feel that the services for local residents should resume and be available for those struggling to travel. The surgery was at the heart of the community and vulnerable users could feel safe and secure not far from their own homes. This has an impact on the local pharmacy which could close if not being utilised. I have elderly parents living in Laugharne and they struggle to make arrangements to attend st clears. Not everyone drives and this puts pressure on people. I work in laugharne and all the services I use are in st clears which can be inconvenient and have delays getting appointments. I appreciate cost cutting but this is a public service for those from Pendine too and this doubles their journey time. I think making use of Laugharne surgery for various clinics and health clubs inc mother and baby is essential for a thriving heart of the community and losing the surgery will have a great impact. Finally

there are new builds in st clears, laugharne and Pendine which are increasing population in the area. These mainly older buyers are also more likely to need services and I think that the surgery in st clears should consider this and whether they can cope in one building with the demand from the area. Having another surgery even with a gp in 3 days per week would help manage the volumes and at the same time support local people

Anonymous

11/02/2023 12:01 PM

Would like to be able to use Laugharne Surgery but very difficult to get an appointment there. Not always able to get to St Clears the bus service is very infrequent.

Anonymous

11/02/2023 12:48 PM

It is easier for me to walk to the surgery. If I go by car to St clears I need to arrange incase the car is being used.

Anonymous

11/02/2023 01:28 PM

Myself and many others including elderly have no car access and find it very difficult to get to an appointment. Also to get an appointment in st clears is extremely difficult and I've been unable to be seen and have had to go to a&e which then puts more strain on the hospitals.

Anonymous

11/02/2023 02:55 PM

Very badly. It is already more or less closed and unable to offer the services I require - even basic stuff like flu and Covid jabs

Anonymous

11/02/2023 03:17 PM

Closing of laugharne surgery would be inconvenient for me if I did not have a car and having my blood tests there along with clinics is very usefull

Anonymous

11/02/2023 06:30 PM

Would find it difficult to get to unless someone could drive me busses don't always run to the time your appointment so could be hanging around for 2 to 3 hrs

Anonymous

11/02/2023 08:10 PM

I am 80 years old and still drive but the time will come when I cannot drive and getting to St Clears will be impossible.

Anonymous

11/02/2023 08:42 PM

I have been very anxious and worried about the idea that it is closing. I am elderly and disabled with a lot of health conditions. It's been very hard for me to get any appointments in Laugharne, they just aren't available and to get to St Clears is very difficult, due to my mobility problems I can't use public transport so rely on family members to do

a 50 mile round trip to take me, they work full-time so this is a really big problem and I haven't been able to arrange appointments that I should for my medical needs, because of this my quality of life is very poor. I have been so worried that i won't get to see my doctor that I have been quite depressed and crying about this, it's hard enough now, it will be impossible for me to get the health support I need with Laugharne closed down.

Anonymous

11/02/2023 08:59 PM

If one needs a 10 minute morning app you would have to catch the 9 o clock bus from pendine to st clears and not be home until 11.50 so you have to sit in cold bus stop in st clears for almost 2 hours

Anonymous

11/02/2023 09:57 PM

Wouldn't directly affect me as i am no longer a patient but for people who don't drive and due to the poor public transport It may prove difficult for residents

Anonymous

11/02/2023 11:41 PM

It would affect me greatly because I would have to rely on somebody to take me to ST CLEARs Surgery.

Anonymous

11/02/2023 11:41 PM

The inconvenience of having to catch a bus and possibly having to wait hours to catch a bus back to Laugharne

Anonymous

11/03/2023 08:00 AM

I would find it extremely difficult as I don't drive, I rely heavily on public transport. I would be very disadvantaged as the bus service is very few and far between. The time in between buses would leave me waiting in St Clears for a few hours if not longer depending on the time. I have to add I am currently a very active, independent 63 year old but this will not last forever! I am very concerned for those who are not so active, who will lose their independence if we don't have a Surgery in Laugharne!

Anonymous

11/03/2023 09:33 AM

Not at all

Anonymous

11/03/2023 04:28 PM

It wouldn't affect me personally

Anonymous

11/03/2023 05:19 PM

It's so convenient and would be a great loss to the community of Laugharne and Pendine

Anonymous

11/03/2023 07:56 PM

I can walk within 2 mins very handy and no long wait times like st clears which is no good for me and a irritable 3 year old toddler who will not sit still and is poorly all the time Saves me fuel parking tickets and stress

Anonymous

11/03/2023 08:51 PM

No direct impact. Hopefully would improve service at coach and horses surgery which is currently appalling.

Anonymous

11/03/2023 10:26 PM

The surgery in Laugharne needs a refurb and is gloomy and depressing, would rather travel to st clears for an appointment

Anonymous

11/04/2023 01:46 AM

Time & Distance

Anonymous

11/04/2023 08:11 AM

The surgery in Laugharne is so necessary for the residents of Laugharne,Pendine and surrounding rural communities. Absolutely poor decision of the Health Board if they decide to proceed with this closure.

Anonymous

11/04/2023 08:57 AM

Having a surgery so close is very convenient, my parents are in their mid 70s and while one of them is still driving- at some point they won't be and won't be able to walk down to the surgery

Anonymous

11/04/2023 09:46 AM

It is more difficult for me to drive to St. Clears. I can walk to Laugharne surgery.

Anonymous

11/04/2023 10:25 AM

As I am a pensioner I dread being unable to drive, having to use a taxi as the bus service is infrequent would be very expensive if I have to go to St Clears.

Anonymous

11/04/2023 10:26 AM

Travelling to St Clears involves travelling by car so as well as the additional cost of fuel and car parking fees the cost to the environment should also be considered .

Anonymous

11/04/2023 10:43 AM

For obvious reasons.. St clears Coach and Horses is blatantly overcrowded having to cater for way past its catchment area.

Anonymous

11/04/2023 11:27 AM

It would mean travelling into St. Clears, for me not too much of an issue. New houses are being built in Laugharne, and the surrounding

area which the surgery services. Getting an appointment in St. clears is extremely difficult. Staff are clearly under pressure there. On occasions it's not been possible to secure an appointment. How does closing Laugharne improve the service? Busses are irregular, making travelling for the elderly difficult, if not impossible. Taxes and insurance are paid by the community, who are entitled to have use of this essential service, staffed by competent, professional, polite staff.

Anonymous

11/04/2023 11:44 AM

I would have to travel 5 miles to the Coach and Horses surgery

Anonymous

11/04/2023 11:53 AM

It is impossible to get an appointment in st clears and also very hard for them to pick up a phone and when do get through it's always full . Its going to get worse if they close laugharne

Anonymous

11/04/2023 12:12 PM

Makes blood taking appointments harder to get if I had to go to St.Clears

Anonymous

11/04/2023 01:01 PM

I have not been able to go to the Laugharne surgery in the last year because of the withdrawal of services from it by the Coach & Horses. I would have gone there for my GP appointment and vaccinations if that had been available. The additional travel time is a problem, plus the wait to get through on the phone.

Anonymous

11/04/2023 01:31 PM

I need a taxi as don't drive, generosity of neighbours has been wonderful but am getting older so need more help. Also cost along with time getting to St Clears

Anonymous

11/04/2023 02:12 PM

I would have to ask someone to take me to St clears or try to get appointments around bus times hard to do really

Anonymous

11/04/2023 03:09 PM

It would not affect me, I prefer the surgery in St.Clears. More up to date, with modern facilities. Also parking area in Laugharne surgery is far too small and hardly ever any spaces to park.

Anonymous

11/04/2023 04:10 PM

Driving is difficult to st clears as I have sciatica

Anonymous

11/04/2023 04:28 PM

Loss of blood tests service. The service in the Coach and Horses surgery is appalling and they can't cope with their current patients let

alone having the influx of Laugharne, Pendine and the surrounding area.

Anonymous

11/04/2023 04:37 PM

It doesn't affect me personally but as I work in Laugharne community I can see how it will affect the elderly community.

Anonymous

11/04/2023 08:08 PM

I would struggle like I do now to get my kids to attend their appointments as I don't drive so it would be a big struggle for my family and myself to be dependant on everyone else.

Anonymous

11/04/2023 08:17 PM

I live n Pendine. The journey to and from St Clears Surgery adds another 30 minutes (Round Trip) compared to going to Laugharne from Pendine . If I was to use the bus service it probably take 2 hours or more .

Anonymous

11/04/2023 09:38 PM

As in good health it doesn't. Until I need it I won't know

Anonymous

11/04/2023 09:39 PM

Putting so much pressure on the Coach and Horses with all of the new housing estates in Laugharne that are being built will not work. It's difficult enough to get an appointment in the Coach and Horses now. It's too much work for just one establishment. It's not fair on the local community that are unable to travel as well.

Anonymous

11/04/2023 11:23 PM

my husband and I have been attending laugharne surgery sinc ewe came her over 50 years weand our family as they grew up have always been received with care and treated well.as we are now in our nineties getting around is more difficult. we fully understand the difficulties you have and things maybe cant stay the same ;it is a sadness if it closes

Anonymous

11/05/2023 07:28 AM

Anonymous

11/05/2023 02:35 PM

As we age it will be difficult to access services . Already helping others attend coach and horses.

Anonymous

11/05/2023 05:31 PM

It would mean catching a bus once I am unable to drive. Bus goes through Laugharne at 7.30am and 9.59am, one is an hour before the surgery opens and the other arrives after the appointments finish. Not

very conducive in wet cold weather.

Anonymous

11/05/2023 06:04 PM

Closure causes competing demand due to the amount of patients. Services such as bloods have become limited in coach and horses. Limited options for travel to St Clears which isolates those in the community who medically or physically, can no longer drive.

Anonymous

11/05/2023 08:39 PM

My independence would be gone, I can't drive, I am a carer for my tetraplegic husband, life can be difficult at times. My hypertension is well controlled by my GP at the moment, having access to Laugharne surgery is a lifeline for me and many like me.

Anonymous

11/05/2023 08:29 PM

Just the inconvenience of it closing, causing hardship for sure.

Anonymous

11/06/2023 07:13 AM

The closure would not affect me, I prefer to attend the coach and horses surgery. It has centralised services and is a nicer building.

Anonymous

11/06/2023 09:32 AM

Extra journey time required to visit St. Clears

Anonymous

11/06/2023 10:38 AM

I am forced to drive to St Clears instead of walking to the Laugharne surgery.

Anonymous

11/06/2023 11:56 AM

It's a great hub for the locals and the closure will impact both them and the staff / community of the Coach & Horses surgery. Can it sustain the extra demand?

Anonymous

11/06/2023 05:00 PM

It would be much easier to go to the laugharne branch. if I don't have access to a car, the journey to st clears is much more difficult.

Anonymous

11/06/2023 06:04 PM

distance to travel for myself, family and friends with no transport

Anonymous

11/06/2023 07:40 PM

Medical reviews and Drs appointments would take more planning and unnecessary car journeys

Anonymous

11/06/2023 08:50 PM

My husband and I have just moved to the area and he has a brain tumour and has had a couple of strokes . We use the doctors often

for bloods , reviews and check ups and would find it more beneficial to use the local surgery in Laugharne . As his carer it puts more of a burden on me as I get tired but have to drive to Coach and horses . Also it's impossible to get an appointment there , and I have experienced difficulties since registering us there .

Anonymous

11/06/2023 09:54 PM

Concerned how many extra patients would need to be seen at Coach & Horses surgery

Anonymous

11/07/2023 07:24 AM

All the time I can drive, I will be able to attend St Clears. I would dispute the fact that the Coach and Horses surgery cannot maintain the service. It is not far for one GP to travel, even if it was only one day a week. I'm sure there are many Locums who would love the opportunity. For non-urgent care, having access to a local GP surgery is important to me for five clear reasons: Accessibility and Convenience: The surgery in Laugharne is more accessible for patients, particularly for those who may not have easy access to transportation. Having a facility within the community reduces the time and effort required to reach healthcare services, making it more convenient for residents, especially the elderly and those with mobility challenges. Personalized Care: Local doctors and healthcare providers often build strong relationships with their patients. They understand the specific healthcare needs of the community, offering personalized care that takes into account local health concerns and lifestyles. This familiarity leads to more effective, patient-centered healthcare. Timely Care: Local surgeries can provide more immediate care, reducing wait times for appointments and enabling quicker access to essential medical services. This is crucial for addressing urgent healthcare needs and preventing the worsening of conditions. Community Engagement: Maintaining a local surgery fosters a sense of community engagement. These facilities often play a role in local health education, preventive care initiatives, and health promotion programs. They can become a hub for health-related events and outreach, leading to better community health outcomes. Reduced Healthcare Disparities: Closing local surgeries in favour of centralising services can exacerbate healthcare disparities, as it may disproportionately affect underserved or marginalised communities. By keeping a local surgery, healthcare services remain accessible to everyone, helping to bridge gaps in healthcare access. In summary, maintaining a local doctor's surgery offers accessibility, personalised care, timely services, community engagement, and a reduction in healthcare disparities.

Anonymous

11/07/2023 10:20 AM

There is not an adequate bus service to get to and from St Clears for appointments or I would use it. I am 68, have been treated for

leukemia since 2019 and use the doctors regularly. Although e-consult is adequate and we have help from our chemist this is only good within limitations. Often a visit to the surgery is necessary. I am expecting that the longer I live the less likely it'll be that I will always be a driver. It may even be that I can't afford a car in the near future. How would I get to and from appointments...taxi there and back? Reliant on neighbours?

Anonymous

11/07/2023 05:19 PM

Laugharne Branch Surgery is easier to get to. When I catch the bus to Coach & Horses Surgery, appointment times and bus timetable don't always meet up. Sometimes i'm away from home for 3 hour minimum, for a 10 minute appointment! The bus is 2 hourly! I cannot afford a taxi!

Anonymous

11/07/2023 06:49 PM

I have to use the car to attend the St Clears surgery. Public transport is not an option at all as there is a bus about every 3 hours. The Last time I had to return to Laugharne without my car I had to get a taxi or wait 3 hours in the rain. One trip home to Laugharne (only 4 miles) cost me £10. As I get older I imagine I would need to have more frequent appointments than now - and I cannot afford the transport at this price. It seems very likely that I would not see a doctor when I really ought to, based on cost.

Anonymous

11/07/2023 07:43 PM

It's closer than coach and horses surgery and it would affect alot of people

Anonymous

11/07/2023 08:12 PM

I do not always have the use of a car and would have to rely on buses or neighbours to access Coach and Horses Surgery if Laugharne was closed.

Anonymous

11/07/2023 08:36 PM

It would mean having to travel much further, particularly hard for my 94 year old mother in law, whom I care for.

Anonymous

11/08/2023 09:46 AM

Easy access to anhs service

Anonymous

11/09/2023 10:26 AM

More travel time and inconvenience.

Anonymous

11/09/2023 10:54 AM

I've never attended the surgery as services have not been provided there. The place appears to be closed already, which is unfortunate

for people without cars, given public transport is not frequent. Appointments are only available on the day at St Clears meaning those without short notice transport have to taxi or hope a bus coincides with their visit. Having people travel further to reach essential services is not in the spirit of protecting the future of Wales or serving our current elderly population. Laugharne is a growing area with new homes being made available and the surgery will grow in numbers. If the surgery made the appointment booking system more flexible and you were able to book appointments ahead (which don't then get cancelled, which is important for working families) then they would lose far fewer people to Whitland. Same goes for the incredibly rude receptionist who I can't imagine is a delight to work with - perhaps removing her would increase staff retention and it would certainly stop people going to another surgery. I have not been in the area long and I know two large families who have moved surgery because of the poor reception treatment and the lack of appointments to reach their families needs.

Anonymous

11/09/2023 03:17 PM

It would save me the cost and inconvenience of driving more to the point others who don't drive or can't afford the infrequent bus service would be better served

Anonymous

11/09/2023 08:05 PM

My two relatives (one of whom is over 90) would find it very difficult to travel elsewhere as they do not drive. One of my relatives has reduced mobility.

Anonymous

11/11/2023 09:44 AM

I live in laugharne and as I grow older I will no longer have a car

Anonymous

11/12/2023 02:20 PM

It won't it makes sense to have everything in one building. St clears is so much nicer

Anonymous

11/13/2023 10:51 AM

Would always need to travel to St Clears. I can walk to laugharne surgery.

Anonymous

11/13/2023 02:00 PM

More convenient for attending

Anonymous

11/13/2023 03:18 PM

We need a local surgery in laugharne. The closure of the surgery has caused many issues. People have not been able to access services there for some time now. There are many patients who cannot get to st clears regularly, my mother included. The appointments at st clears

are hard to get as it is. With a permanent closure it will be doubly hard. More should be done to get services to these remote rural areas, not closures!

Anonymous

11/13/2023 04:40 PM

It will mean the cost of travel to surgery increase and longer journeys effect my failing health negatively

Anonymous

11/14/2023 06:48 AM

It would be inconvenient in that if I need to attend a surgery it would mean having to drive .I am lucky that I have a car and can still drive it .For someone without private transport getting to St Clears by public transport can be quite daunting for elder patients who may also be infirm .A number of other issues also arise like increased traffic on the roads ,air and noise pollution ,time wasting while waiting for buses etc. Obviously these issues will be compounded if you live in areas outside Laugharne.

Anonymous

11/14/2023 09:28 AM

More demand on the surgery in St Clears which can't cope with the current demand.

Anonymous

11/14/2023 03:35 PM

would not be able to get an appointment for the coach and horses surgery as they are very stretched them selves . would have to travel and bus services do not match appointments, do not drive so would have to ask family and friends for lifts, all of whom are working . Thus asking for ambulance transportation would put extra pressure on that service , where they are also struggling to fulfil requests . The population in Llaugharne is increasing due to new builds and people moving into the area , it is also a holiday hot spot so that needs to be taken in to consideration as when there is an increase in the community .

Anonymous

11/14/2023 05:31 PM

I am very sad you are considering closing the surgery in Laugharne. With an ageing population it is essential that this provision aids and supports us. The fact you need a car to recieve treatment, as appointments aren't in line with bus times indicates whoever is considering the closesure is not in touch with reality. I have repeatedly contact the St Clairs surgery by 9 am only to be told no appointments are available. The reality is its costceffective to close laugharne surgery but common sense and humanity tells me it need to continue to support us all. Please consider this financial decision.

Anonymous

11/15/2023 01:24 PM

It is an important facility for the local community, many whi cannot travel easily

Anonymous

11/15/2023 09:06 PM

The ability to attend St Clears is reliant on a bus service which is infrequent, and only runs until 5pm. It is highly unlikely the bus to St Clears from Laugharne would coincide with an appointment time, if one were able to manage to get one. Getting appointments at the surgery is very very difficult, yet I have never seen a surgery or health board objection lodged against the significant numbers of new properties being built in the Laugharne and St Clears locality. These are clearly making the provision of GP services even more challenging for existing patients. To attend by car, costs petrol, 10 mile return journey and the parking fee as well, given the cost of living crisis we are all enduring this has a significant financial detrimental impact and is detrimental to people trying to preserve their health or deal with illness in a timely way to stop it deteriorating to the point one needs hospital admission. I would like to see the Equality Impact Assessment for this proposal of closure. I would also like to see the one which was done to reduce the service post Covid? I cannot see how the assessment would have not identified a significant detrimental impact on a number of protected groups whose access to health care has been adversely impacted. These assessments are required by law.

Anonymous

11/15/2023 09:59 PM

It would be significant as a permanent closure given likely reduction in bus services within a rural area ease of access for blood tests & GP appointments etc

Anonymous

11/16/2023 03:00 PM

I have B12 injections every 3 months and have to travel 8 miles into St Clears every time. Road conditions are not always good.

Anonymous

11/16/2023 08:09 PM

Not in the slightest considering there have been no doctors there since 2020 I don't feel the closure would have much of an impact. Surely it's better to have all the services under one roof in a larger, nice surgery in St Clears so services aren't stretched anymore than they should be.

Anonymous

11/17/2023 06:50 PM

As I am on my own if I felt unwell I would struggle to drive for an appointment. Also find getting a GP appointment difficult as there are limited spaces also takes weeks to get blood tests

Anonymous

11/19/2023 10:58 AM

Although I live in Laugharne, I use the Coach and Horses for any assistance I need. The closure of the surgery would not affect me.

Anonymous

11/19/2023 08:38 PM

If I am unable to travel by car I would have to rely on the kindness of others to take me to St Clears as the bus times are not always suitable. The difference in mileage and the time involved would make it unfair of me to expect someone else to take me.

Anonymous

11/20/2023 02:59 PM

I live just up the road to this surgery as does my father, and it is a godsend to us as I have to pay to get into St Clears surgery and that is not cheap, this surgery is a lifeline to all not just the elderly or infirm, but EVERYBODY in Laugharne, some people like myself do not drive due to health reasons, and I am paying too much money to see a doctor, when I just have to go just five minutes up the road in Laugharne.

Anonymous

11/22/2023 12:19 PM

Loss of the surgery would significantly reduce my ability to see a doctor or have blood tests as I do not have a car available for use most of the time. Buses are totally impractical. Having to attend St Clears surgery causes great anxiety having to be around a much larger number of people. Closing the surgery diminishes the cultural identity and wholeness of Laugharne, as with every community it is an integral part of Laugharne's structure as are the post office, chemist and pubs for example.

Anonymous

11/22/2023 01:42 PM

the closure would mean having to either use the bus or find a lift depending on the times that would be offered, the local bus service is only every 2 hours.

Anonymous

11/22/2023 04:27 PM

First the only reason I haven't been to Laugharne surgery for more than a year is because I can't get any appointments there even when I needed blood taken I had to drive to St Clears which impacted significantly time wise on my NHS work - I lost half a days pay from my clinics due to travelling and waiting time to see a Dr. Obviously that impacted on the NHS staff who would have undergone consultations with me, so they were delayed further. There are I believe at least a couple of pertinent points from the GPs and their discussion about closing the surgery. They state that 31percent of patients come from Laugharne pre Covid I believe that approx 50 patients were seen by a dr and nurse in a morning clinic - this means that 50 people will drive to St Clears and back each morning instead of two healthcare workers which seems very unenvironmentally friendly and does not take into account the stress and wellbeing of patients. This week my neighbour stood outside the StClears surgery because the waiting room was full. Surely 31percent of patients from this area which is growing with more housing developments should equate to 31percent of clinics held by the Drs in Laugharne. I find it

frankly quite shocking that they admit that they have not complied with the requirements of the disability aspect of 2010 - over 12 years since its implementation and prior to that the DDA in relation to access and facilities. Having worked across three PCTs in England this I think shows a business where disability is not key to primary healthcare and such the monitoring by the Healthboard for compliance and solutions is abysmal. The GPs have also used as part of their argument to close the surgery the fact it needs thousands of pounds to be spent on it for repair. Most businesses ensure this as part of their ongoing costs so perhaps poor business management is key to this and the surgery should be kept open with greater monitoring on compliance with health and safety and disability compliance. Today I was given a lift to St Clears, I then waited one and a half hours in the cold for the return bus which aggravated my chronic musculoskeletal symptoms and I have subsequently spent the last four hours lying on my bed. If the surgery had been in Laugharne I'd have walked there and back ten minutes each way. Another discussion point from the GPs is that two Drs are required incase of an emergency. This is not a requirement and pre covid only one Dr was present. All surgery staff should undergo resuscitation training and actually if you have two GPs present I believe from my own experience running nhs clinics where there have been anaphylactic reactions the ambulance service actually put you lower in the line for paramedics if there is a Dr present. All that is required is a Dr or registered nurse or first aider and one other person who can act as support and call 999 in an emergency situation. As the population of full time people who live in Laugharne increases the amount of wealth often decreases so the ability to pay for taxis makes it more difficult. I have not once despite asking in many occasions to book a routine appt in the future with a Dr been able to do this in ST Clears - the econsult system was great but appears to have been removed from the website -mind you I've always ended up having to go to St Clears that day to be assessed face to face by a Dr. Despite the website saying you can book appts online I have never achieved this as it always says appts not available. My neighbour doesn't have a smart phone so each time she tries to ring the surgery at 8:00 she has to manually press the numbers on her phone - my average before the phone is picked up is usually about 80 attempts which are easy with redial on a smart phone. I often am too late and have to try again the next day or give up. I think that the ways of working mean that like me i get to the point of I can't be bothered seeing a Dr and by the time you get to one your health is much worse than if you had better access. Primary care seems to have failed to recognise the difficulties of living in rural communities where public transport is infrequent so even if you can get an appt on the day you often have to beg a lift from a friend or neighbour as £15 each way for a taxi is prohibitive. The residents in Laugharne should have healthcare provision closer to their homes where they can walk or at least park

without having to pay for parking as occurs in Laugharne. Also primary care should be about preventative as well as reactionary healthcare and the Laugharne surgery has fantastic opportunities for many wellbeing clinics to be held there, smears bloods diabetic checks respiratory checks some income generation options for provision if travel vaccines and occupational health to name a couple of services where they could make more money. Whilst I appreciate that it is difficult to recruit drs to rural surgeries what a fantastic learning opportunity for Drs to work across multiple sites, the use of electronic records negates the need to be in one surgery and the GPs can still communicate with each other across more than one surgery. It would also make it easier for Siggerys our local pharmacist to be able to pick up prescriptions from Laugharne rather than StClears. When one is ill whether chronic or acute easy prompt access to efficient services makes such a difference to the end user. The Laugharne surgery could also be used as a hub for triaging and for other functions which would benefit the Healthboard such as blood donation breast care and eye clinics perhaps setting up an nhs dentists etc. I implore of you to listen to the residents about our needs. Kind regards Suzanne

Anonymous

11/22/2023 05:31 PM

It would be difficult to get to st clears

Anonymous

11/22/2023 06:33 PM

Dramatically

Anonymous

11/22/2023 06:54 PM

The vast population of Laugharne is over 60 and expanding at a rapid rate. Withdrawing services in Laugharne would not benefit patients only the Drs and Practice. It is a lottery already to get an appointment to see a Dr and a lot of us do not drive. Costs of getting to the Surgery are astronomical for payients who do not drive. Many isolated patients do nor have a ready group of people to drive us to the Surgery. We need Dr's in Laugharne.

Anonymous

11/22/2023 09:54 PM

The Surgery is a very important part of the community, and with myself waiting for a knee replacement, I would not want to travel an extra 5miles to see a Doctor

Anonymous

11/23/2023 03:20 PM

Less convenient as it involves driving to St Clears. I am 73 so I do not know for how much longer I will drive. When my husband is unwell, I also need to drive him to surgery for blood tests etc. These used to be done in Laugharne.

Anonymous

11/23/2023 04:09 PM

I have had health problems over the last 4 years and at times I can't drive. The bus services are not adequate to get to St Clears from Laugharne If I could get a 10.30 appointment...and one can't choose...there would be no return bus til 11.45. Taxis are beyond my means. I am reliant on the goodwill of others During lockdown I didn't understand why the surgery should close but now it should have a doctor. I am never offered a Laugharne appointment for blood tests and actually didn't realise until recently it was possible.

Anonymous

11/23/2023 06:06 PM

Further to travel

Anonymous

11/23/2023 07:34 PM

It would mean that I would have to drive or rely on lifts if unwell. The bus service is totally impractical as it doesn't run frequently enough.

Anonymous

11/24/2023 08:07 AM

I have only attended the coach and horses surgery as no-one was available at the Laugharne surgery,

Claudia.hope

11/24/2023 09:43 AM

It would not

Claudia.hope

11/24/2023 12:13 PM

Completed by the BST, questionnaire received by Free post As I become older it will be increasingly difficult to drive. The bus services between laugharne and st clears is irregular

Claudia.hope

11/24/2023 12:17 PM

Completed by the BST, questionnaire received by Free post Got to depend on a lift, no good bus only every 2 hours. It will be very sad if laugharne closes at the moment i have my husband take me to st clears

Claudia.hope

11/24/2023 12:19 PM

Completed by the BST, questionnaire received by Free post

Claudia.hope

11/24/2023 12:27 PM

Completed by the BST, questionnaire received by Free post Not at all but i do not agree with it, on behalf of the local residents there, particularly the elderly and vulnerable who do not have access to care

Claudia.hope

11/24/2023 12:31 PM

Completed by the BST, questionnaire received by Free post Would have to travel to st clears everytime for a consultation and bloods on a regular basis

Claudia.hope
11/24/2023 12:41 PM

Completed by the BST, questionnaire received by Free post I spend what little money I have on bringing my kids and myself here which is a struggle when i could easily attend laugharne on foot

Claudia.hope
11/24/2023 12:44 PM

Completed by the BST, questionnaire received by Free post
Inconvenient but manageable

Claudia.hope
11/24/2023 12:46 PM

Completed by the BST, questionnaire received by Free post

Claudia.hope
11/24/2023 12:48 PM

Completed by the BST, questionnaire received by Free post To use surgery in laugharne as an extra hub for other services

Claudia.hope
11/24/2023 12:51 PM

Completed by the BST, questionnaire received by Free post A lot at my age

Claudia.hope
11/24/2023 12:54 PM

Completed by the BST, questionnaire received by Free post Getting to the surgery in st clears taxi too expensive bus only runs every 2 hrs

Claudia.hope
11/24/2023 02:00 PM

Completed by the BST, questionnaire received by Free post
Approaching old age we would really have to rely on car transport. Busses leaving infrequently if we lost the car, not sure what we would do. Losing the laugharne surgery would be a loss to all as far as pendine. this has not been thought through. with regards to the older residences or for that matter the younger with no transport

Claudia.hope
11/24/2023 02:02 PM

Completed by the BST, questionnaire received by Free post BIG

Claudia.hope
11/24/2023 02:05 PM

Completed by the BST, questionnaire received by Free post It will be no good for laugharne or st clears. Quart in a pint pot

Claudia.hope
11/24/2023 02:08 PM

Completed by the BST, questionnaire received by Free post
deteriorating eyesight is likely to make driving impossible before too long, so would likely have to depend on others to get me to st clears. Bus services infrequent

Claudia.hope

Completed by the BST, questionnaire received by Free post

11/24/2023 02:10 PM

inconvenient but manageable

Claudia.hope

11/24/2023 02:12 PM

Completed by the BST, questionnaire received by Free post

Anonymous

11/24/2023 03:04 PM

A number of constituents have written to argue that the closure of the branch surgery will have an adverse effect on them. At the moment the branch is open with just a nurse and a receptionist - can this not continue? At least then the day to day business of routine blood tests etc will be able to continue. Otherwise patients with cars face a 16 mile round journey or those without cars have to catch a bus at 7am from Pendine say, or a £15 taxi journey. Laugharne, Llanmiloe and Pendine have also all had a lot of new homes built recently.

Anonymous

11/24/2023 03:38 PM

No difficulty getting to Coach & Horses surgery at present, but might be more of a problem as I get older. Now 70 and still driving.

Anonymous

11/26/2023 09:41 PM

No option for the future when we cannot drive our diesel car. Loss of faith in the health board that offered assurance when hours were reduced.

Anonymous

11/27/2023 08:36 AM

I work in laugharne so coming to day appointments are much easier, I can nip out . I work full time within the school so cannot make appointments unless emergency to be seen in st clears

Anonymous

11/27/2023 09:47 AM

If the car I share with my husband were not available to me it would be almost impossible to use the infrequent bus service to attend an appointment at the Coach and Horses Surgery. If you could find a taxi available to take you to an appointment, there are very few taxis' serving the Laugharne area, the cost would be prohibitive.

Anonymous

11/27/2023 12:17 PM

I currently have 3 chronic (but sustainable) conditions which require checks and blood tests etc. Sine this branch is just one mile away, it represents a far more convenient option that St Clears especially if, in the future, I become unable to drive (4 hours between buses and long walk at the Laugharne end).

Anonymous

11/27/2023 04:17 PM

As I am elderly, keeping the surgery open is very important as I can still walk to it. There are so many people like me in Laugharne, and closing the surgery would mean a huge inconvenience to make, keep, and attend appointments on time if I had to take the bus or ask

a friend to take me to St Clears, and then wait for the bus to take me home. Please keep it open. It is such a wonderful, caring, and professional surgery and would be so very missed by the whole community and fast growing surrounding areas.!! Thank you so very much XXXX

Anonymous

11/27/2023 09:30 PM

I live in Llansadurnen which has a majority of its population over 65 years old. I find driving increasingly challenging. The Laugharne branch surgery has not been staffed properly since 2019 which makes the consultation questions somewhat loaded 'when did you last visit the Laugharne branch surgery?' But if it were to close I won't have a viable and reliable means of accessing St Clears surgery or GP services. Taxis are unaffordable, and we don't live near a bus route. Laugharne and the surrounding population is as large as St Clears (and growing in housing) with two schools. We have a strong and genuine need for a local GP option that should not be taken away.

Anonymous

11/28/2023 07:58 AM

A car journey is required instead of walking

Anonymous

11/28/2023 09:12 AM

Travelling issues as I get older

Anonymous

11/28/2023 10:37 AM

Additional travel cost and time.

Anonymous

11/28/2023 12:26 PM

As I'm coming to the end of my driving years I would have to use public transport meaning that there will be a two hour wait for the next bus. It was difficult to get an appointment at Laugharne pre Covid as they had already started pushing patients, even for blood tests, to St.Clears.

Anonymous

11/28/2023 01:09 PM

The reason I haven't attended Laugharne surgery more recently is because the service I required is no longer offered there and I had to attend at St Clears. If you drive and have access to a car on the day you require it then St Clears is doable. If however you don't have a car then St Clears is not. The bus service is totally inadequate. I note that the information provided by the surgery states that the bus journey is only 15mins. This is often not the case, the times of the buses don't necessarily coordinate with available appointment times and you could find yourself having to travel a couple of hours before your appointment in order to be sure you are on time. Travelling back can also involve waiting an hour or so for a bus. If you're young and

fit this is possible but takes you away from your work for an unacceptable time (to some employers). If you are old (I'm 66 so only going to get less mobile) it is very difficult to be hanging around waiting for this amount of time, especially in the colder/wetter weather. It is very difficult to make an appointment ahead of time, often you have to ring at 8am on the day so planning shared car use is very difficult. I also care for elderly parents, one is housebound so is taken care of by the district nurse team at home but, the other attends Laugharne surgery a couple of times a week. If Laugharne were to close then they would have to be taken twice a week to St Clears. All the above problems would still apply but with a very frail elderly person attached to them. I believed that health care was supposed to be heading more community based but this centralising seems to be for the benefit of the staff not the patients. There are many ways that the surgery could modernise/streamline to improve/make it more efficient such as using the latest IT such as online booking systems (at the moment there never seems to be any appointments available)

Anonymous

11/28/2023 02:07 PM

It is good to have the option of an appointment at a local surgery, particularly if I should be unable to to drive at the time.

Anonymous

11/28/2023 03:14 PM

Badly. I have been a regular user of Laugharne surgery over the past 20 plus years I have lived in Laugharne. It is only in relatively recent times since the removal of Doctor availability and reduction in services offered that I have had to attend St Clears - Coach & Horses Surgery. This has caused me great difficulties as I have quite a complex number of health issues that require regular blood tests and monitoring as well as consultations. My experience has been one of a much reduced availability of appointments, difficulty getting to see a Doctor and great inconvenience in getting seen and never at the time that has been arranged because there are always delays. When I first moved to Laugharne the Laugharne surgery was a drop in surgery on designated weekdays and very convenient. It much later changed to an appointment system but had its own designated phone line and it was well organised and provided a good service which was very much appreciated. Also you were able to see a nurse most days and organise local blood tests. I would argue that the existence of Laugharne surgery which ran with a minimum of staff and a visiting Doctor on select days removed pressure from the main surgery in St Clears (Coach & Horses) and helped it to run more smoothly. I also act as a carer for my housebound mother and my 90 year old Father who both live in Laugharne. My Father is the main carer although he himself has many serious health issues one of which means he has to attend Laugharne Surgery twice a week. While he is doing this my mother needs to be cared for and even

Laugharne surgery is nowadays too far for my Father to walk to so if well enough he drives but when he can't we take him. My mother cannot be left for long so as you will understand between my wife and I we have to do quite a lot of juggling and be available to support them both for their medical appointments. When these appointments are not in Laugharne it is a major inconvenience and not always possible to organise at the right time. St Clears is a much longer journey for my Father to cope with and with arranged appointments frequently delayed and blood tests and checks frequently required I fear we will not be able to cope with attending as regularly as required in the future. So for me personally and my family the closure of Laugharne Surgery is a backward step not a progressive one as it is being sold. I am very much against it and hope it does not happen as I know it will be detrimental to my own health and my families health in many, many ways. Also I am getting older, my health is deteriorating and I fear that when I can no longer drive we will all be completely stuck as the local bus services and other travel options to St Clears are just not flexible or good enough to enable us to cope and continue to attend.

Anonymous

11/28/2023 04:25 PM

Further distance/availability for blood tests.

Anonymous

11/28/2023 05:09 PM

It would cause me some inconvenience although for others who do not or cannot drive it could cause great inconvenience even to the extent of them neglecting early intervention of certain key illnesses.

Anonymous

11/28/2023 06:17 PM

Make it even harder to obtain an appointment at the Coach and Horses Surgery. Increase the amount of traffic in St Clears and put more pressure on car parking and air quality.

Anonymous

11/28/2023 07:43 PM

It would mean even more patients would be fighting for appointments along with New residents Visitors And existing catchment It's already difficult to get an appointment often 30 plus people in front on phone at 8 am E consult is no longer available

Anonymous

11/28/2023 07:51 PM

It would mean a 25 minute round trip to St clears

Anonymous

11/28/2023 07:51 PM

Harder, longer journey to get there. Cost of fuel/parking and inconvenience.

Anonymous

11/29/2023 05:07 AM

I would find it difficult to make an appointment, sometimes the telephone is not answered, and when it is the waiting time for a slot can be over a month, no wonder A & E is overcrowded with long waiting times.

Anonymous

11/29/2023 07:44 AM

Laugharne surgery is only 4 miles away from where I live in Llanmiloe , so it's our closest surgery , my husband and son have f.s.h.d so do always need drs appts , I also take a elder lady quite regularly and laugharne is nearer and more convenient , I feel awful for the local elderly patients who don't drive and rely on the bus which if appointment over runs you are stuck for a good few hours until the e next bus comes

Anonymous

11/29/2023 10:43 AM

I'm only 5 minutes from Laugharne surgery,so having to travel to St.Clears is inconvenient at present i'm able to drive but that may change in future.I have to have a B12 injection every 10 weeks so getting there is important for my well being.Bus services are very random.

Anonymous

11/29/2023 01:52 PM

This survey is skewed as it asked an irrelevant question regarding accessing Laugharne surgery. We haven't been able to have GP appts at Laugharne surgery since the pandemic so of course many people will not have used it. It will be more expensive and difficult to access GP services as there will be less GPs available for Laugharne residents as we'll have to compete with St Clears residents. There are two big housing developments being built in Laugharne and St Clears, with 2 smaller housing developments already been built (one for mostly retire people and one social housing mixture of retired and young families). All new and additional residents will need to have access to GPs, especially older retired residents who on average require a lot more medical services as they age. These mean that we require additional GP services and premises not less.

Anonymous

11/29/2023 06:13 PM

I am just about to retire and my wife and I will have to reduce to sharing one car. As such I will not always have access to it and would need to take a bus to St Clears if Laugharne Surgery were to close. I have a number of health issues and need to attend regularly for blood tests and injections.

Anonymous

11/30/2023 09:07 AM

I am 64 female and have mobility problems, on universal credit and rely on the bus to get to appointments, even the bus fare is a big expense for me. My last appointment I had to wait over an hour to see the doctor and missed the last bus back to Laugharne, with no

way to get home again in the bad weather, it was dark and pouring rain. I can't afford taxi on low income, I was very distressed and crying. I didn't know what to do and was lucky a kind stranger helped me - but how can that be right? What if no one helped? I feel it is hopeless as I get older that I will be able to travel for any appointments and tests as well or get the treatment I need, it is already too hard to get an appointment even and I just cannot afford the travel costs. This proposal just pushes poorer people, elderly, non-driver's, those with mobility and mental health problems into being treated as a sub-class of society - so much for Wales being a fair and equitable society when this division of the haves and have not is being created when we should have these very important community based services.

Anonymous

12/01/2023 06:57 AM

I am in good health and do not require much medical help. I do however transport my elderly father to his appointments. this is somewhat complicated at times in that i also work shifts outside the home. So any leave I take is unpaid in an area which is already quite short-staffed. My father has mobility and confidence issues and is unable to take himself on public transport all the way to St Clears independently.

Anonymous

12/01/2023 09:30 AM

My husband is diabetic so it's good to have medical services locally Personally I am fit and able to drive at the moment but when the time comes when we will rely on public transport things won't be so easy Trying to fit appointments around a bus time table doesn't sound ideal Appointments at Coach & Horses are difficult enough to book now. We live in a rural community with an ageing population!

Anonymous

12/01/2023 02:47 PM

More travel and don't prefer the busy St Clear surgery as I am uneasy with crowds

Anonymous

12/01/2023 07:27 PM

I would have to drive and take a lot longer off work.

Anonymous

12/02/2023 03:40 PM

It would take away a very convenient surgery for all of Laugharne and surrounding areas. Especially for people who do not drive and are dependent on public transport. I feel the Laugharne surgery is vital for the community.

Anonymous

12/03/2023 09:25 AM

It will increase the use of the St Clears surgery where it is already difficult to obtain an appointment to see a doctor. there are already enough difficulties there and unless more staff are appointed it will

only get worse.

Anonymous

12/06/2023 11:47 AM

No access if without a car. The bus service is abysmal and will not improve in the short-term. Many people elderly can't make it further than the village.

Anonymous

12/06/2023 07:54 PM

With the travelling expense to go and back and forward to St Clears, plus transport times every two times would not be convenient

Anonymous

12/06/2023 09:15 PM

If it was used by Dr I would use it every time but thy don't attend any more. Think the is a real need to have it used as a proper surgery not just for bloods as it has been used of the last few years .

Anonymous

12/06/2023 09:15 PM

Can never get appointments in coach and horses so if laugharne closes more pressure on surgery in st clears

Anonymous

12/06/2023 11:40 PM

The closure of the surgery would require me to travel further distances for routine medical tests, e.g. blood tests.

Claudia.hope

12/08/2023 01:40 PM

COMPLETED BY BST - SENT BY FREEPOST Closed as GP surgery since 2020 (covid) I can walk independently for my routine blood test needed a few days prior to my appt until helen llewellyn - griffiths at the cardiac clinic glangwili

Claudia.hope

12/08/2023 01:46 PM

COMPLETED BY BST - SENT BY FREEPOST I am 82 years old.. how much longer will I be able to drive? have serious health issues. Unfortunately, the bus service is every two hours at the moment, i have no family in the daytime at the moment to use the car should i need transport. I only have the state pension and taxis are expensive. The bus times do not coincide with the appointment times. What happened to caring for the community in the community??????

Optional question (206 response(s), 4 skipped)

Question type: Essay Question

Q7 What is the first part of your postcode? (For example SA64)

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11/01/2023 03:23 PM

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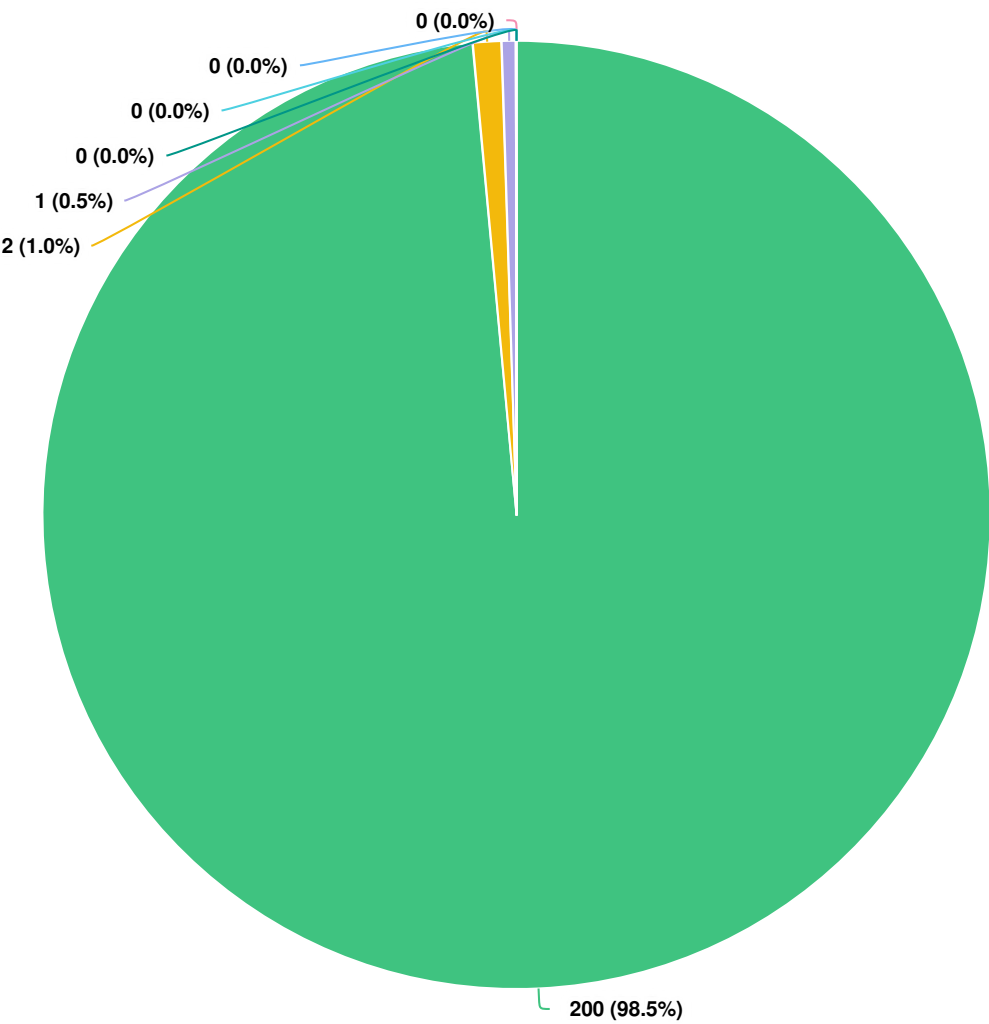
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Optional question (200 response(s), 10 skipped)
Question type: Single Line Question

Q8 In which county do you live?

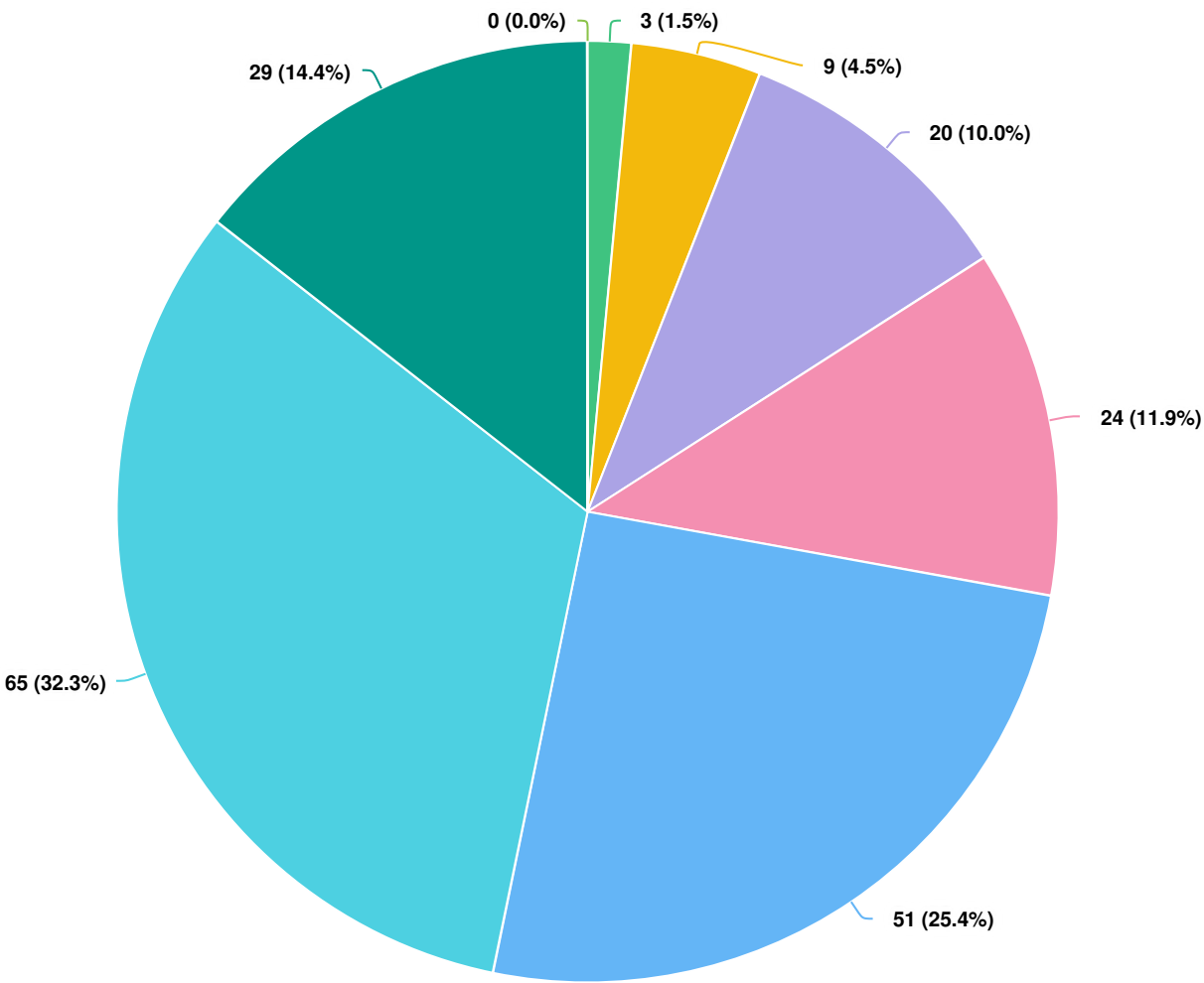


Question options

- Carmarthenshire
- Pembrokeshire
- Other (please specify)
- Ceredigion
- Gwynedd
- Neath Port Talbot
- Powys

Optional question (203 response(s), 7 skipped)
Question type: Radio Button Question

Q9 | How old are you?

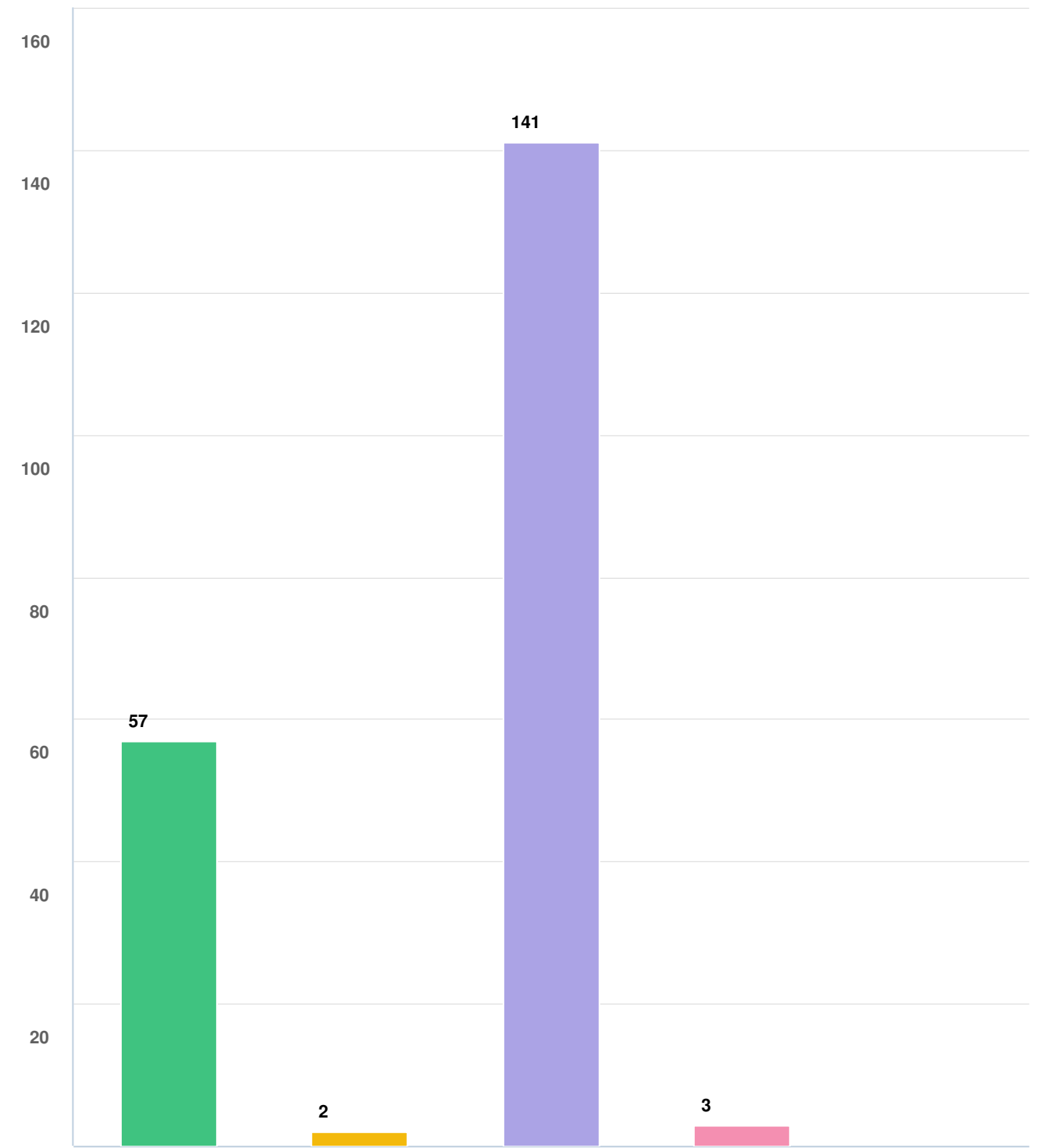


Question options

18-24 25-34 35-44 45-54 55-64 65-74 75 and above Prefer not to say

Optional question (201 response(s), 9 skipped)
Question type: Dropdown Question

Q10 What is your sex or current gender? (Tick all that apply)

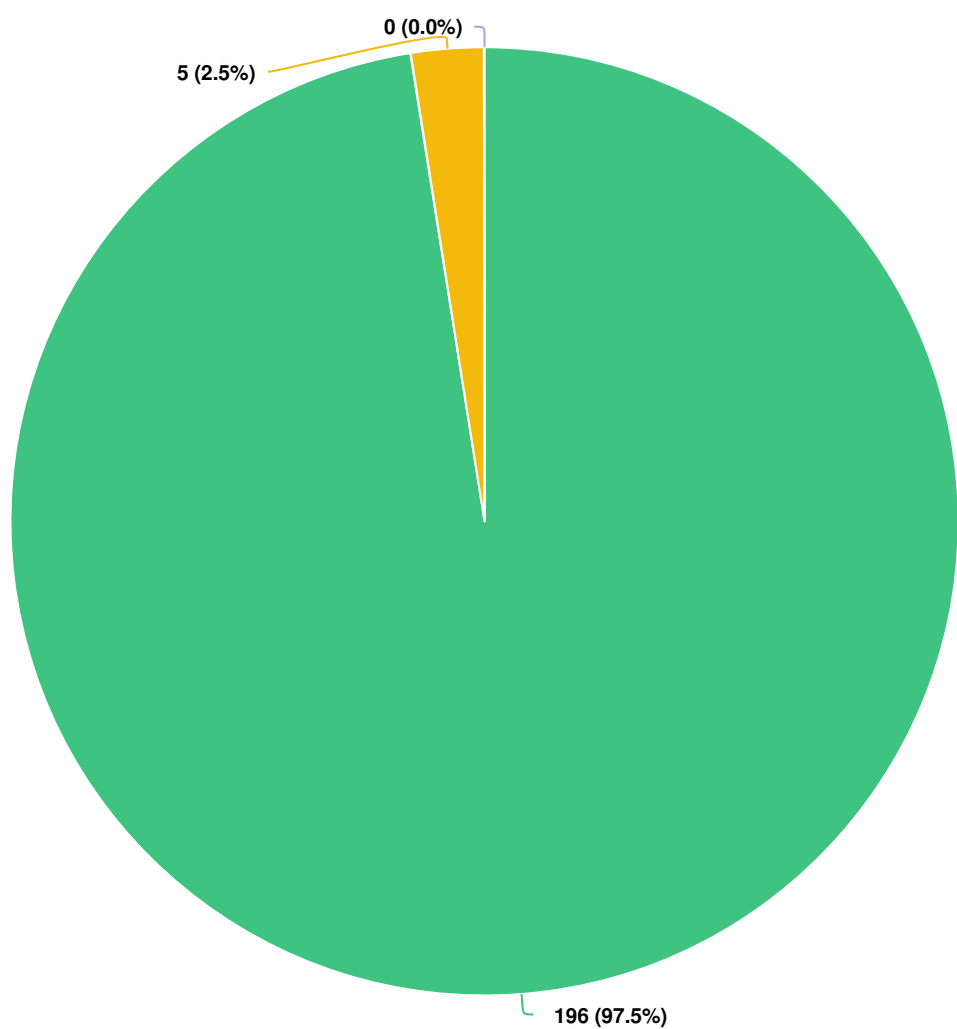


Question options

Man Non-binary Woman Prefer not to say I use another term

Optional question (201 response(s), 9 skipped)
Question type: Checkbox Question

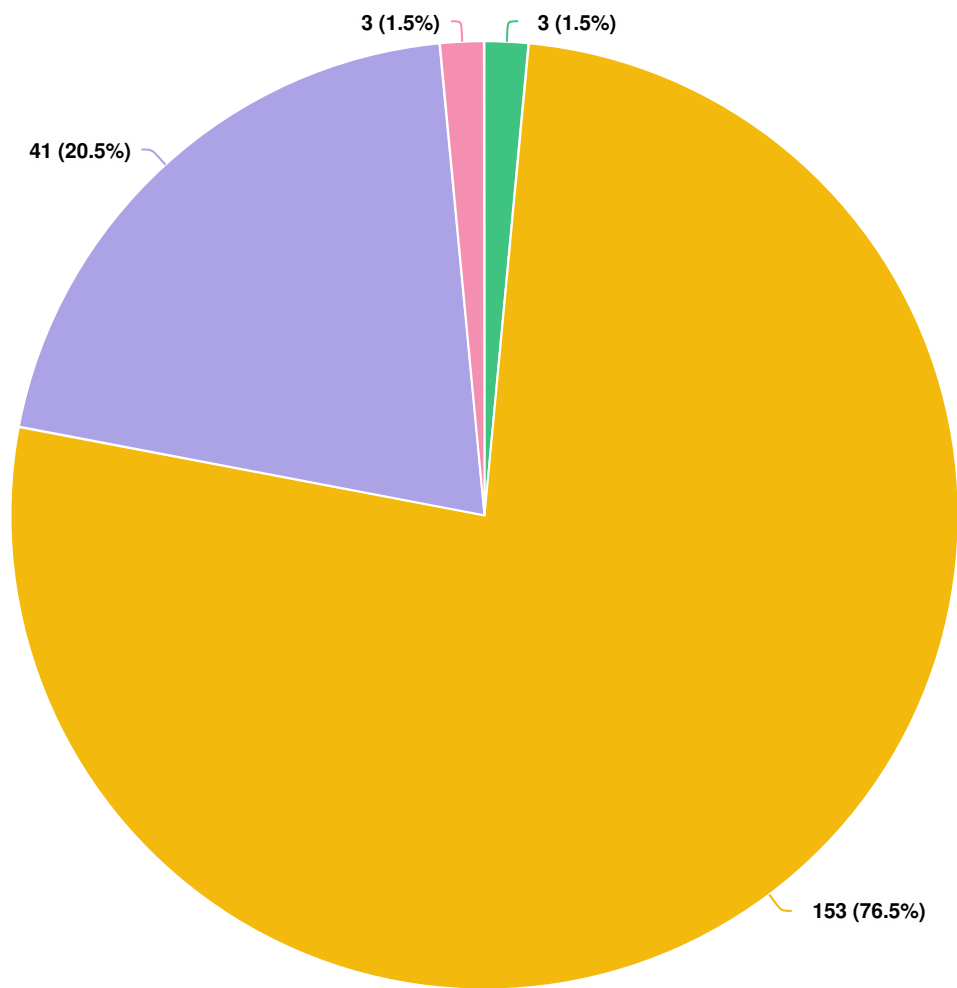
Q11 | Is this the same as the sex you were assigned at birth?



Question options
☒ Yes ☐ Prefer not to say ☐ No

Optional question (201 response(s), 9 skipped)
Question type: Radio Button Question

Q12 | Are you currently pregnant or have given birth within the last year?

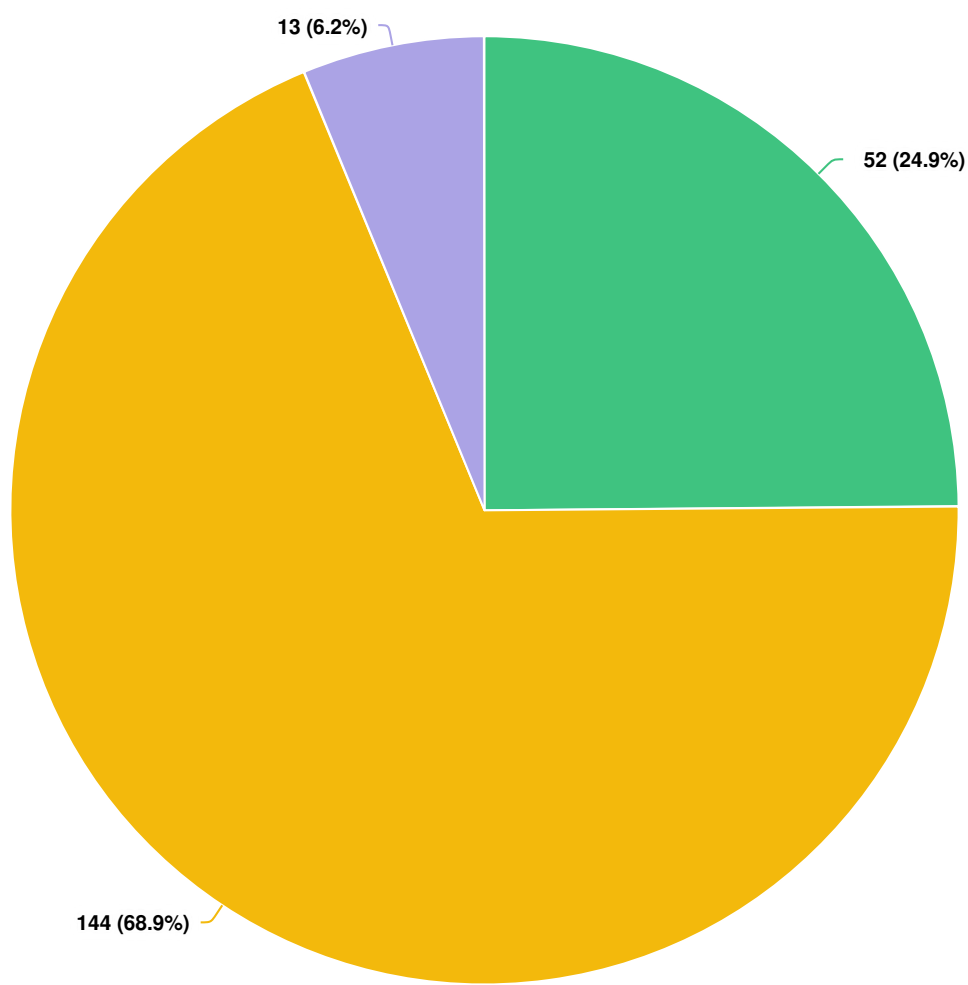


Question options

Yes No Not applicable Prefer not to say

Optional question (200 response(s), 10 skipped)
Question type: Radio Button Question

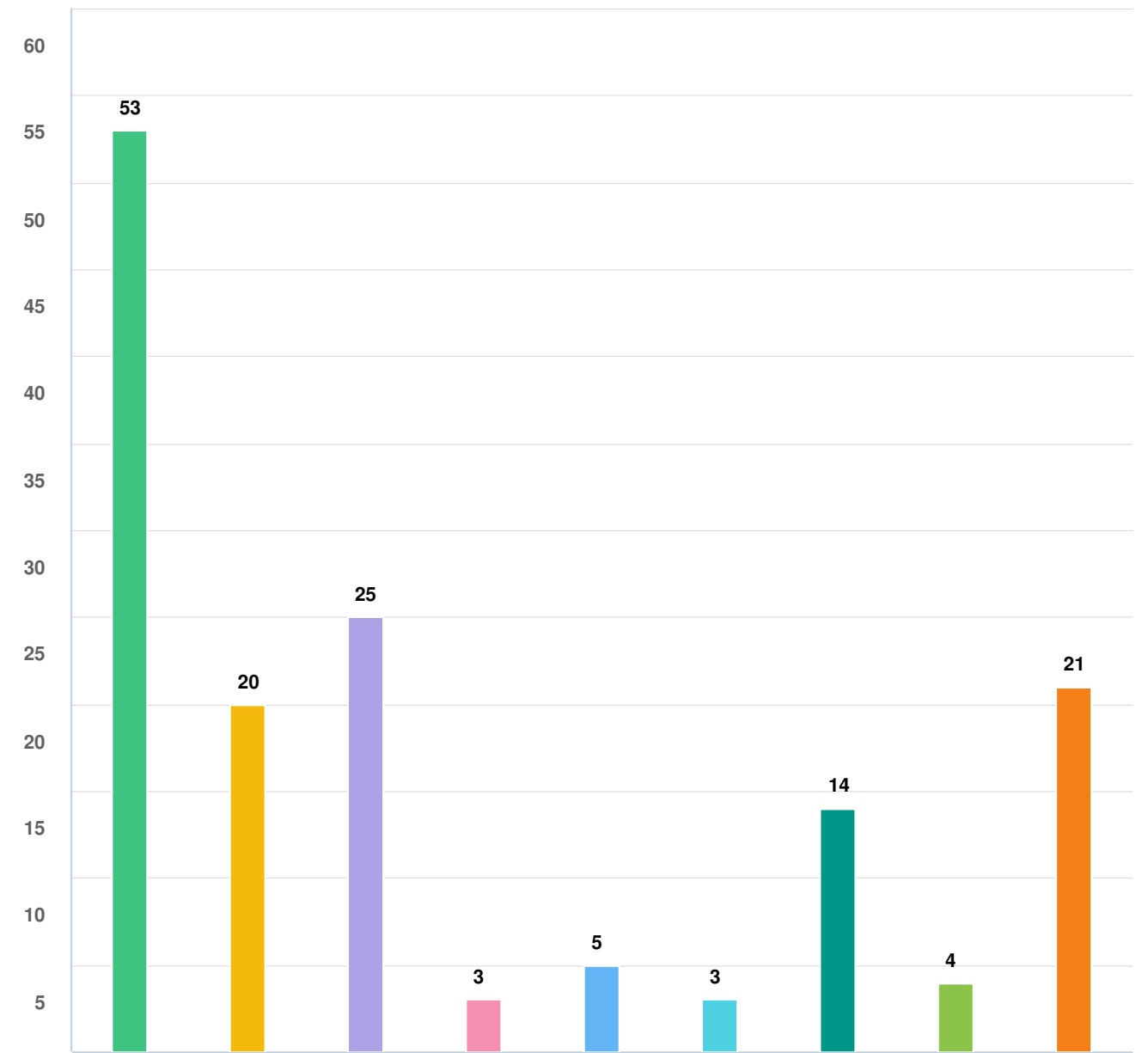
Q13 Using this definition, do you consider yourself to be disabled?



Question options
☐ Yes ☐ No ☐ Prefer not to say

Optional question (209 response(s), 1 skipped)
Question type: Radio Button Question

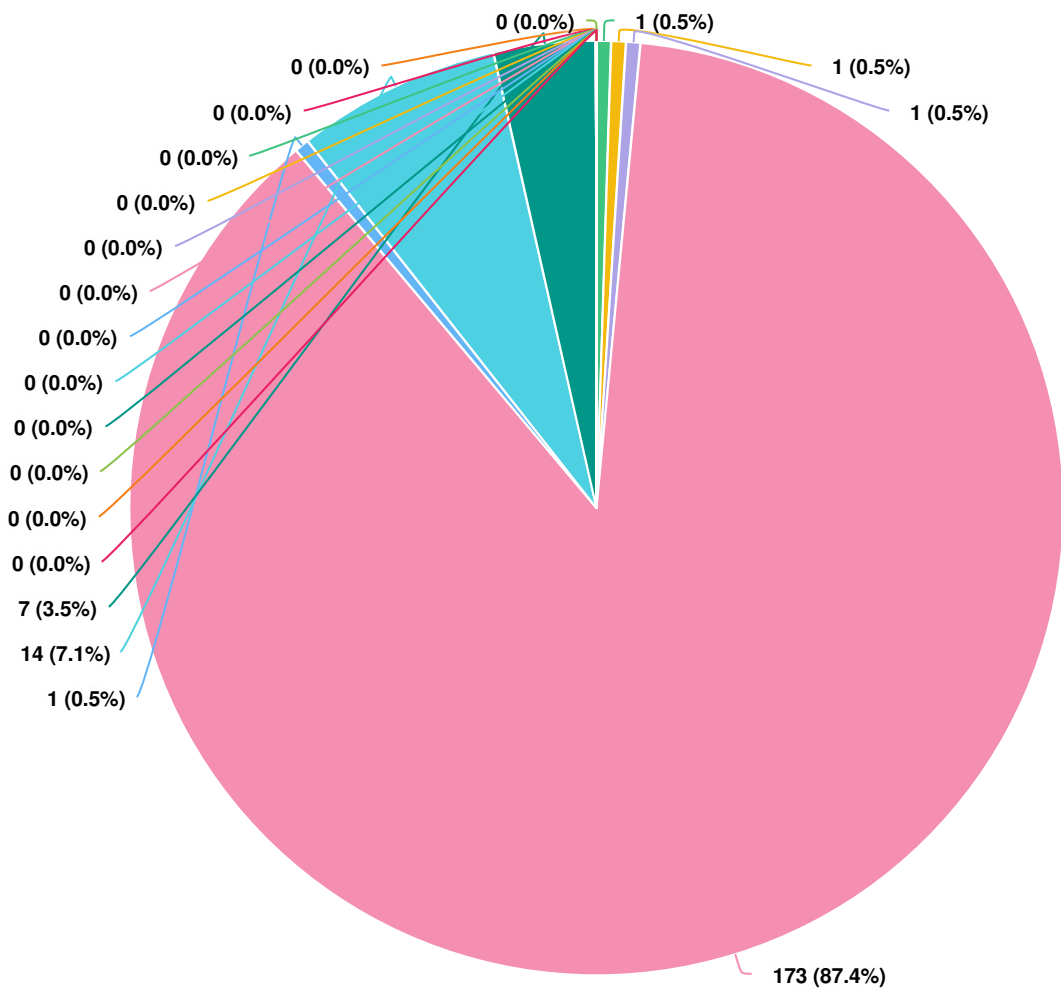
Q14 | Please can you tell us what your disability, long-term illness or health condition relates to? (Tick all that apply)



- Question options**
- A long standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)
 - A mental health difficulty (e.g. depression, schizophrenia, or anxiety disorder)
 - A physical Impairment or mobility issues (e.g. difficulty using your arms or using a wheelchair or crutches)
 - A social/communication impairment (e.g. a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder)
 - A specific learning difficulty (e.g. dyslexia, dyspraxia or AD(H)D)
 - Blind or have a visual impairment uncorrected by glasses
 - D/deaf or have a hearing impairment
 - An impairment, health condition or learning difference that is not listed above
 - Prefer not to say

Optional question (106 response(s), 104 skipped)
Question type: Checkbox Question

Q15 Which race or ethnicity best describes you?

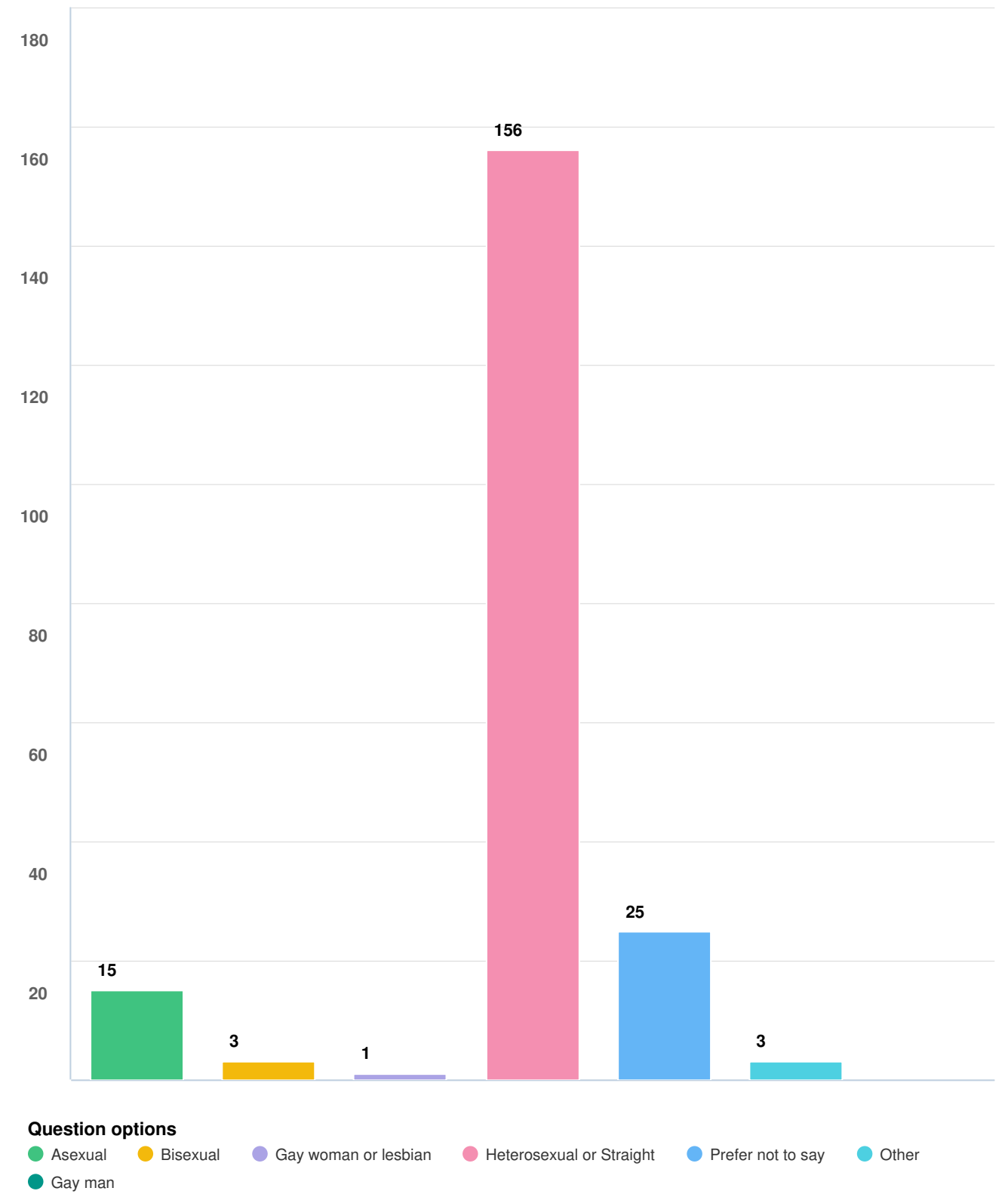


Question options

- Arabic
- Asian/British Asian: Other
- Black/British Black: Caribbean
- White: British (British/English/Northern Irish/Scottish/Welsh)
- White: Irish
- White: European
- Prefer not to say
- Asian/British Asian: Bangladeshi
- Asian/British Asian: Chinese
- Asian/British Asian: Indian
- Asian/British Asian: Pakistani
- Black/British Black: African
- Black/British Black: Other
- Mixed Race: Black & White
- Mixed Race : Asian & White
- Mixed Race : Black & Asian
- Mixed Race : Other
- Traveller: Gypsy or Roma
- Traveller: Irish
- Another race or ethnicity – please identify

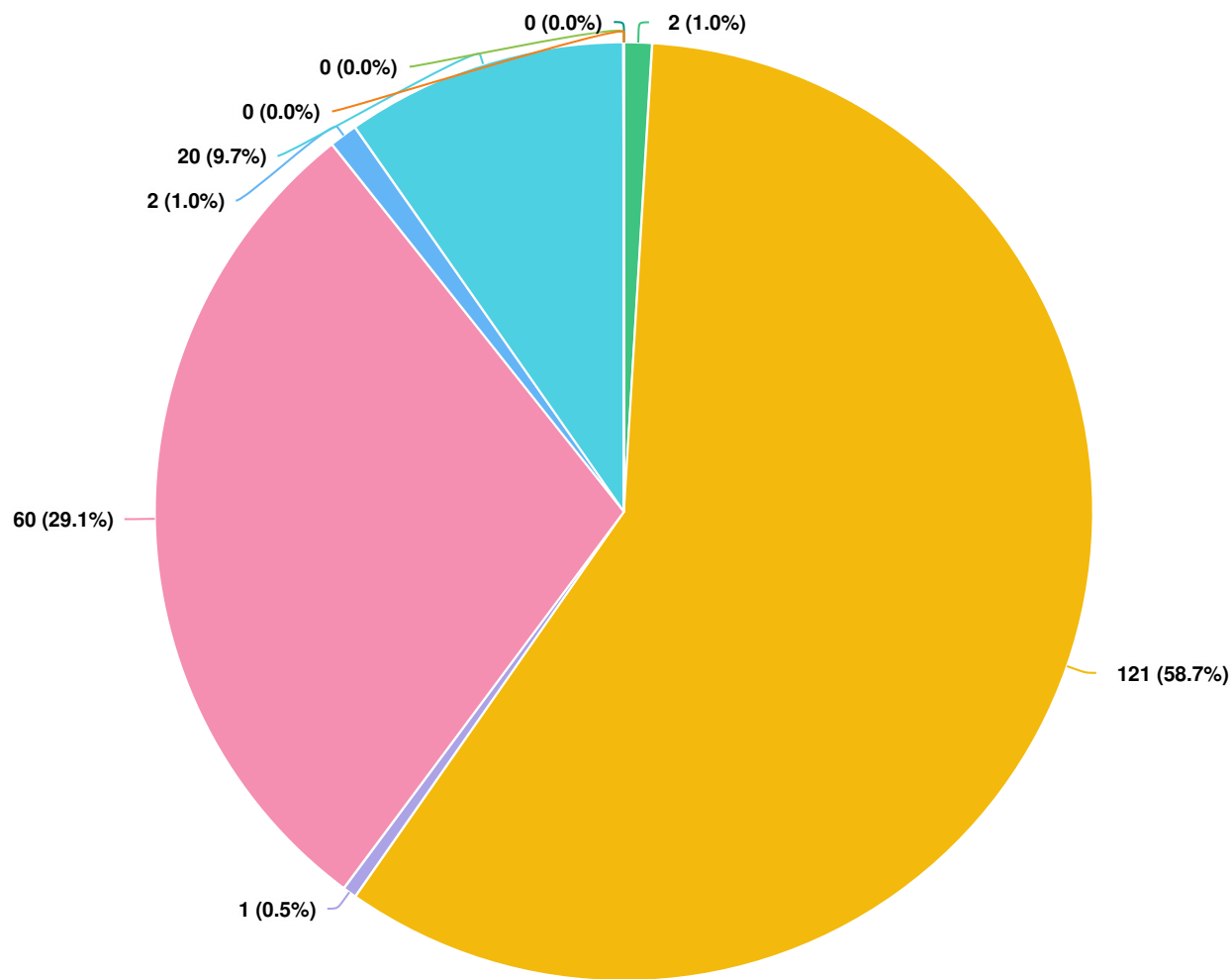
Optional question (198 response(s), 12 skipped)
Question type: Dropdown Question

Q16 Which of the following terms best describes your sexual orientation?



Optional question (202 response(s), 8 skipped)
Question type: Checkbox Question

Q17 What do you consider your religion to be?

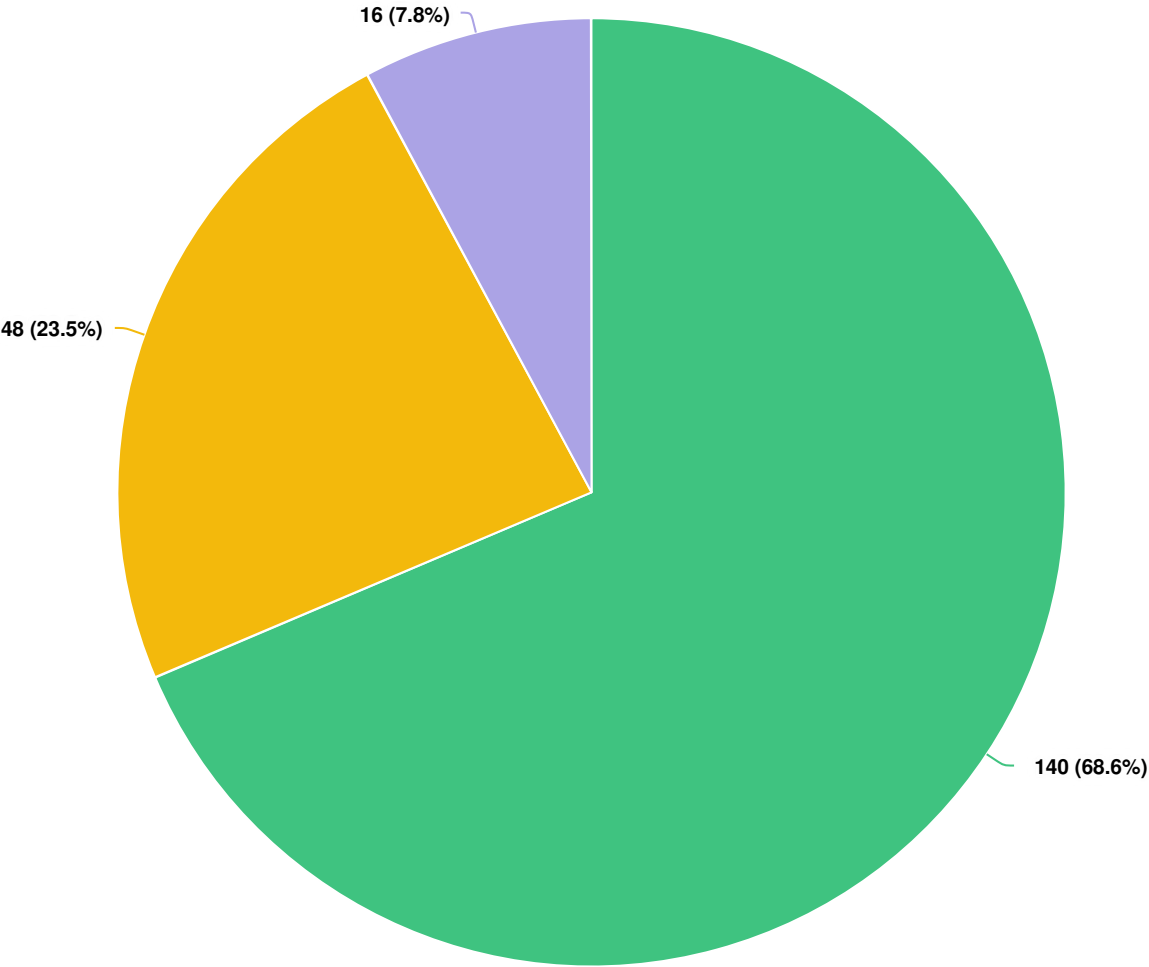


Question options

- Buddhist
- Christian
- Muslim
- No religion
- Other religion
- Prefer not to say
- Hindu
- Jewish
- Sikh

Optional question (206 response(s), 4 skipped)
Question type: Radio Button Question

Q18 | Are you married or in a civil partnership?

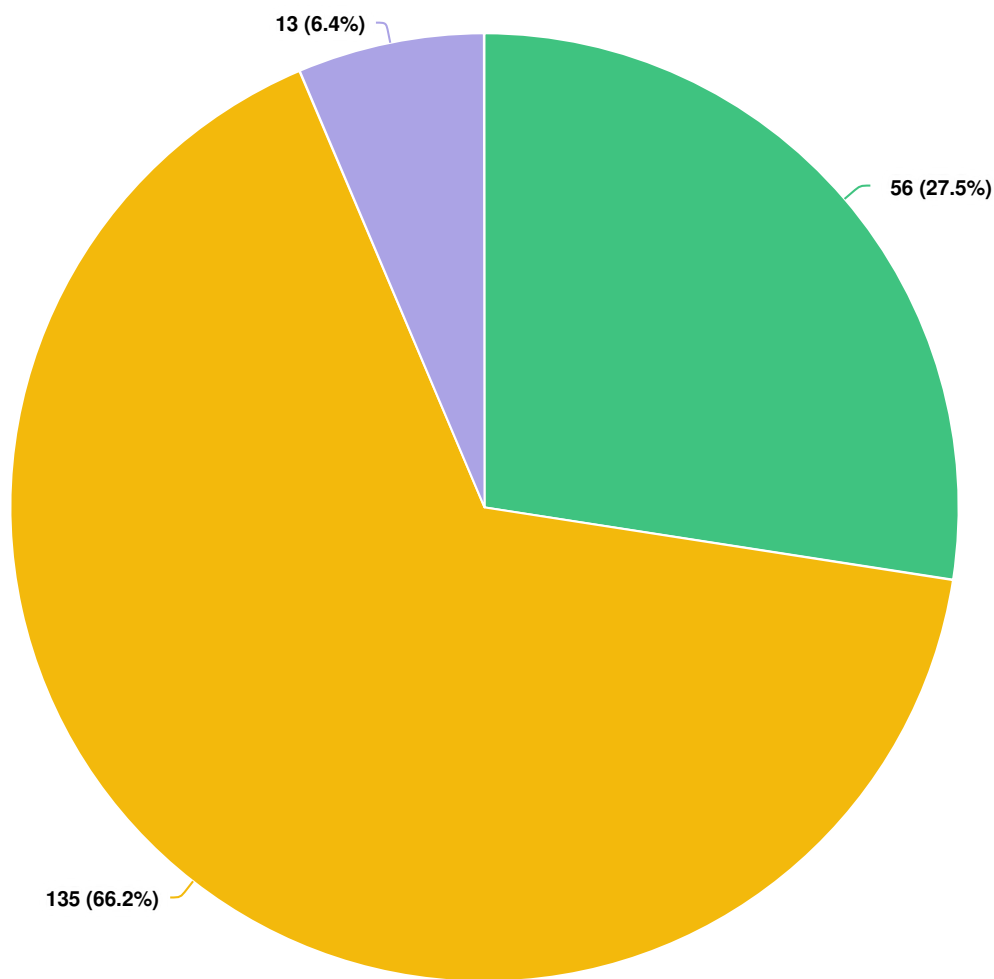


Question options

Yes No Prefer not to say

Optional question (204 response(s), 6 skipped)
Question type: Radio Button Question

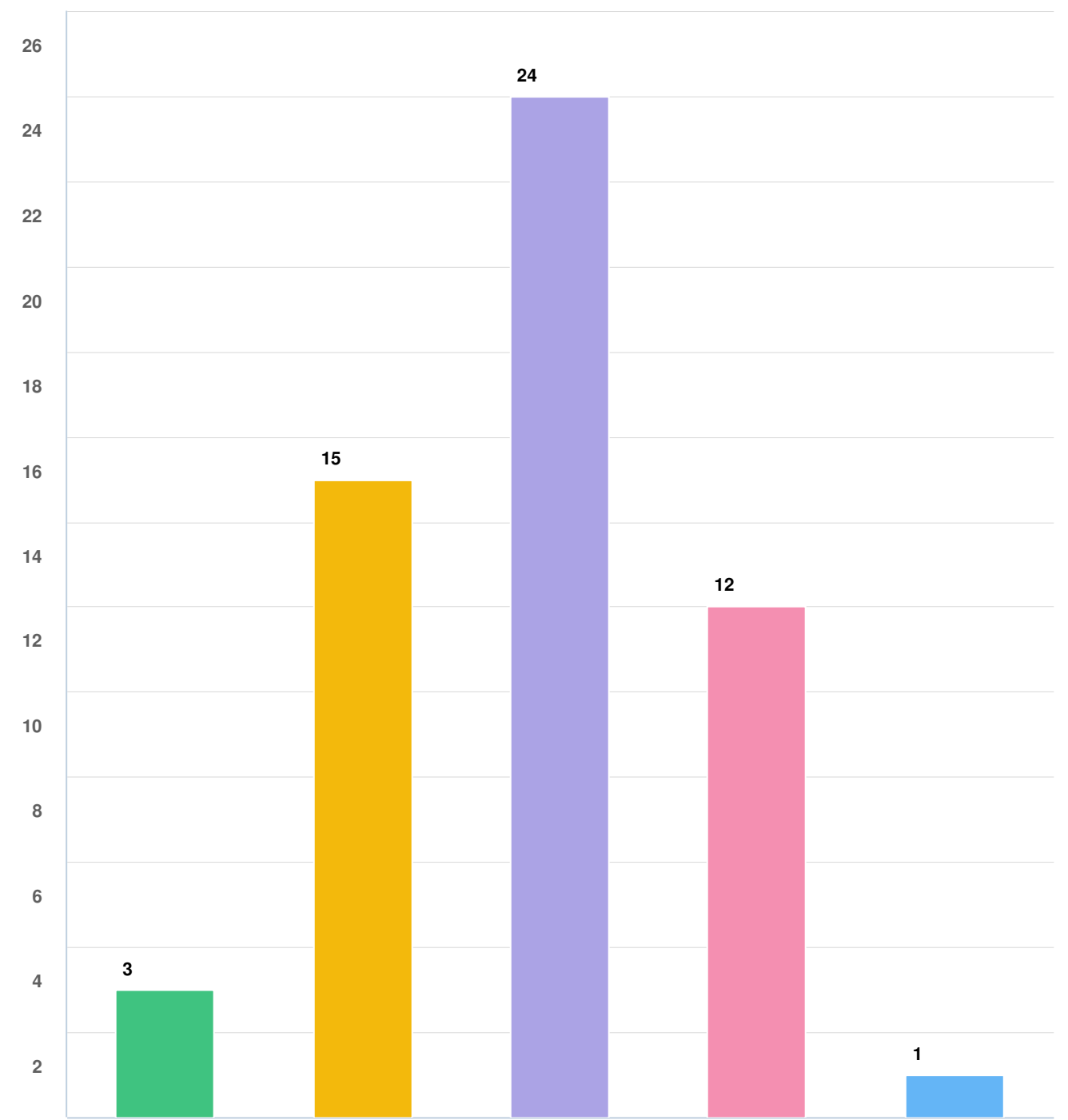
Q19 | Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?



Question options
● Yes ● No ● Prefer not to say

Optional question (204 response(s), 6 skipped)
Question type: Radio Button Question

Q20 If Yes, please tick any/all that apply

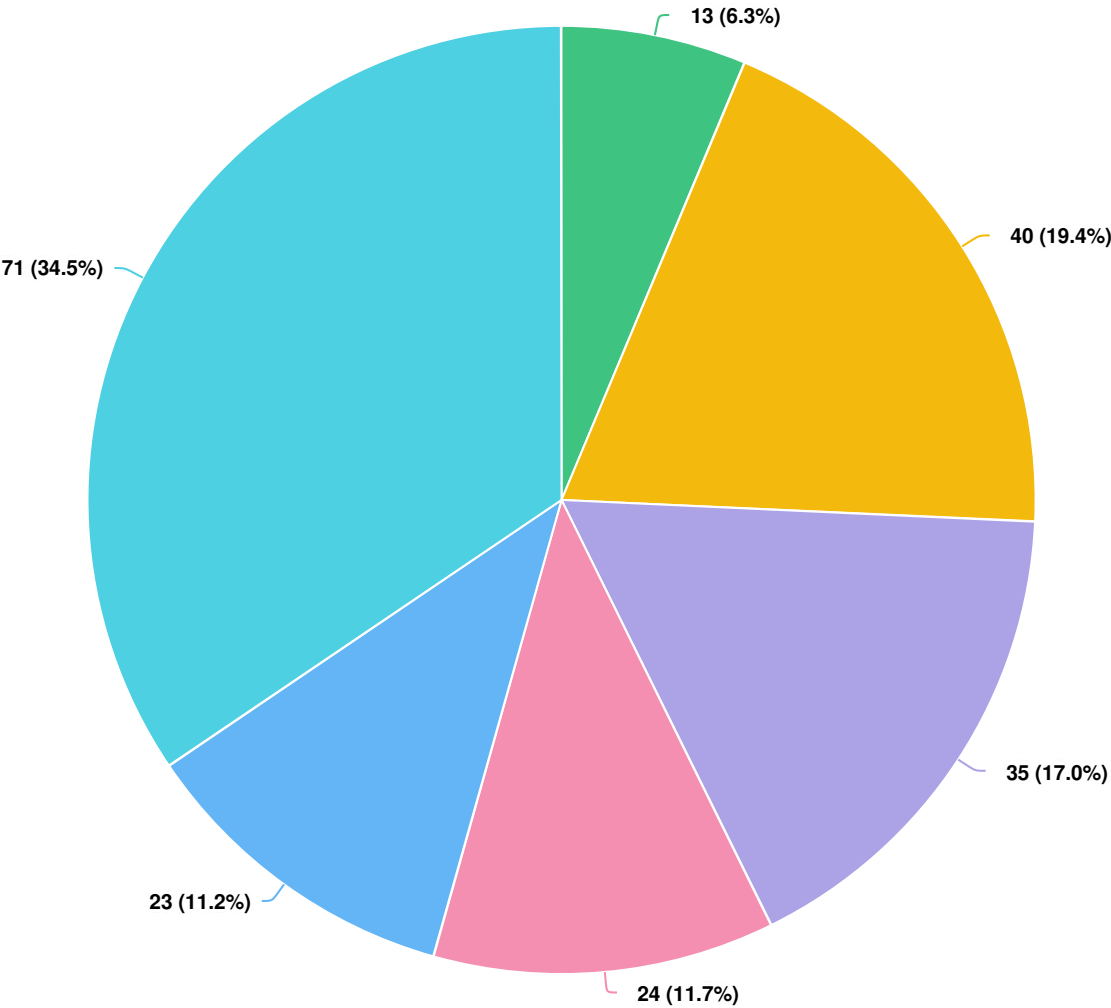


Question options

- Primary Carer of a disabled child or children
- Primary Carer or assistant for a disabled adult or adults (aged 18+)
- Primary Carer or assistant for an older person/people (aged 65+)
- Secondary Carer (another person carries out main caring role)
- Prefer not to say

Optional question (54 response(s), 156 skipped)
Question type: Checkbox Question

Q21 Please tell us the total annual income of your household (before tax and deductions, but including any benefits and allowances).

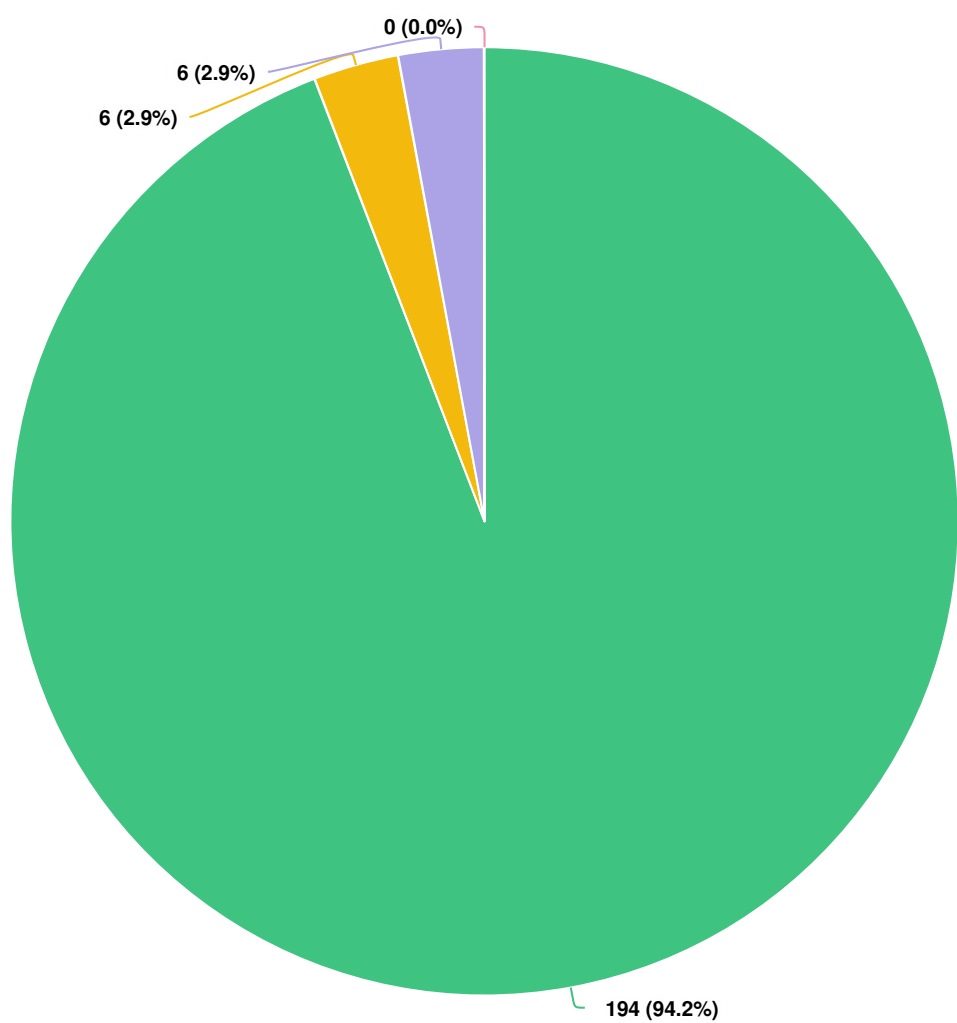


Question options

- Below £10,000
- £10,001 – £20,000
- £20,001 – £30,000
- £30,001 – £40,000
- Over £40,001
- Prefer not to say

Optional question (206 response(s), 4 skipped)
Question type: Radio Button Question

Q22 What is your main language spoken/used at home?

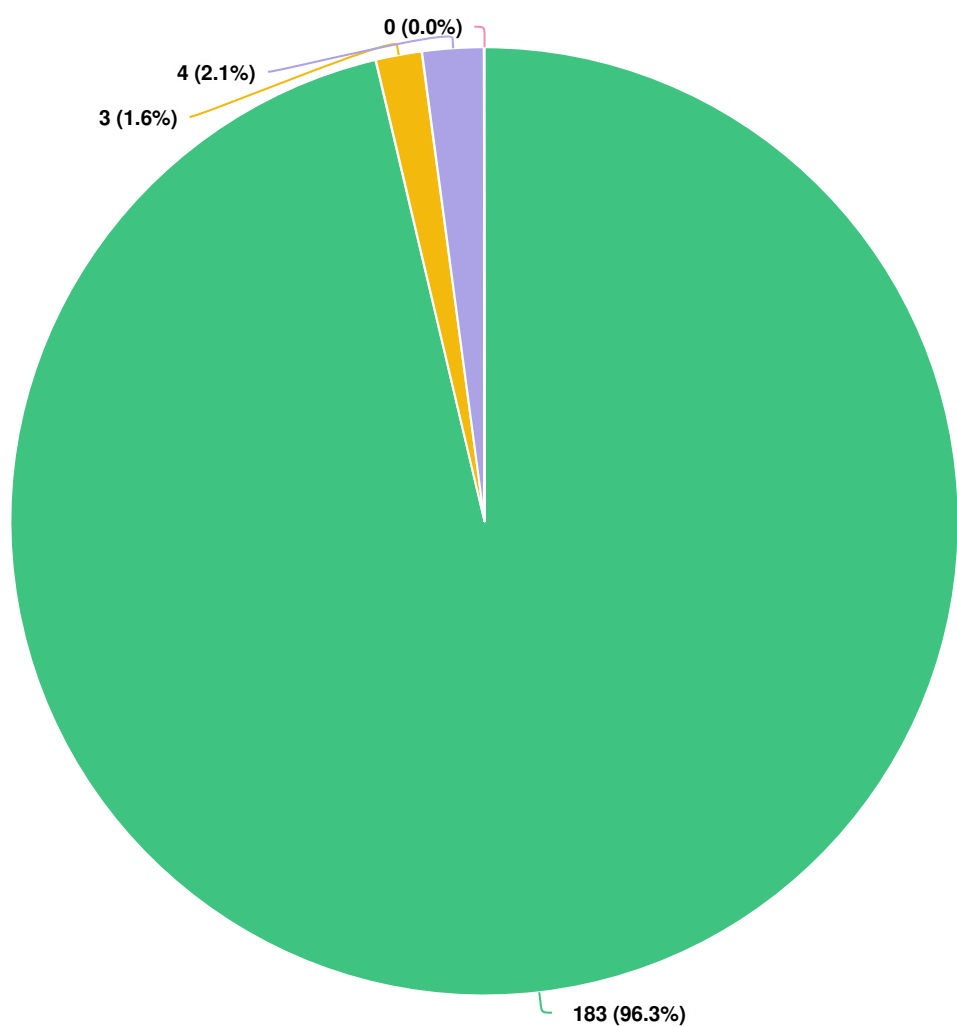


Question options

English Welsh Prefer not to say Other (Please state - including British Sign Language)

Optional question (206 response(s), 4 skipped)
Question type: Radio Button Question

Q23 What is your preferred correspondence language?



Question options

- English
- Welsh
- Prefer not to say
- Other (Please state - including British Sign Language)

Optional question (190 response(s), 20 skipped)
Question type: Radio Button Question

Q24 | Is there anything about what is being discussed or proposed that you feel could either positively or negatively affect you or particular people in society more than others? If yes, please explain.

Anonymous

11/01/2023 03:23 PM

To close Laugharne surgery is a negative step. There are many elderly people in the community unable or unwell enough to make the journey to St Clears but are within walking distance of the Laugharne surgery Public transport is sporadic It is not just a case of having GP appointments there- anyone having chronic conditions that require regular monitoring should be able to access practice nurses there rather than having to trek into St Clears

Anonymous

11/01/2023 04:37 PM

You are taking a hugely important service away from community that needs its services greatly

Anonymous

11/01/2023 04:53 PM

This would adversely affect the elderly and less mobile patients - why not have surgery open for 1 or 2 days and rent part of the building for a pharmacy/chiroprapist/ physiotherapist to generate income?

Anonymous

11/01/2023 05:35 PM

The closure of Laugharne surgery is detrimental to many in our community. For example : elderly disabled who lack mobility ; all those in section 14 above with a long term health disability ; single parent families ; those on benefits and low incomes. People who rely on irregular public transport to attend clinics etc. The closure has a negative impact on all members of society, young and old, across a wide spectrum. People from Pendine and Llanmiloe, Broadway and Brook will have to travel further for treatment as well as well as Laugharne residents. Laugharne has a growing population, due to increased housing developments. Local health services in Laugharne need to cater for their needs. Also Dylans Coastal resort when full doubles the population. Investment at a local level would ease the burden on services in A and E Glangwili. Waiting times are often 12 hours, due to bed blocking and no available ambulances. There is an larger aging population as the baby boomers of the 1950s are now at retirement age. We need this facility to remain open to provide clinics such as anti smoking, anti natal and post natal clinics, diabetes clinics, checking blood pressure, weight management, podiatry. Engaging with the public, utilising district nurses, to administer flu and covid clinics in Laugharne. To promote health education at a local level.

Anonymous

11/01/2023 06:19 PM

As the carer of an adult with complex special needs namely schizophrenia and asperger's. I am concerned that he will not get the

due care and attention to maintain his health and wellbeing. His is a condition that needs correct management and this has been lacking.

Anonymous

11/01/2023 06:29 PM

To close the surgery in Laugharne will make the residence of Laugharne vulnerable and unsupported. We deserve equal opportunities to see the gp. Closing the surgery is not acceptable on any level.

Anonymous

11/01/2023 07:26 PM

Travelling to St Clears on public transport or dependant on lifts would deter people from seeking help when since Llanmiloe closed Laugharne has served Pendine, Llanmiloe, Laugharne and Cross Inn and outlying districts. I feel that closure of Laugharne would put people's health and welfare at risk even death.

Anonymous

11/01/2023 07:25 PM

There are a high number of older patients who use Laugharne Surgery who cannot drive. It means them relying on lifts when they can. Also more cars travelling out of the township by car causes a negative effect on the environment.

Anonymous

11/01/2023 08:08 PM

For those without a car or a lift from family member the bus yikes are most inconvenient and the waiting room of the Coach and Horses surgery will have people waiting for Hoya possibly before and after bus drop and pick ups. Will there be a minibus service offered as many elderly cannot afford a taxi? Would there be more options for district nurses to administer routine tests or treatments at patients' homes?

Anonymous

11/01/2023 08:19 PM

Many older patients live either Laugharne or Pendine and rely on the bus service which is every 2 hours so for many it would be a long wait to come home. All Laugharne surgery needs is a gp a few days a week for people living in and around Laugharne.

Anonymous

11/01/2023 08:57 PM

The proposed closure of Laugharne surgery, I believe would have a negative effect for many residents living in areas outside of the centralised St Clears surgery. I have many elderly relatives, neighbours and friends for whom this change would be extremely difficult for. Many of whom don't drive so would have to rely on lifts or taxi's as too frail to use public transport (which is at best lengthy in time and sporadic in our rural area). When you're unwell or in pain, ease of access to healthcare is paramount. This change is creating an additional barrier to access a GP.

Anonymous

11/01/2023 08:58 PM

Laugharne needs its surgery!

Anonymous

11/01/2023 09:30 PM

There are an aged population in laugharne who need this local amenity especially in the light of the public transport links which are negablle

Anonymous

11/01/2023 09:28 PM

I really don't feel any except one question of this survey was relevant to the closing of Laugharne surgery

Anonymous

11/01/2023 09:34 PM

This surgery used to be well used by all the community. Over the last few years appointments have been near to impossible to obtain. The fact you have the question 'when did you last use the surgery' is misleading and I fear the result will be used to demonstrate a lack of use of the branch. I was forced to tick the 'over a year ago' selection as it has simply been that long since I could get a GP appointment. It is simply the case that st clears is the default surgery to have bloods, see the nurse, GP, maternity services etc. If I had had another option I would have used Laugharne but it is never offered. This branch needs to stay open and appointments needs to be available. Many people cannot travel to St clears and will avoid using the surgery. Closure will certainly effect our most vulnerable just as it always does in matters like this.

Anonymous

11/01/2023 09:52 PM

Yes, closing the surgery will cause problems to elderly people of Laugharne, especially those that are no longer able to drive. I am comfortable driving into the township at present but don't feel comfortable driving further afield.

Anonymous

11/01/2023 10:20 PM

It will affect me in a negative way as I am sure it will addict lots of others in the township.

Anonymous

11/01/2023 10:23 PM

The closure of a vital service in a local community which has been available for very many years will greatly affect the elderly and infirm, and those with transport issues

Anonymous

11/01/2023 10:46 PM

Older people in the community struggle to get to the surgery in St clears, due to a infrequent bus service. The same applies to people who have to rely on public transport.

Anonymous

Laugharne has a largely elderly population, so the closure of the GP

11/01/2023 10:50 PM

surgery here will have a large impact. I've seen very many people visiting this surgery who have obvious mobility problems & the closure will no doubt affect such people severely.

Anonymous

11/01/2023 11:04 PM

The community is ageing and more elderly moving to the area

Anonymous

11/02/2023 08:30 AM

Whilst there is a bus service through Laugharne to St Clears, timings to coincide with appointments are not easy to obtain, so it is difficult for local people without a vehicle to attend the surgery there - or expensive to use a taxi - and that adds further to greenhouse gas emissions. There has been a maintained clinic in Laugharne - useful for many needing treatments that can be applied by a nurse. Closure of the surgery would also close that facility - a further loss to the community. I've not been able to understand why the doctor surgery ceased one day per week - it is surely possible for one of them each week to attend in Laugharne rather than St Clears? I've been told that the terms of the provision of the site originally prescribed its use as a surgery, so there may be an issue there regarding its closure. If the surgery can be resumed and continued it would be a valuable asset to the communities of both Laugharne and Pendine. I certainly am against its closure.

Anonymous

11/02/2023 08:56 AM

People who don't drive are going to be impacted by this closure, and with bus services to St Clears very infrequent from Laugharne this doesn't make it a viable alternative.

Anonymous

11/02/2023 09:56 AM

Unable to drive, so difficulty in accessing GPS surgery in st clears

Anonymous

11/02/2023 10:44 AM

Obviously Laugharne surgery is the best place to treat the elderly and disabled. The buses aren't that regular.

Anonymous

11/02/2023 12:48 PM

I think closing the surgery would have an impact on the community as the local bus service is limited so not able to suit appointment times. A lot of people don't drive especially the elderly people with children so much easier if you can walk there. It would make the surgery in stclears much busier so making appointments harder to get. I've noticed myself it's become a lot busier when I've been there. Also when I've been there been talking to people from Laugharne who don't drive and they say its awkward to get an appointment as you need to phone on the day and they might not be able to get a lift into St clears. I work from home more now and as I have an ongoing

condition and need blood tests regular and see the doctor it's much more convenient for me to pop up the road for an appointment than have to go to St Clears which takes a lot longer and having to sit in a full surgery hoping not to catch any illnesses as I'm immune compromised.

Anonymous

11/02/2023 02:55 PM

The fact that I need transport to get to a surgery even for minor/routine issues affects me negatively - along with many of my neighbours in Laugharne

Anonymous

11/02/2023 03:17 PM

Elderly people without cars might not be able to pay for taxis

Anonymous

11/02/2023 08:42 PM

Could the surgery be shared with other services that support the community to help it keep going? Older people are losing out on health care as they aren't able to get an appointment as easily as people who use computers and the online consultations, this can't be fair in this society today, can it?

Anonymous

11/02/2023 08:59 PM

No

Anonymous

11/02/2023 11:41 PM

For people who don't drive because public transport timetables doesn't correspond with appointments

Anonymous

11/02/2023 11:41 PM

For people who don't drive because public transport timetable could sometimes not correspond with appointments

Anonymous

11/03/2023 08:00 AM

Yes it will have a negative affect on our community, it will have a huge impact on people's independence, which will in turn effect their mental health. This will put further pressure on the National Health which is almost at breaking point as it is.

Anonymous

11/03/2023 09:33 AM

No investment has been made to the building in laugharne for many years. This has nothing to do with lack of GPs. More to do with profit

Anonymous

11/03/2023 04:28 PM

No

Anonymous

I go regularly to laugharne surgery for blood tests be a real shame to

11/03/2023 07:56 PM

see it go

Anonymous

11/04/2023 09:46 AM

I would fee very disadvantage not being able to walk to Laugharne surgery.

Anonymous

11/04/2023 10:25 AM

Older people and those with disabilities are negatively affected by the closure of the surgery, it has been difficult for us to access the care we had prior to the closure due to Covid and we looked forward to its re opening.

Anonymous

11/04/2023 10:26 AM

Patients with mobility problems will suffer if the proposal goes ahead.

Anonymous

11/04/2023 11:27 AM

It would mean travelling into St. Clears, for me not too much of an issue. New houses are being built in Laugharne, and the surrounding area which the surgery services. Getting an appointment in St. clears is extremely difficult. Staff are clearly under pressure there. On occasions it's not been possible to secure an appointment. How does closing Laugharne improve the service? Busses are irregular, making travelling for the elderly difficult, if not impossible. Taxes and insurance are paid by the community, who are entitled to have use of this essential service, staffed by competent, professional, polite staff.

Anonymous

11/04/2023 11:44 AM

Many people in Laugharne are elderly, infirm and don't have transport so will have to depend on public transport or the good will of friends or neighbours to get to the surgery in st clears

Anonymous

11/04/2023 01:01 PM

The closure of the surgery (and the reduction in services that the Practice has implemented before making its proposal to close) negatively affects all in terms of travel time, increased road use, paying for parking at St Clears, but its most negative impact is on those who cannot drive and are not IT users. Public transport is very limited, buses are infrequent and using the bus involves long waits plus a level of fitness for standing to wait, getting on/off. Those dependant on lifts from family or friends face having to ask them to do longer journeys, to wait around instead of being able to pop home, and to pay for the car park. The digitally excluded do not benefit from the development of video calls or e-consult, which is also of no help when needing physical contact, whether to have an examination or an injection, blood test etc. Laugharne's population is growing, with two new housing estates being built, and it has a large % of older people, who are heavier users of health services. It needs an enhanced local primary care service, not a reduced one. Your

statistics show the Laugharne Township share of patient numbers to be 2259 or 31% compared to 2852 or 39% for St Clears and Llansteffan, evidence of the large number of people who are going to be negatively affected by the closure, as they already by the reduction in availability of services. Local services being withdrawn and centralised has a negative impact on sustainability, requiring increased car travel for those able to drive and reduced access for those who cannot afford to run a car, to use expensive buses or get unaffordable taxis, who risk their health conditions worsening or remaining undiagnosed because of the increased obstacles to access to primary health care. The Practice has over the last few years, as it has run down the services provided, repeatedly given assurances that they did not intend to close the surgery. The reference in their letter to one-person operation (which surely no-one would think sensible) indicates a lack of basic organisational competence. On this basis we could have little faith in any promises made to mitigate the problems this closure would cause.

Anonymous

11/04/2023 04:37 PM

Transport to st clears isn't reliable, easy accessible. Elderly patient or people who don't drive haven't got easy access to medical services if the surgery is closed and they are getting passed over.

Anonymous

11/04/2023 08:08 PM

It will bring a huge negative impact on our village for people who can't drive or elderly travelling further for their appointments. It's an awful decision.

Anonymous

11/05/2023 07:28 AM

Anonymous

11/05/2023 02:35 PM

An aging demographic requires more local services. I believe older/ disabled people will refrain from asking for travel help and ultimately may miss/ refuse appoints that require travel.

Anonymous

11/05/2023 05:31 PM

There are over 3000 people who can potentially use Laugharne Surgery at the moment and there are new houses being built in both Laugharne and Llanmiloe. We need 1 doctor, 1 nurse, 1 receptionist, goodness knows how many doctors, nurses and receptionists, I know of 5 receptionists in St Clears.

Anonymous

11/05/2023 06:04 PM

Those who are elderly, disabled.

Anonymous

11/05/2023 08:39 PM

The public transport to St Clears from Laugharne is every two hours the first being 7.30 am, the next 9. 50, so if there are patients from Pendine, Llanmiloe and Laugharne needing to see a GP ,appointments can be difficult to arrange, considering 8.00 am is when the lines open in St Clears surgery, the closure of Laugharne surgery would limit independence and duty of care for many patients.

Anonymous

11/06/2023 07:13 AM

Centralising services will be better for patients.

Anonymous

11/06/2023 10:38 AM

For all of those without access to private transport this is a backwards step which must only be allowed if a transport scheme is introduced which enables those people to get to the St Clears surgery. The current bus service is not sufficient.

Anonymous

11/06/2023 05:00 PM

I think we need more local branches not less.

Anonymous

11/06/2023 06:04 PM

I think that closing Laugharne Surgery would have a negative affect on the health of every vulnerable person living in or near Laugharne, Llanmiloe and Pendine. The bus service is infrequent, costly and very effortful for parents with small children, elderly people with infirmities and generally all ill people.

Anonymous

11/06/2023 07:40 PM

Particularly challenging for older residents of Laugharne

Anonymous

11/07/2023 10:20 AM

Laugharne has an aged population and a significant number of families who are not well off and young people without cars. In this day and age reducing car use should be of high concern to all. Taking away this surgery has impacted on these people already and can result in people's health deteriorating to a greater extent because of the difficulties this has caused. Perhaps in the worst case scenario the surgery could stay open for nursing services such as bloods and inoculations and routine clinics and preventative health care as a compromise but of course regular surgeries makes the most sense in a town with an expanding population.

Anonymous

11/07/2023 05:19 PM

The proposed closure to Laugharne Surgery will be detrimental to the health of the villages of Llandowrror, Pendine, Llanmiloe, Laugharne Township and the outlying farms and hamlets.

Anonymous

11/07/2023 06:49 PM

It will very much affect older people more than younger. Because, to act safely for themselves and other road users, at some point older people have to make the decision to give up driving.

Anonymous

11/07/2023 08:12 PM

The closure of Laugharne Surgery could have a serious impact on several groups within our community in particular; the elderly, disabled, parents with young children and those members of society who are living on or below the breadline. With all services only operating from Coach & Horses surgery and covering such a rural area with poor public transport links it will make healthcare inaccessible for a significant number!

Anonymous

11/07/2023 08:36 PM

The closure of Laugharne Surgery will have most impact on the elderly and less well-off locals who have to rely on the extremely limited public transport available.

Anonymous

11/09/2023 10:54 AM

Appointments are only available on the day at St Clears meaning those without short notice transport have to taxi or hope a bus coincides with their visit. Having people travel further to reach essential services is not in the spirit of protecting the future of Wales or serving our current elderly population. Laugharne is a growing area with new homes being made available and the surgery will grow in numbers. If the surgery made the appointment booking system more flexible and you were able to book appointments ahead (which don't then get cancelled, which is important for working families) then they would lose far fewer people to Whitland. Same goes for the incredibly rude receptionist who I can't imagine is a delight to work with - perhaps removing her would increase staff retention and it would certainly stop people going to another surgery. I have not been in the area long and I know two large families who have moved surgery because of the poor reception treatment and the lack of appointments to reach their families needs.

Anonymous

11/09/2023 08:05 PM

As I live in Somerset I cannot support my relatives should the surgery close. It is of great reassurance for me that there is a surgery locally that they have attended for many years and received exemplary service.

Anonymous

11/11/2023 09:44 AM

Laugharne surgery is an essential part of our community

Anonymous

11/13/2023 03:18 PM

The closure of laugharne surgery would be disasterous for the area, negatively impacting everyone.

Anonymous

11/14/2023 06:48 AM

The effects can only negative connotations.

Anonymous

11/14/2023 09:28 AM

The closure of Laugharne surgery have a devastating affect on the community of laugharne and the wider community. The withdrawal of the service will have a higher demand on the surgery in St Clears and with the population of St Clears growing they cannot cope with the current demand let alone taking on the Laugharne patients who will have to attend tge surgery in st clears. Leaving Laugharne open once a week would assist to alleviate some of the demand.

Anonymous

11/14/2023 03:35 PM

as stated in previous comments.

Anonymous

11/15/2023 01:24 PM

It will remove an important health care facility for the community. Coach and Horses is not easily accessible for many and the waiting times to get an appointment are terrible.

Anonymous

11/15/2023 09:59 PM

The permanent closure of the Laugharne surgery will significantly disadvantage local older people & those with disabilities who may have to rely on an already restrictive public transport service with limited appointments available at St Clears surgery.

Anonymous

11/17/2023 06:50 PM

For elderly people who have no families the closure will mean either they can't access regular medical care or they will have to pay for a taxi to take them to appointments

Anonymous

11/20/2023 02:59 PM

Please DO NOT close our Laugharne surgery.

Anonymous

11/22/2023 12:19 PM

Proposed closures such as this negatively impacts upon the whole of society, it contributes to the destruction of community in the physical and psychological context. It would affect those who do not have cars, who are infirm or elderly, significantly more than those who do, because of the infrequent buses. It is another stepping stone toward complete privatisation of the NHS which is solely about profit for shareholders and not about providing a sustainable NHS and healthcare for all. It is part of a social Darwinian plan to deprive lower income and ironically, people who need health care, from health care, as clearly demonstrated in the USA.

Anonymous

11/22/2023 01:42 PM

until recently i was careing for my mother who had vascular dementia, when the Doctors stopped visiting the Laugharne surgery i found it very difficult to dicuss her health needs face to face with someone. Yes the nurse that were based there did their best to help in every way possible and with out them i would have been lost, but as for getting to a Doctor it was like they were hiding behind a wall, and i felt they were not interested, a meeting face to face would have showed them i was not coping. I know there are other people in the position i was then , Please keep Laugharne surgery open it is an important life line.

Anonymous

11/22/2023 04:27 PM

Yes support and treatment for the disabled

Anonymous

11/22/2023 05:31 PM

Yes you only close the surgery to save money not any other reason and if the people can't get to stclears not your problem?

Anonymous

11/22/2023 06:33 PM

Transport issue unable to get to st Clears, cost of transport, times of appointments to suit. Cannot walk very much

Anonymous

11/22/2023 06:54 PM

See comments already recorded.

Anonymous

11/22/2023 09:54 PM

Getting an appointment in St Clears,is fascial, you phone at 8.00amwait 20 minutes, and all the appointment are gone. What is it going to be like with all the property's going up in St Clears, Laugharne and Pending. We Need Laugharne surgery to stay open.

Anonymous

11/23/2023 03:20 PM

Yes, older people in the community, including myself. The demographics in the area have changed and now there are a significantly older number of people, mainly retired, than was the case when my children were growing up in the 1970s and 80s. Poor public transport links particularly affect the older generation.

Anonymous

11/23/2023 04:09 PM

Laugharne is growing and the number of pensioners is increasing. The figures put forward by The Coach and Horses are not representative of who would use the surgery if it was offered and was fully functioning. The figures for use should be looked at pre pandemic not taken from when the surgery is not fully functioning. They have run it down and now say it's not used but 25% of the users of The Coach and Horses actually live nearer Laugharne. Hywel Dda

health board should be working toward ensuring that in this day and age there is less dependency on the private car and less miles travelled.

Anonymous

11/23/2023 07:34 PM

The closure would largely effect those who cannot drive. Taxis are too expensive, bus service incompatible with appointments. Not everyone has someone to take them. The new developments in Laugharne will add over 120 people into the Laugharne Community. This will put even more pressure on getting appointments etc . We need more service not less.

Anonymous

11/24/2023 03:38 PM

Older people or those with a disability not being able to get to Coach & Horses surgery or having to rely on someone to take them.

Anonymous

11/26/2023 09:41 PM

Older people. Those with mental health problems. Chronic health conditions. Those unable to drive. People who care about the environment and the future plans the assembly gov is making.

Anonymous

11/27/2023 09:47 AM

The population is ageing meaning we will likely be placing greater demand on our GP practices. There is a growing number of housing developments in and beyond Laugharne adding to the demand for health services. We should be cutting down on traffic passing through our township for all the obvious reasons. It seems perverse to require people to travel further for a busier practice. Surely the only sensible option is to bring the service to the people rather than require them make unnecessary car journeys or hope that public transport will be available at the time they need it to attend last minute appointments.

Anonymous

11/28/2023 07:58 AM

The closure for pure financial games based on spurious excuses is going to have a large effect on the community. They site staffing problems but the doctors only work part time and choose to do locum work elsewhere presumably for personal financial gain. The doctors already seem to have made their decision during covid and the surgery has not been operational for a few years. IT is interesting that the site in question was purchased by three of the doctors in the practice who I am sure are set to make a substantial amount of money when the site is sold should it cease to be a surgery. The community care should come first not dodgy deals for profit made by individual doctors.

Anonymous

11/28/2023 12:26 PM

Lack of public transport and the length of time having to wait for said transport. With regular appointments taxis are out of the question due

to cost.

Anonymous

11/28/2023 03:14 PM

I would assume that the proposed changes re Laugharne Surgery will affect the elderly who often have a number of health issues more than others. Also people living in Laugharne or close to Laugharne who cannot drive or do not have access to transport for a variety of reasons will be badly affected. Basically the more you actually need the Doctors Surgery and the worse your health is the more you will be inconvenienced which sounds and is completely wrong. How can this be interpreted as bringing more health solutions into the local community to allow people to cope with illness at home.

Anonymous

11/28/2023 05:09 PM

Given that the public transport frequency and timing from Laugharne/Pendine is inadequate and the cost of taxis prohibitive i feel that it is a barrier to primary healthcare for some which has a knock on effect of either overuse of home visits by GPs or district nurses, or worse still will deter certain people who are unwell from seeking early intervention of serious illness putting additional strain on the NHS in the longer term. I feel that this proposal is detrimental to the wellbeing of the Community, lacks any evidence of patient care and, whilst possibly resulting in modest cost saving for the practice, has clear potential to significantly increase costs for HDUHB and the NHS overall.

Anonymous

11/28/2023 06:17 PM

See previous comments

Anonymous

11/28/2023 07:51 PM

The public transport to St Clairs is poor, with one bus every two hours. This leaves people without access to a car extremely isolated with their healthcare. My elderly parents live in Llanmiloe and struggle to attend appointments in St Clairs.

Anonymous

11/29/2023 01:52 PM

Women with childcare and eldercare responsibilities because they will have to potentially take more time off work to drive child and/or elderly relatives to GP appointments in St Clears rather than Laugharne and it will be more expensive to access GPs as there will be an extra cost to drive to St Clears instead of accessing GP facilities in Laugharne.

Anonymous

11/30/2023 09:07 AM

This proposal significantly affects people already disadvantaged in society further marginalising them

Anonymous

12/01/2023 06:57 AM

The population in our area is significantly elderly, many who are only comfortable with driving short distances if they still drive, many with mobility or cognitive issues. I am concerned about how they will receive the medical care they need if they are living on their own or unable to travel independently. Unfortunately taxis are not an option for many due to the high cost.

Anonymous

12/01/2023 02:47 PM

Further travel and further reduction in healthcare in the community especially with mental health issues and transport

Anonymous

12/02/2023 03:40 PM

The closure of Laugharne surgery would definitely affect people in the older age brackets, also the physically impaired, people without transport or family/friends to assist and to be honest the whole community at large. If the surgery was to shut I feel it is a terrible indictment on our 'caring' society.

Anonymous

12/03/2023 09:25 AM

Mobility issues in the rural areas is a real issue that is not solved by the public transport services. A rural "taxi" service for patients of the surgery would be a really big help to people who currently have to rely on the goodwill of others to get them to the surgery.

Anonymous

12/06/2023 11:47 AM

Negative impact on the increasingly ageing population in and around Laugharne. New builds in all areas means an increase in population all round. This would necessitate the need for a GP surgery for the increasing numbers joining our community. Closure is based on a criteria from 2020 we are just on the verge of entering 2024 and so much has changed. The criteria may need to be revisited and revised based on the increase in population and ageing population. Transport system has declined over the years and would not be sufficient. Patients would need to coincide times of travel with appointment times - this would be next to impossible with the current appointment system. Taxis are expensive even for short journeys and not all members of the community have access to their own vehicle. Some patients are too elderly to drive or have had to lose their car due to the cost of living. Having a surgery embedded in the community allows people independence. Removing the facility removes independence for many. This is also, a popular holiday destination. Having a GP surgery close-by offers reassurance.

Anonymous

12/06/2023 11:40 PM

I'm retired, with several chronic medical conditions, and rely on my care providers to transport me to medical appointments. The closure of this surgery will necessitate longer travel times and may also cause delays in accessing medical care due to more limited

resources.

Optional question (96 response(s), 114 skipped)

Question type: Essay Question

Event Evaluation
 Laugharne Branch Surgery Drop in Event
 6 February 2024

1. How did you find out about the event?



Other:

- Community press
- Email from Community Member
- Email
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook
- Facebook, Word of Mouth
- Facebook, Word of Mouth, Email
- Friend
- Health Board

- Laugharne Newsletter
- Local newsletter
- Local newsletter
- Local newsletter
- Newsletter, email
- Newsletter
- Newsletter
- Newspaper
- Newspaper
- Newspaper
- Newspaper, Word of Mouth
- Newspaper, Word of Mouth
- Newspaper, Word of Mouth, Facebook
- Town Councillor
- Township Council
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- Word of Mouth, Facebook
- Word of Mouth, Facebook
- Word of Mouth, Facebook, Community Groups
- Word of Mouth, Facebook, Council
- Word of Mouth, Facebook, Newsletter Laugharne
- Word of Mouth, Facebook, X (Twitter)
- Word of Mouth, local newsletter
- Word of Mouth, Newsletter
- Word of Mouth, newsletter

2. The venue of the event was:

Excellent	37
Very Good	28
Good	10
Poor	0
Very poor	0



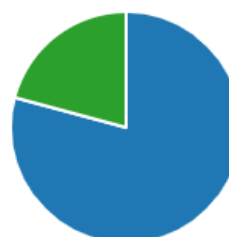
3. The event was:

Excellent	28
Very Good	25
Good	20
Poor	0
Very poor	0



4. My opinions were valued:

Yes	57
No	0
Don't know	15



5. Please let us know how we can improve future events:

- Llais at every table. Good to have note taking
- Overall very good - no significant improvement necessary
- We were listened to
- We were listened to
- Well-advertised, well run. Clear and unequivocal expert advice and guidance
- Many thanks for all your considerations and interest
- The bus is only two hours
- Listen more to the community
- No improvements. Totally professional
- Improve communications between surgeries and public
- Staff appeared to be listening to my views
- This was very well run
- Very useful to have event like this
- Felt listened to and concerns were taken on board. thank you
- It was very well runs with very accessible personnel. Very different from the las time. thank you
- Was pleased headsets were available for hard of hearing
- This event was satisfactory with hopeful positive outcome
- Better knowledge of the particular surgery this is being discussed
- it was ok

6. Please tell the university health board anything that is important to you

- Continued primary healthcare in Laugharne
- Ageing population in the area requires additional resources. Poor transport links to get to St Clears, Environmental costs, and cost of transport
- Some sort of service in Laugharne surgery e.g. bloods, diabetes clinic or part time GP
- Improve doctor patient ratio in a rapidly increasing population in the catchment area
- Please keep Laugharne Surgery open for the patients
- There needs to be more funding for the NHS
- The convenience of the surgery in Laugharne for the patients
- We are worried that services being withdrawn from Laugharne would leave us with a less robust community in a time when we should be ensuring more sustainability locally. It will leave some people unable to access health services as there is no public transport system compatible with surgery hours. If staffing levels in the practice are unchanged why are we looking to reduce the service?
- Keeping service open for the township in Laugharne. With growing elderly population and new developments putting extra strain of St Clears if Laugharne closes.
- Provision of health care closer to home - an excellent vision / mission

- I have special needs and my family live too far from Laugharne and I need to find help to get me to the surgery in Laugharne especially if my family are ill or busy.
- The Township needs to keep the surgery
- In my view it is important to maintain Laugharne surgery for the benefit of the local population, many elderly who struggle to travel to St Clears
- Keeping Laugharne open would be assistance to the community
- Keep Laugharne Surgery open would relieve St Clears of minor treatments, blood tests, blood pressure, bandaging wounds and related treatments. Therefore keeping Laugharne open is very important
- Saving the surgery
- A better bus service one every two hours but hourly during surgery hours. Why are the practice doctors so reluctant to hold surgeries in Laugharne? Laugharne Surgery's survival is paramount to the whole community of Laugharne, Pendine, Llanmiloe etc etc
- We feel there is an urgent need to keep Laugharne Surgery open
- We feel there is a need to keep the surgery open
- Travel costs
- I feel that the health board should make efforts to keep Laugharne Surgery open as the local population is increasing with a large elderly population
- Worried about Laugharne Surgery closing of course
- Very important for the surgery to stay open in Laugharne for every inhabitant in Laugharne
- Please do not close Laugharne
- Thank you for another chance to discuss this issue and cover new ground. There is a huge concern about the accessibility of GP appointments now with e-consults being withdrawn. Rural areas need a different measure if efficiency to others and some help with community patient transport is essential in future
- Retaining the surgery in Laugharne
- Keep Laugharne Surgery open
- Surgery to open
- Surgery back
- Clinic services may be more important than doctors surgeries because of frequency of need
- I am 88 and if Laugharne surgery closed I would need transport to go to St Clears with Country Cars not going now, transport would be very difficult. I live in Llansadurnen
- I am very concerned about the possible loss of the Laugharne Surgery so glad we had a second meeting
- Concerns re closure:
Transport - public transport very poor, pollution from travel. Local population is growing (Laugharne, Llanmeilo, Pendine). Older Population.
Online services e.g. video consultations / send photo not suitable for many.
Little/ no consultation in St Clears. Huge pressure on existing services and staff

Hywel Dda University Health Board Equality Impact Assessment (EqIA)

Please note:

Equality Impact Assessments (EqIA) are used to support the scrutiny process of procedures / proposals / projects by identifying the impacts of key areas of action before any final decisions or recommendations are made.

It is recognised that certain proposals or decisions will require a wider consideration of potential impacts, particularly those relating to service change or potential major investment. For large scale projects and strategic decisions please consult the Health Board's Equality and Health Impact Assessment Guidance Document and associated forms.

The completed Equality Impact Assessment (EqIA) must be:

- Included as an appendix with the cover report when the strategy, policy, plan, procedure and/or service change is submitted for approval.
- Published on the UHB intranet and internet pages as part of the consultation (if applicable) and once agreed.

For in-house advice and assistance with Assessing for Impact, please contact:-

Email: Inclusion.hdd@wales.nhs.uk

Tel: 01554 899055

Form 1: Overview

1.	What are you equality impact assessing?	The impact on registered patients on the proposed closure of Laugharne Surgery, Wogan Street, Laugharne and the relocation of the remaining General Medical Services to Coach & Horses Surgery, Pentre Road, St Clears (main site),
2.	Brief Aims and Description	Coach & Horses Surgery is located in St Clears and we currently have xxxx registered patients and it forms part of the 2T's Cluster. Our branch surgery in Wogan Street, Laugharne is located approximately four miles from our main site in St Clears. Laugharne Surgery was closed from April 2020 during the pandemic and reopened following the relaxation of the GMS contract back in October 2021. Since this time we have been unable to offer GP sessional surgeries at the site and have mainly used the site for Phlebotomy Clinics and Chronic Disease Management clinics together with administration of the flu and COVID vaccines in the Winter of 2022. The Branch operates for a minimum of 20 hours per week however at times this has been, due to unforeseen workforce pressures, extremely difficult to sustain. An application to close the Laugharne Surgery was formally received from the Coach & Horses Surgery on 15th September 2023. The reasons cited for the application are concerns around sustainability due to a decreasing workforce, ensuring that we prioritise the presence of staff in the main site to ensure the safety of our patients and manage urgent care demand coupled with the need to exclude lone working at our Branch Site. The aim is to embed the EqIA into the Health Board process to ensure a 'patient centred approach that values the criteria of fairness and equality and compliance with public sector duties for race, gender and disability equality'.

3.	Who is involved in undertaking this EqIA?	Liz Murcott – Practice Manager Dr's G Edwards and Partners
4.	Is the Policy related to other policies/areas of work?	Yes – Health Board Process for Considering Branch Surgery Closure Applications.
5.	Who will be affected by the strategy / policy / plan / procedure / service? (Consider staff as well as the population that the project / change may affect to different degrees)	Laugharne residents who are users of the Branch Practice Neighbouring Practices, namely Myddygfa Taf in Whitland Local Pharmacy owned by Susan Siggary.
6.	What might help/hinder the success of the Policy?	HB process to assess the application and make a determination. Public Engagement Process Mitigations recognising the challenges that would be experienced by patients.

Form 2: Human Rights

Human Rights: The Human Rights Act contains 15 Articles (or rights), all of which NHS organisations have a duty to act compatibly with and to respect, protect and fulfil. The 6 rights that are particularly relevant to healthcare are listed below.

Depending on the Policy you are considering, you may find the examples below helpful in relation to the Articles.

Consider, is the Policy relevant to:	Yes	No
Article 2 : The right to life Example: The protection and promotion of the safety and welfare of patients and staff; issues of patient restraint and control		X
Article 3 : The right not be tortured or treated in an inhuman or degrading way Example: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; Issues of patient restraint and control		X
Article 5 : The right to liberty Example: Issues of patient choice, control, empowerment and independence; issues of patient restraint and control	X	
Article 6 : The right to a fair trial Example: issues of patient choice, control, empowerment and independence	X	
Article 8 : The right to respect for private and family life, home and correspondence; Issues of patient restraint and control Example: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; the right of a patient or employee to enjoy their family and/or private life		X
Article 11 : The right to freedom of thought, conscience and religion Example: The protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers	X	

How will the strategy, policy, plan, procedure and/or service impact on:-	Positive	Negative	No impact	Potential positive and / or negative impacts Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.	Opportunities for improvement / mitigation If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.
Age Is it likely to affect older and younger people in different ways or affect one age group and not another?		X		Older population – further to travel to alternative GP branch. More likely to have more complex health issues / mobility problems.	As no GP sessional time has been available since April 2020, older population are already travelling further to see GP.
Disability Those with a physical disability, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes	X			An Access Audit carried out by Oakleaf Surveying Ltd in December 2021 highlighted £26,000 of remedial work need to be carried out at Laugharne Surgery to meet standards as laid down by the Equality Act 2010. In contrast to this at our main site we recently invested over £370,000 of work at our main site to compile with the Equality Act 2010 which includes an automatic control front door system. We also have a call button outside for those patients requiring assistance to enter the building. Reception has a hearing loop installed on both sites and large print is available for our visually impaired patients. Our reception desk has been designed with wheelchairs users in mind, with one section being lowered for easy access to the Reception staff.	
Gender Reassignment Consider the potential impact on individuals who either:			X		

•Have undergone, intend to undergo or are currently undergoing gender reassignment. •Do not intend to undergo medical treatment but wish to live in a different gender from their gender at birth.					
Marriage and Civil Partnership This also covers those who are not married or in a civil partnership.			X		

Form 3 Gathering of Evidence and Assessment of Potential Impact

Pregnancy and Maternity Maternity covers the period of 26 weeks after having a baby, whether or not they are on Maternity Leave.			X	No changes to any clinics - Health visitor uses an office at our main site.	
Race/Ethnicity or Nationality People of a different race, nationality, colour, culture or ethnic origin including non-English / Welsh speakers, gypsies/travellers, asylum seekers and migrant workers.			X		Need to communicate any changes to accessing services to people who do not speak English or Welsh. Ensure access to Interpretation Services
Religion or Belief (or non-belief) The term 'religion' includes a religious or philosophical belief.			X		
Sex Consider whether those affected are mostly male or female and where it applies to both equally does it affect one differently to the other?			X		
Sexual Orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.			X		
Socio-economic Deprivation Consider those on low income, economically inactive, unemployed or unable to work due to ill-health. Also consider people living in areas known to		X		Car parking charges at pay and display car park Cost of extra fuel / public transport for those who need to travel further.	

exhibit poor economic and/or health indicators and individuals who are unable to access services and facilities. Food / fuel poverty and personal or household debt should also be considered. For a comprehensive guide to the Socio Economic Duty in Wales and supporting resource please see: https://gov.wales/more-equal-wales-socio-economic-duty					
Welsh Language Please note opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.	X			Our current Receptionist at the Branch site does not speak Welsh however we have several Welsh speaking Receptionists including our Reception Supervisor at our main site. All directional signage is bilingual. We have a fluent Welsh speaking GP at the main site for those who wish to conduct their consultation in Welsh.	

Form 4: Examine the Information Gathered So Far

1.	Do you have adequate information to make a fully informed decision on any potential impact?	Yes - Our decision will be based on information which has been supplied to us.
2.	Should you proceed with the Policy whilst the EqlA is ongoing?	The EqlA is forming part of the decision of the proposal
3.	Does the information collected relate to all protected characteristics?	Yes – there would be no impact on some of the protected characteristics.
4.	What additional information (if any) is required?	None.
5.	How are you going to collect the additional information needed? State which representative bodies you will be liaising with in order to achieve this (if applicable).	N/A

Form 5: Assessment of Scale of Impact

This section requires you to assign a score to the evidence gathered and potential impact identified above. Once this score has been assigned the Decision column will assist in identifying the areas of highest risk, which will allow appropriate prioritisation of any mitigating action required.

Protected Characteristic	Evidence: Existing Information to suggest some groups affected. (See Scoring Chart A below)	Potential Impact: Nature, profile, scale, cost, numbers affected, significance. Insert one overall score (See Scoring Chart B below)	Decision: Multiply 'evidence' score by 'potential impact' score. (See Scoring Chart C below)
Age	2	-2	-4 Medium impact
Disability	3	3	3 positive impact
Sex	1	0	0 no impact
Gender Reassignment	1	0	0 no impact
Human Rights	1	0	0 no impact
Marriage and Civil Partnership	1	0	0 no impact
Pregnancy and Maternity	1	0	0 no impact
Race/Ethnicity or Nationality	1	0	0 no impact
Religion or Belief	1	0	0 no impact
Sexual Orientation	1	0	0 no impact
Socio-economic Deprivation	2	-2	-4 medium impact
Welsh Language	2	3	6 positive impact

Scoring Chart A: Evidence Available	
3	Existing data/research
2	Anecdotal/awareness data only
1	No evidence or suggestion

Scoring Chart B: Potential Impact	
-3	High negative
-2	Medium negative
-1	Low negative
0	No impact
+1	Low positive
+2	Medium positive
+3	High positive

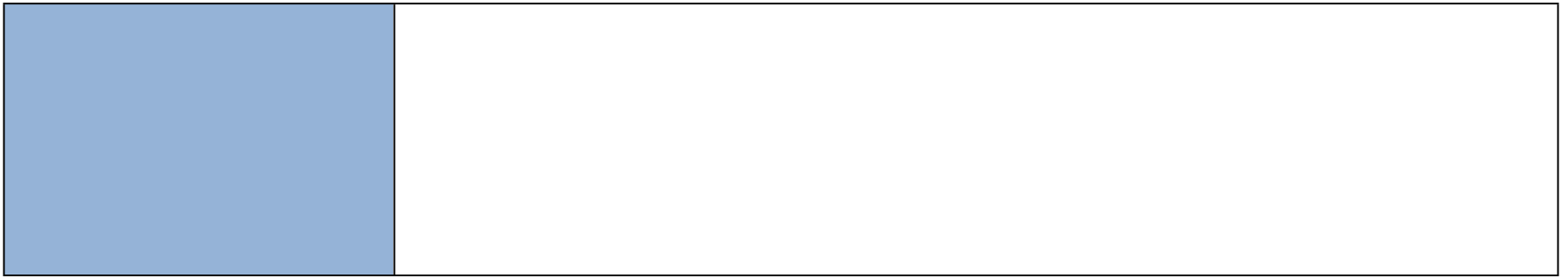
Scoring Chart C: Impact	
-6 to -9	High Impact (H)
-3 to -5	Medium Impact (M)
-1 to -2	Low Impact (L)
0	No Impact (N)
1 to 9	Positive Impact (P)

Form 6 Outcome

You are advised to use the template below to detail the outcome and any actions that are planned following the completion of EqIA. You should include any remedial changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or undertake further research.

Will the Policy be adopted?	Final decision to be made at panel
If No please give reasons and any alternative action(s) agreed.	As above
Have any changes been made to the policy/ plan / proposal / project as a result of conducting this EqIA?	As above

What monitoring data will be collected around the impact of the plan / policy / procedure once adopted? How will this be collected?	As above
When will the monitoring data be analysed? Who will be responsible for the analysis and subsequent update of the impact assessment as appropriate?	As above
Where positive impact has been identified for one or more groups please explain how this will be maximised?	Positive impact to both those with a physical disability and Welsh speakers as current Branch site does not comply with Equality Act 2010 and the workforce at the main site has numerous Welsh speaking Receptionists and clinical staff.
Where the potential for negative impact on one of more group has been identified please explain what mitigating action has been planned to address this. If negative impact cannot be mitigated and it is proposed that HDUHB move forward with the plan / project / proposal regardless, please provide suitable justification.	Final decision to be made at Panel Negative impacts may become null and void depending on outcome at Panel.



Form 7 Action Plan

Actions (required to address any potential negative impact identified or any gaps in data)	Assigned to	Target Review Date	Completion Date	Comments / Update
Await outcome of panel decision				

EqIA Completed by:	Name	Liz Murcott
	Title	Practice Manager
	Team / Division	GP Surgery
	Contact details	Liz.murcott@wales.nhs.uk
	Date	06.09.2023
EqIA Authorised by:	Name	
	Title	
	Team / Division	
	Contact details	
	Date	

Hywel Dda University Health Board
Equality Impact Assessment (EqIA) for Laugharne Surgery

Form 1: Overview

1.	What are you equality impact assessing?	This EqIA assesses the potential impact of changes if the application from Coach and Horses Surgery in St Clears is approved to close their Branch Surgery in Laugharne which is currently contracted to deliver 20 hours of General Medical Services (GMS)
2.	Brief Aims and Description	In September 2023, the GP Partnership at Coach and Horses Surgery in St Clears submitted an application to close their branch in Laugharne. Coach and Horses Surgery is located in St Clears and is part of the 2T's (Tywi and Taf) Cluster. As of 1st October 2023 it had it had 7,253 registered patients making it the fourth largest practice out of 8 Practices within the Cluster. Of these 7,253 patients, 2259 (31.14% of total patient register) live in the Laugharne Township Ward . St Clears, Pentre Road is open 8.00am to 6.00pm with the telephones manned until 6.30pm daily Monday to Friday. The practice, whilst experiencing a steadily declining patient population between January 2013 and October 2020 is now experiencing a steady increase in it's patient population.
3.	Who is involved in undertaking this EqIA?	Head of GMS (Contracting), Primary Care Team

4.	Is the Policy related to other policies/areas of work?	Yes – Hywel Dda University Health Board has a Process for Considering Branch Surgery Closure Application.
5.	Who will be affected by the strategy / policy / plan / procedure / service? (Consider staff as well as the population that the project / change may affect to different degrees)	Patients registered with the Practice who live in or around the Laugharne Township ward and surrounding areas, local stakeholders including neighbouring GMS Practices, other Primary Care Contractors and staff at the Practice.
6.	What might help/hinder the success of the Policy?	The policy itself is used to make a decision on the application, there is no success or failure per se – the process is used to determine the outcome of a contractual application to close a branch surgery.

Form 2: Human Rights

Human Rights: The Human Rights Act contains 15 Articles (or rights), all of which NHS organisations have a duty to act compatibly with and to respect, protect and fulfil. The 6 rights that are particularly relevant to healthcare are listed below.

Depending on the Policy you are considering, you may find the examples below helpful in relation to the Articles.

Consider, is the Policy relevant to: ✓	Yes	No
Article 2 : The right to life Example: The protection and promotion of the safety and welfare of patients and staff; issues of patient restraint and control		X
Article 3 : The right not be tortured or treated in an inhuman or degrading way Example: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; Issues of patient restraint and control		X
Article 5 : The right to liberty Example: Issues of patient choice, control, empowerment and independence; issues of patient restraint and control		X
Article 6 : The right to a fair trial Example: issues of patient choice, control, empowerment and independence		X

Article 8 : The right to respect for private and family life, home and correspondence; Issues of patient restraint and control Example: Issues of dignity and privacy; the protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers; the right of a patient or employee to enjoy their family and/or private life		X
Article 11 : The right to freedom of thought, conscience and religion Example: The protection and promotion of the safety and welfare of patients and staff; the treatment of vulnerable groups or groups that may experience social exclusion, for example, gypsies and travellers		X

How will the strategy, policy, plan, procedure and/or service impact on:-	Positive	Negative	No impact	Potential positive and / or negative impacts	Opportunities for improvement / mitigation																																																																																																																																							
				Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.	If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.																																																																																																																																							
Age Is it likely to affect older and younger people in different ways or affect one age group and not another?		X		<table><tr><th colspan="9">Population Data</th></tr><tr><th>County</th><th colspan="2">Carms</th><th colspan="2">Cere</th><th colspan="2">Pembs</th><th colspan="2">Total</th></tr><tr><th>Age</th><th>Value</th><th>%</th><th>value</th><th>%</th><th>value</th><th>%</th><th>value</th><th>%</th></tr><tr><td>Total: All usual residents</td><td>187,895</td><td>100</td><td>71,468</td><td>100</td><td>123,366</td><td>100</td><td>382,729</td><td>100.0</td></tr><tr><td>Aged 4 years and under</td><td>9,057</td><td>4.8</td><td>2,706</td><td>3.8</td><td>5,586</td><td>4.5</td><td>17,349</td><td>4.4</td></tr><tr><td>Aged 5 to 9 years</td><td>10,274</td><td>5.5</td><td>3,288</td><td>4.6</td><td>6,731</td><td>5.5</td><td>20,293</td><td>5.2</td></tr><tr><td>Aged 10 to 15 years</td><td>13,080</td><td>7</td><td>4,087</td><td>5.7</td><td>8,494</td><td>6.9</td><td>25,661</td><td>6.5</td></tr><tr><td>Aged 16 to 19 years</td><td>7,799</td><td>4.2</td><td>4,129</td><td>5.8</td><td>4,890</td><td>4</td><td>16,818</td><td>4.7</td></tr><tr><td>Aged 20 to 24 years</td><td>8,821</td><td>4.7</td><td>6,366</td><td>8.9</td><td>5,621</td><td>4.6</td><td>20,808</td><td>6.1</td></tr><tr><td>Aged 25 to 34 years</td><td>20,692</td><td>11</td><td>7,106</td><td>9.9</td><td>12,907</td><td>10.5</td><td>40,705</td><td>10.5</td></tr><tr><td>Aged 35 to 49 years</td><td>31,801</td><td>16.9</td><td>10,145</td><td>14.2</td><td>19,459</td><td>15.8</td><td>61,405</td><td>15.6</td></tr><tr><td>Aged 50 to 64 years</td><td>40,905</td><td>21.8</td><td>15,256</td><td>21.3</td><td>27,335</td><td>22.2</td><td>83,496</td><td>21.8</td></tr><tr><td>Aged 65 to 74 years</td><td>24,605</td><td>13.1</td><td>9,942</td><td>13.9</td><td>17,444</td><td>14.1</td><td>51,991</td><td>13.7</td></tr><tr><td>Aged 75 to 84 years</td><td>15,246</td><td>8.1</td><td>6,095</td><td>8.5</td><td>10,855</td><td>8.8</td><td>32,196</td><td>8.5</td></tr><tr><td>Aged 85 years and over</td><td>5,615</td><td>3</td><td>2,348</td><td>3.3</td><td>4,044</td><td>3.3</td><td>12,007</td><td>3.2</td></tr></table>	Population Data									County	Carms		Cere		Pembs		Total		Age	Value	%	value	%	value	%	value	%	Total: All usual residents	187,895	100	71,468	100	123,366	100	382,729	100.0	Aged 4 years and under	9,057	4.8	2,706	3.8	5,586	4.5	17,349	4.4	Aged 5 to 9 years	10,274	5.5	3,288	4.6	6,731	5.5	20,293	5.2	Aged 10 to 15 years	13,080	7	4,087	5.7	8,494	6.9	25,661	6.5	Aged 16 to 19 years	7,799	4.2	4,129	5.8	4,890	4	16,818	4.7	Aged 20 to 24 years	8,821	4.7	6,366	8.9	5,621	4.6	20,808	6.1	Aged 25 to 34 years	20,692	11	7,106	9.9	12,907	10.5	40,705	10.5	Aged 35 to 49 years	31,801	16.9	10,145	14.2	19,459	15.8	61,405	15.6	Aged 50 to 64 years	40,905	21.8	15,256	21.3	27,335	22.2	83,496	21.8	Aged 65 to 74 years	24,605	13.1	9,942	13.9	17,444	14.1	51,991	13.7	Aged 75 to 84 years	15,246	8.1	6,095	8.5	10,855	8.8	32,196	8.5	Aged 85 years and over	5,615	3	2,348	3.3	4,044	3.3	12,007	3.2	Consideration could be given to how some patients would need to be supported to access the main branch of the surgery which is 4.2 miles further away from the branch surgery. Explore opportunities for developing community based transport solutions.
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			All three regions that comprise the Hywel Dda area have seen an increase in the average age of their population between the last two population censuses, Ceredigion (has seen an increase by 5 years to 47), Pembrokeshire (increase by 3 years to 48) and Carmarthenshire (increase by 2 years to 42). The number of people aged 75 and over increased by around 19% between 2009 and 2020. This trend is expected to continue. Between 2020 and 2032 across Wales the number of people aged 75 and over is forecast to grow by a further 27%. (Source: Audit Wales 2023) This increasingly older population will have further to travel to the Main Surgery Site - more likely to have complex Health Issues and/or mobility challenges. Patients could potentially have the additional challenge of having a relative, friend or carer to attend the GP practice. Older people, especially when travelling longer distances for their appointments, or relying on scarce public transport options could potentially miss mealtimes and regular drinks, and are more susceptible to low blood sugar and an increased risk of dehydration and urinary tract infection.																															
Disability Those with a physical disability, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes	X		Population Data <table><tr><th></th><th>Carms</th><th>Cere</th><th>Pembs</th><th>Total</th></tr><tr><td>Disabled under the Equality Act: Day-to-day activities limited a lot</td><td>21225</td><td>6686</td><td>12522</td><td>40463</td></tr><tr><td>Disabled under the Equality Act: Day-to-day activities limited a little</td><td>21897</td><td>8951</td><td>14651</td><td>45499</td></tr><tr><td></td><td>43152</td><td>15637</td><td>27173</td><td>85,963</td></tr><tr><td>Total population</td><td>187,895</td><td>71,468</td><td>123,366</td><td>382,729</td></tr><tr><td>Percentage of population with a disability</td><td>23%</td><td>22%</td><td>22%</td><td>22%</td></tr></table>		Carms	Cere	Pembs	Total	Disabled under the Equality Act: Day-to-day activities limited a lot	21225	6686	12522	40463	Disabled under the Equality Act: Day-to-day activities limited a little	21897	8951	14651	45499		43152	15637	27173	85,963	Total population	187,895	71,468	123,366	382,729	Percentage of population with a disability	23%	22%	22%	22%	Consideration could be given to how some patients would need to be supported to access the main branch of the surgery which is 4.2 miles further away from the branch surgery. It was ensured that staff were available during the drop-in event to support patients with
	Carms	Cere	Pembs	Total																														
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				Patients in this group may struggle with changes in the location of services (if travelling further than they already do) or changes in model of care or the team delivering services. Patients in this group are more likely to find it hard to visit a different location, sit in busy waiting rooms, access appropriate and affordable methods of transport and have difficulty walking to and from bus stops.	completing the questionnaire where necessary. The applicant could consider appropriate virtual clinics of certain conditions. Phone calls to patients who are unable to read appointment letters can be requested (providing that this information is made available when booking appointments) Patient leaflets and information are available through the health board in easy read documents should patients have difficulties in reading the documents. Patients who are Deaf can request specific interpreters though the information and translation services offered to the Practice by the health board.
Gender Reassignment Gender Reassignment			X	In Carmarthenshire, 0.32% of people reported identifying with a gender different from the sex registered at birth - Gender identity - Census Maps, ONS	Any patients would continue to receive the service from the existing site in St Clears as it has never been provided from Laugharne Branch Surgery.

Consider the potential impact on individuals who either: •Have undergone, intend to undergo or are currently undergoing gender reassignment. •Do not intend to undergo medical treatment but wish to live in a different gender from their gender at birth.			Population Data <table><tr><td>Gender identity different from sex registered at birth but no specific identity given</td><td>210</td><td>0.1</td><td>84</td><td>0.1</td><td>121</td><td>0.1</td><td>415</td><td>0.1</td></tr><tr><td>Trans woman</td><td>93</td><td>0.1</td><td>73</td><td>0.1</td><td>58</td><td>0.1</td><td>224</td><td>0.1</td></tr><tr><td>Trans man</td><td>90</td><td>0.1</td><td>62</td><td>0.1</td><td>66</td><td>0.1</td><td>218</td><td>0.1</td></tr><tr><td>Non-binary</td><td>60</td><td>0</td><td>143</td><td>0.2</td><td>40</td><td>0</td><td>243</td><td>0.1</td></tr><tr><td>All other gender identities</td><td>38</td><td>0</td><td>66</td><td>0.1</td><td>32</td><td>0</td><td>136</td><td>0.0</td></tr></table> Laugharne Branch Surgery does not deliver the Transgender Local Enhanced Service (LES) to their patients from the Laugharne Branch Surgery	Gender identity different from sex registered at birth but no specific identity given	210	0.1	84	0.1	121	0.1	415	0.1	Trans woman	93	0.1	73	0.1	58	0.1	224	0.1	Trans man	90	0.1	62	0.1	66	0.1	218	0.1	Non-binary	60	0	143	0.2	40	0	243	0.1	All other gender identities	38	0	66	0.1	32	0	136	0.0	
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Marriage and Civil Partnership This also covers those who are not married or in a civil partnership.		X	Population Data In Carmarthenshire, 32.4% of people never married or registered a civil partnership, against 47.3% of people who are married or on a civil partnership. The remaining 20.3% either had their legal partnership status dissolved, are separated or are surviving their partner. How life has changed in Carmarthenshire: Census 2021 (ons.gov.uk) In Ceredigion, 38.7% of people never married or registered a civil partnership, against 43.1% of people who are married or on a civil																																														

			partnership. The remaining 18.2% either had their legal partnership status dissolved, are separated or are surviving their partner. How life has changed in Ceredigion: Census 2021 (ons.gov.uk) In Pembrokeshire, 31.8% of people never married or registered a civil partnership, against 47.3% of people who are married or on a civil partnership. The remaining 21% either had their legal partnership status dissolved, are separated or are surviving their partner. How life has changed in Pembrokeshire: Census 2021 (ons.gov.uk) There would be no impact on marriage and civil partnership if the branch Surgery were to close.	
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Form 3 Gathering of Evidence and Assessment of Potential Impact

How will the strategy, policy, plan, procedure and/or service impact on:-	Positive	Negative	No impact	Potential positive and / or negative impacts Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.	Opportunities for improvement / mitigation If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.																																													
Pregnancy and Maternity Maternity covers the period of 26 weeks after having a baby, whether or not they are on Maternity Leave.		X		In the event of a dispersal of a Branch Closure, women who are pregnant may need to travel further for services. Being pregnant can impact on the ease of access the services and treatments, due to the number of appointments a pregnant woman may have to attend across different services, in the first instance, and the impact certain treatments may have on the foetus, in the latter, and need to access alternative treatments.																																														
Race/Ethnicity or Nationality People of a different race, nationality, colour, culture or ethnic origin including non-English / Welsh speakers, gypsies/travellers, asylum seekers and migrant workers.			X	Population Data <table><tr><th>County</th><th colspan="2">Carms</th><th colspan="2">Cere</th><th colspan="2">Pembs</th><th colspan="2">Total</th></tr><tr><th>Ethnicity</th><th>Value</th><th>%</th><th>Value</th><th>%</th><th>Value</th><th>%</th><th>Value</th><th>%</th></tr><tr><td>Total: All usual residents</td><td>187,898</td><td>100</td><td>71,473</td><td>100</td><td>123,359</td><td>100</td><td>382,730</td><td>100</td></tr><tr><td>Asian, Asian British or Asian Welsh</td><td>2,321</td><td>1.2</td><td>1,096</td><td>1.5</td><td>1,159</td><td>0.9</td><td>4,576</td><td>1.2</td></tr><tr><td>Black, Black</td><td>455</td><td>0.2</td><td>366</td><td>0.5</td><td>244</td><td>0.2</td><td>1,065</td><td>0.3</td></tr></table>	County	Carms		Cere		Pembs		Total		Ethnicity	Value	%	Value	%	Value	%	Value	%	Total: All usual residents	187,898	100	71,473	100	123,359	100	382,730	100	Asian, Asian British or Asian Welsh	2,321	1.2	1,096	1.5	1,159	0.9	4,576	1.2	Black, Black	455	0.2	366	0.5	244	0.2	1,065	0.3	
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Religion or Belief (or non-belief) The term 'religion' includes a religious or philosophical belief.			X	Population Data <table><tr><td>County</td><td colspan="2">Carms</td><td colspan="2">Cere</td><td colspan="2">Pembs</td><td colspan="2">Total</td></tr><tr><td>Religion</td><td>Value</td><td>%</td><td>Value</td><td>%</td><td>Value</td><td>%</td><td>Value</td><td>%</td></tr><tr><td>Total: All usual residents</td><td>187,899</td><td>100</td><td>71,476</td><td>100</td><td>123,3630</td><td>100</td><td>382,738</td><td>100</td></tr><tr><td>No religion</td><td>83,409</td><td>44.4</td><td>30,749</td><td>43</td><td>52,998</td><td>43</td><td>167,1560</td><td>43.5</td></tr><tr><td>Christian</td><td>89,378</td><td>47.6</td><td>33,409</td><td>46.7</td><td>60,174</td><td>48.8</td><td>182,961</td><td>47.7</td></tr><tr><td>Buddhist</td><td>557</td><td>0.3</td><td>378</td><td>0.5</td><td>462</td><td>0.4</td><td>1,397</td><td>0.4</td></tr><tr><td>Hindu</td><td>419</td><td>0.2</td><td>158</td><td>0.2</td><td>161</td><td>0.1</td><td>738</td><td>0.2</td></tr><tr><td>Jewish</td><td>103</td><td>0.1</td><td>75</td><td>0.1</td><td>58</td><td>0</td><td>236</td><td>0.1</td></tr><tr><td>Muslim</td><td>1,026</td><td>0.5</td><td>515</td><td>0.7</td><td>587</td><td>0.5</td><td>2,128</td><td>0.6</td></tr><tr><td>Sikh</td><td>177</td><td>0.1</td><td>35</td><td>0</td><td>32</td><td>0</td><td>244</td><td>0.0</td></tr></table>					County	Carms		Cere		Pembs		Total		Religion	Value	%	Value	%	Value	%	Value	%	Total: All usual residents	187,899	100	71,476	100	123,3630	100	382,738	100	No religion	83,409	44.4	30,749	43	52,998	43	167,1560	43.5	Christian	89,378	47.6	33,409	46.7	60,174	48.8	182,961	47.7	Buddhist	557	0.3	378	0.5	462	0.4	1,397	0.4	Hindu	419	0.2	158	0.2	161	0.1	738	0.2	Jewish	103	0.1	75	0.1	58	0	236	0.1	Muslim	1,026	0.5	515	0.7	587	0.5	2,128	0.6	Sikh	177	0.1	35	0	32	0	244	0.0	The Practice, regardless of which site that services would be delivered from would accommodate patient's religious and spiritual beliefs and would be more than happy to recommend alternative formulations, brands or medications where appropriate to do so.
County	Carms		Cere		Pembs		Total																																																																																												
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				Other religion	1,127	0.6	677	0.9	746	0.6	2,550	0.7		Different cultural beliefs will be observed and respected accordingly.
				Not answered	11,703	6.2	5,480	7.7	8,145	6.6	25,328	6.8		
Sex Consider whether those affected are mostly male or female and where it applies to both equally does it affect one differently to the other?			X	County	Carms		Cere		Pembs		Total		There are male and female staff at the Main Site and where possible, if a patient requests a specific sex or gender of staff for their review, this will be provided. A chaperone can be present during examination on request.	
				Gender	Value	%	Value	%	Value	%	Value	%		
				All persons	187,897	100	71,475	100	123,360	100	382,732	100.0		
				Male	91,685	48.8	34,963	48.9	60,071	48.7	186,719	48.8		
				Female	96,212	51.2	36,512	51.1	63,289	51.3	196,013	51.2		
				Gender identity the same as sex registered at birth	144,924	93.2	55,874	91	95,794	93.4	296,592	92.5		
				Gender identity different from sex registered at birth but no specific identity given	210	0.1	84	0.1	121	0.1	415	0.1		
				Trans woman	93	0.1	73	0.1	58	0.1	224	0.1		
				Trans man	90	0.1	62	0.1	66	0.1	218	0.1		
				Non-binary	60	0	143	0.2	40	0	243	0.1		
				All other gender identities	38	0	66	0.1	32	0	136	0.0		
				There would be no impact on sex if the branch Surgery were to close.										

Sexual Orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.			X	Population Data					

				There would be no impact on sexual orientation if the branch Surgery were to close.																										
How will the strategy, policy, plan, procedure and/or service impact on:-	Positive	Negative	No impact	Potential positive and / or negative impacts Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.	Opportunities for improvement / mitigation If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.																									
Armed Forces Consider members of the Armed Forces and their families, whose health needs may be impacted long after they have left the Armed Forces and returned to civilian life. Also consider their unique experiences when accessing and using day-to-day public and private services compared to the general population. It could be through ‘unfamiliarity with civilian life, or frequent moves around the country and the subsequent difficulties in maintaining support networks, for example, members of the			X	Population Data <table><tr><th></th><th>Carms</th><th>Ceredigion</th><th>Pembs</th><th>Total</th></tr><tr><td>Previously served in the UK regular armed forces</td><td>5610</td><td>1851</td><td>4654</td><td>12115</td></tr><tr><td>Previously served in UK reserve armed forces</td><td>1334</td><td>537</td><td>930</td><td>2801</td></tr><tr><td>Previously served in both regular and reserve UK armed forces</td><td>336</td><td>137</td><td>248</td><td>721</td></tr><tr><td>Grand total</td><td>7280</td><td>2525</td><td>5832</td><td>15637</td></tr></table> It is not known how many patients are from the Armed Forces community.		Carms	Ceredigion	Pembs	Total	Previously served in the UK regular armed forces	5610	1851	4654	12115	Previously served in UK reserve armed forces	1334	537	930	2801	Previously served in both regular and reserve UK armed forces	336	137	248	721	Grand total	7280	2525	5832	15637	Some armed forces individuals are eligible for priority treatment, provided they adhere to the specific criteria as noted within the Welsh Government Armed Forces Covenant Armed Forces Covenant: annual report 2021 [HTML] GOV.WALES If their injury or illness is attributable to their military service, then they are eligible for priority treatment.
	Carms	Ceredigion	Pembs	Total																										
Previously served in the UK regular armed forces	5610	1851	4654	12115																										
Previously served in UK reserve armed forces	1334	537	930	2801																										
Previously served in both regular and reserve UK armed forces	336	137	248	721																										
Grand total	7280	2525	5832	15637																										

Armed Forces can find accessing such goods and services challenging.' For a comprehensive guide to the Armed Forces Covenant Duty and supporting resource please see: Armed-Forces-Covenant-duty-statutory-guidance			There would be no impact on the Armed Forces community if the branch Surgery were to close.																																																					
Socio-economic Deprivation Consider those on low income, economically inactive, unemployed or unable to work due to ill-health. Also consider people living in areas known to exhibit poor economic and/or health indicators and individuals who are unable to access services and facilities. Food / fuel poverty and personal or household debt should also be considered. For a comprehensive guide to the Socio-Economic Duty in Wales and supporting resource please see: https://gov.wales/more-	X	Population Data <table><tr><th rowspan="2"></th><th colspan="8">County</th></tr><tr><th colspan="2">Carms</th><th colspan="2">Ceredigion</th><th colspan="2">Pembs</th><th colspan="2">Totals</th></tr><tr><th>Economic Factor</th><th>Value</th><th>%</th><th>Value</th><th>%</th><th>Value</th><th>%</th><th>Value</th><th>%</th></tr><tr><td>Total: All usual residents aged 16 years and over</td><td>155,487</td><td>100</td><td>61,392</td><td>100</td><td>102,551</td><td>100</td><td>319,430</td><td>100.0</td></tr><tr><td>Economically active (excluding full-time students)</td><td>83,262</td><td>53.5</td><td>29,845</td><td>48.6</td><td>54,182</td><td>52.8</td><td>167,289</td><td>51.6</td></tr><tr><td>In employment</td><td>79,927</td><td>51.4</td><td>28,718</td><td>46.8</td><td>51,697</td><td>50.4</td><td>160,342</td><td>49.5</td></tr></table>		County								Carms		Ceredigion		Pembs		Totals		Economic Factor	Value	%	Value	%	Value	%	Value	%	Total: All usual residents aged 16 years and over	155,487	100	61,392	100	102,551	100	319,430	100.0	Economically active (excluding full-time students)	83,262	53.5	29,845	48.6	54,182	52.8	167,289	51.6	In employment	79,927	51.4	28,718	46.8	51,697	50.4	160,342	49.5	
	County																																																							
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equal-wales-socio-economic-duty				Unemployed	3,335	2.1	1,127	1.8	2,485	2.4	6,947	2.1
				Economically active and a full-time student	2,612	1.7	2,119	3.5	1,352	1.3	6,083	2.2
				In employment	2,025	1.3	1,401	2.3	1,068	1	4,494	1.5
				Unemployed	587	0.4	718	1.2	284	0.3	1,589	0.6
				Economically inactive	69,613	44.8	29,428	47.9	47,017	45.8	146,058	46.2
				Retired	43,170	27.8	16,997	27.7	30,306	29.6	90,473	28.4
				Student	6,422	4.1	6,150	10	3,544	3.5	16,116	5.9
				Looking after home or family	6,296	4	2,119	3.5	4,755	4.6	13,170	4.0
				Long-term sick or disabled	9,710	6.2	2,730	4.4	5,632	5.5	18,072	5.4
				Other	4,015	2.6	1,432	2.3	2,780	2.7	8,227	2.5
In its vast majority, Carmarthenshire, Pembrokeshire and Ceredigion areas have been ranked 'Least deprived' or as second 'least deprived' in Wales. There is a number of areas identified as being nearer 'most deprived', which seem to be concentrated around Pembroke, Pembroke Dock, Milford, Cardigan, Llanelli and Kidwelly. (Welsh Index of Multiple Deprivation 2019). Welsh Index of Multiple Deprivation (WIMD) 2019: results report (gov.wales)												

			It can be difficult to ascertain the socio-economic status of our populations. One metric is employment status, which is detailed in the table above for the populations, but there is no patient specific data. Cost of living increases will affect all socio-economic groups but disproportionately (food and fuel poverty). Any increase in travel and parking costs above that which already exists may incur additional costs for patients, depending on the mode of transport and eligibility for free public transport or community transport. Hywel Dda strives to deliver care closer to home whenever possible, which helps in reducing the amount of time the patients spend travelling, or unpaid work time the patients or their carers/family members need to take off to attend appointments.	
Welsh Language Please note opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.		X	Population Data According to Welsh Census 2022 data, it is estimated that 29.5% of people aged three or older were able to speak Welsh. This figure equates to around 900,600 people. Equal opportunity exists for persons to use the Welsh Language at the Main Site and the Branch Site.	Welsh language standards applied to all staff. Patient information available in English and Welsh. Welsh language speaking staff are available. Welsh Language training is available to staff.

Form 4: Examine the Information Gathered So Far

1.	Do you have adequate information to make a fully informed decision on any potential impact?	Yes
2.	Should you proceed with the process whilst the EqlA is ongoing?	Yes
3.	Does the information collected relate to all protected characteristics?	Yes
4.	What additional information (if any) is required?	None
5.	How are you going to collect the additional information needed? State which representative bodies you will be liaising with in order to achieve this (if applicable).	N/A

Form 5: Assessment of Scale of Impact

This section requires you to assign a score to the evidence gathered and potential impact identified above. Once this score has been assigned the Decision column will assist in identifying the areas of highest risk, which will allow appropriate prioritisation of any mitigating action required.

Protected Characteristic	Evidence: Existing Information to suggest some groups affected. (See Scoring Chart A below)	Potential Impact: Nature, profile, scale, cost, numbers affected, significance. Insert one overall score (See Scoring Chart B below)	Decision: Multiply 'evidence' score by 'potential impact' score. (See Scoring Chart C below)
Age	2	-3	-6 (High)
Disability	2	-3	-6 (High)
Sex	1	0	0
Gender Reassignment	1	0	0
Human Rights	1	0	0
Marriage and Civil Partnership	1	0	0
Pregnancy and Maternity	1	-3	-3 (Medium)
Race/Ethnicity or Nationality	1	0	0
Religion or Belief	1	0	0
Sexual Orientation	1	0	0
Armed Forces	2	0	0

Socio-economic Deprivation	2	-2	-4 (Medium)
Welsh Language	2	0	0

Scoring Chart A: Evidence Available	
3	Existing data/research
2	Anecdotal/awareness data only
1	No evidence or suggestion

Scoring Chart B: Potential Impact	
-3	High negative
-2	Medium negative
-1	Low negative
0	No impact
+1	Low positive
+2	Medium positive
+3	High positive

Scoring Chart C: Impact	
-6 to -9	High Impact (H)
-3 to -5	Medium Impact (M)
-1 to -2	Low Impact (L)
0	No Impact (N)
1 to 9	Positive Impact (P)

Form 6 Outcome

You are advised to use the template below to detail the outcome and any actions that are planned following the completion of EqIA. You should include any remedial changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or undertake further research.

Will the Policy be adopted?	The decision on whether to approve or reject the application to close Laugharne Surgery Branch will be made at Board on 28 th March 2024
If No please give reasons and any alternative action(s) agreed.	This reflects the governance process for decision-making on this matter.
Have any changes been made to the policy/ plan / proposal / project as a result of conducting this EqIA?	No
What monitoring data will be collected around the impact of the plan / policy / procedure once adopted? How will this be collected?	This depends on the outcome at Board.
When will the monitoring data be analysed? Who will be responsible for the analysis and subsequent update of the impact assessment as appropriate?	Primary Care team

Where positive impact has been identified for one or more groups please explain how this will be maximised?	Increased sustainability outlook for the Coach and Horse Surgery in St Clears for the whole of the practice population.
Where the potential for negative impact on one of more group has been identified please explain what mitigating action has been planned to address this. If negative impact cannot be mitigated and it is proposed that HDUHB move forward with the plan / project / proposal regardless, please provide suitable justification.	Potential negative impacts on loss of service, travel distances / times and an increase in the carbon footprint for some patients, depending on where they live. This forms part of the determination by Board.

Form 7 Action Plan

Actions (required to address any potential negative impact identified or any gaps in data)	Assigned to	Target Review Date	Completion Date	Comments / Update

EqIA Completed by:	Name	Tracey Huggins
	Title	Head of GMS
	Contact details	Tracey.Huggins@wales.nhs.uk
	Date	11/2/2024
EqIA Authorised by:	Name	
	Title	
	Contact details	
	Date	
Seen by Diversity & Inclusion Team:	Name	Alan Winter
	Title	Senior Diversity & Inclusion Officer
	Team	Strategic Partnership Diversity & Inclusion
	Contact details	Alan.winter@wales.nhs.uk
	Date	12/2/2024