



**CYFARFOD BWRDD PRIFYSGOL IECHYD
UNIVERSITY HEALTH BOARD MEETING**

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| DYDDIAD Y CYFARFOD: DATE OF MEETING: | 29 September 2022 |
| TEITL YR ADRODDIAD: TITLE OF REPORT: | Neyland & Johnston Surgery, South Pembrokeshire Cluster |
| CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR: | Jill Paterson, Director of Primary, Community and Long Term Care |
| SWYDDOG ADRODD: REPORTING OFFICER: | Rhian Bond, Assistant Director of Primary Care Anna Swinfield, Head of GMS Sustainability |

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|--|
| 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

On 11 July 2022, Neyland and Johnston Surgery resigned their General Medical Services (GMS) Contract giving the contractually required three calendar months' notice as a single-handed Practice. The Practice will therefore cease providing General Medical Services within the South Pembrokeshire Cluster on 31 October 2022.

Where a GMS contract is resigned, the Welsh Health Circular (WHC) General Medical Services Vacancies – A Guide to Good Practice (September 2006) process for establishing a Vacant Practice Panel is implemented. The Vacant Practice Panels, chaired by the Vice Chair of the Health Board and includes Health Board officers as well as Community Health Council (CHC) and Local Medical Committee representatives (LMC). The Vacant Practice Panel met on 14 July 2022 to consider an options appraisal as to how general medical services could be delivered to the patients of Neyland and Johnston Surgery from 1 November 2022. After detailed discussion, the Panel agreed a recommendation that a Health Board Managed Practice be retained for the patients where no other GP Practice registration was possible (circa 4000 patients in Neyland and the surrounding areas), and that those patients (circa 2000) who live nearer to a Practice in Milford Haven or Haverfordwest be re-registered with another Practice. This recommendation was presented to the In Committee Board on July 28, 2022, to provide an update on the situation, recognising the update was for information only at this stage.

A period of Public Engagement was undertaken from 1 August to 2 September 2022 to seek the views of patients and stakeholders as to how they would prefer services to be delivered in the area after 31 October 2022. All feedback was presented to an Extraordinary Executive meeting of the CHC on 5 September 2022. A second Vacant Practice Panel met on 13 September 2022 to review the initial recommendation in the light of the patient and stakeholder feedback received. As part of this process the CHC were invited to provide its response on the patient engagement feedback as considered by its Executive. In addition, the LMC was able to provide its view to the Vacant Practice Panel on behalf of its members.

In the light of the Vacant Practice Panel recommendation and the patient and stakeholder feedback received, the Board is asked to approve the recommendation made by the Vacant Practice Panel at its meeting held on 13 September 2022 in relation to how General Medical Services should be delivered to the patients currently registered at Neyland and Johnston Practice after 1 November 2022.

Cefndir / Background

Vacant Practice Panel 1- 14th July 2022

Following detailed discussion at the Vacant Practice Panel of 14 July 2022, the Panel made a recommendation that in order to ensure the safe and effective provision of general medical services to the population currently registered with Neyland and Johnston from 1 November 2022, that:

- A Health Board Managed Practice be established to operate from St Clement's Surgery in Neyland to serve those patients living in Neyland and the surrounding area (approximately 4,000 patients), and
- Those patients living closer by travel time to another GP Practice than they are to St Clement's be re-registered with the Practice which is closest (approximately 2,000 patients). This is in line with the Health Board's strategic aim of delivering care closer to home.

In coming to its decision members of the Vacant Practice Panel considered the ability to delivery safe and efficient services to the Practice population which included the ability to fill a clinical rota as well as the premises available.

No Expressions of Interest were received from existing GMS Practices in Pembrokeshire to take over the provision of general medical services for Neyland and Johnston Surgery from 1 November 2022.

A briefing paper for discussion was presented to Hywel Dda University Health Board (HDUHB) Executive Team on 27 July 2022 and to a Board (In Committee) meeting on 28 July 2022, which set out the need to enter a period of patient and stakeholder engagement between 1 August and 2 September 2022.

Vacant Practice Panel 2 – 13 September 2022

During the second Vacant Practice Panel, members were asked to consider the initial recommendation, as detailed above, in light of the feedback received during public and stakeholder engagement phase. It was noted that a number of people who responded to the public engagement raised concerns about the increasing cost of living and the impact that this could have on their ability to access services if they needed to travel further to see a GP. In response it should be noted that the proposed managed transfer would place patients with Practices that are geographically closer to their home addresses therefore reducing travel. Furthermore, as part of a managed transfer there is a support package in place for the receiving Practices which would not be available if patients naturally migrated from the Practice to register elsewhere.

From the stakeholder engagement it was noted that the Johnston Community Pharmacy had expressed concern around reduction in service delivery, however the Panel felt that as the current contract holder has not been delivering GP appointments from the Johnston Surgery since pre-COVID-19 pandemic, that it would be unlikely that there would be a reduction in

current services. Also, it is assumed that there will be no reduction in the number of prescriptions dispensed by the Pharmacy, assuming that patients will continue to have the ability to decide where they wish to have their medication dispensed. It was also noted that with the changes introduced into the Community Pharmacy contract in April 2022 that there is a contractual drive to move the focus away from items dispensed (prescriptions) to wider service delivery which would be an area in which the Pharmacy could develop and grow enabling patients to have access to a wider range of Pharmacy enhanced services. This is a direction that the Health Board would proactively seek to work with the Johnston Community Pharmacy on developing in line with the Pharmaceutical Needs Assessment.

Three of the four GP Practices who would be affected by a managed dispersal provided written responses to the stakeholder engagement. Two Practices were particularly concerned about the impact additional patients could have on their Practices, and therefore rejected the proposal. The LMC, as representatives of these Practices, did not feel that they could support a partial list transfer and therefore rejected the proposal however were supportive of a fully Health Board Managed Practice.

CHC feedback acknowledged the challenges of the current situation and whilst the CHC Executive wanted to see services remain the same, there was an acknowledgement during the discussion that GP appointments have not been available at the Johnston branch since before the COVID-19 pandemic. There was a request to consider an appeals process for patients who may be unhappy with the Practice they were allocated to, however it was noted that during the time period (one month) to secure the ongoing provision of services for this population it would be difficult to manage an appeals process and ensure onward stability of service provision from the four receiving Practices.

The patient and stakeholder feedback, along with the concerns raised about the ability to deliver safe and sustainable general medical services that would meet the requirements of the General Medical Services Contract 2004 to the circa 6,000 Practice population were considered in detail. This included the risk associated in being able to fill a clinical rota from 1 November 2022, with one month's notice to do so (following Board decision), as it is unknown if the current workforce would be available (TUPE discussions are also pending the decision of the Board). In considering the clinical requirements for the management of a 4,000 patient list as opposed to maintaining a Practice with the current list size it was noted that there is a variance in the number of GPs and other clinicians required for a 4,000 patient list when compared to a 6,000 patient list, and therefore it was recognised by the VPP that clinical cover would be easier to secure for a smaller Practice. Consideration was also given to the locum workforce and the perceived impact on neighbouring Practices if the Health Board needed to pay enhanced rates to secure GP cover. Whilst there has been some enhancement to the clinical rotas within Health Board Managed Practices for November as a means of assisting in providing cross cover if needed this is minimal and cannot be relied upon.

The size and state of the current premises was also noted as they do not allow for modern multi-disciplinary team working which would be the model that the Health Board would need and want to pursue in line with the Primary Care Model for Wales. It was noted however that with the current GP workforce and issues in securing GP locum cover there remains a risk that there could be some days where there are no GPs available to work at the Practice and this could be an issue regardless of Practice size. Therefore, taking all of this into account the recommendation of 14 July 2022 was upheld.

This was a challenging decision for the Vacant Practice Panel to make in light of the strength of feeling of patients and stakeholders alike. However, in the opinion of the Vacant Practice Panel the need to balance the level of risk of onward service delivery outweighed the public and stakeholder feedback as the desirability to have safe, sustainable services that meet standards

of good governance were considered more important.

Current Position

Work continues to support the Practice team through their notice period, recognising the challenges that this period can place on both staff and patients. There are weekly meetings with the Practice Manager who reports continued concern among the staff about the security of their employment after 31 October 2022. Two staff members left to take-up posts elsewhere soon after the Practice submitted its resignation. The majority of staff continue to remain in post. The Practice has been asked to disclose information of its current staff employment in line with The National Health Service (General Medical Services Contracts) (Wales) 2004 Regulations Schedule 6, Part 5, Paragraph 76. Due to the timescales of the contract resignation and the associated decision-making process, there will be restricted time to run the TUPE process for any staff transferring to Health Board employment. This information has yet to be received from the Practice however it is noted that they are prepared to work with the Health Board on this matter.

Whilst there has been no GP service provision at the Johnston branch surgery since early 2020, it appears that this has further declined. Following reports that Johnston branch surgery is open only two mornings a week, a contractual Remedial Notice was issued to the Practice on 5 September 2022 with a response due by 3 October 2022. A remedial notice is issued by the Health Board where it has been identified that a Practice is not meeting the full terms of its contract. A remedial notice will set out the issue that has been identified and will give direction on what needs to be done to put the situation right within an agreed timescale (not less than 28 days from the date of the notice being issued).

Asesiad / Assessment

Patient Engagement

A Power Point presentation of the feedback from the public engagement exercise is at **Appendix 1**. This summarises the approach, methodology and key themes to emerge from the feedback. Anonymised verbatim feedback from patients is provided at **Appendix 2** and **Appendix 3** including the Engagement HQ response report containing online feedback via 'Have Your Say / Dweud eich Dweud', uploaded patient questionnaires and feedback direct to the CHC. The letter, questionnaire and equalities monitoring survey are at **Appendix 4.1**, **Appendix 4.2** and **Appendix 4.3**.

The Equality Impact Assessment is at **Appendix 5**.

Stakeholder Engagement

In parallel with the public engagement period, a number of stakeholders were identified and were sent a letter to invite feedback. These included other services within the Health Board which could be affected by changes such as the Community Pharmacy team, Dental and Optometry Team, County team, the North and South Pembrokeshire Cluster Leads, Women's and Children's Services, the General Manager at Withybush and Out of Hours service. Stakeholders external to the Health Board included neighbouring GMS Practices, local Community Pharmacies, local and national politicians and community councillors. Feedback was received from the Health Visiting team for Pembrokeshire (**Appendix 8**).

Feedback from the CHC is at **Appendix 10**.

Two virtual meetings have taken place with various Parliamentary, Senedd, town council and

community council representatives (11 August 2022 and 1 September 2022). These meetings provided an opportunity for representatives to have a briefing on the situation, the public engagement exercise and the process by which the Health Board will reach a decision on how services will be delivered after 31 October 2022. Written feedback was received from Llanstadwell Community Council (**Appendix 9.1**) and Johnston Community Council (**Appendix 9.2**). Whilst the majority of the feedback throughout this process was that local representatives wanted to see services remain as they are, there were some more pragmatic conversations acknowledging the challenges ahead for the Health Board and recognising that change was inevitable.

Of the three Community Pharmacies that serve the Practice area, feedback was received from Johnston Pharmacy (**Appendix 7**). Correspondence has also been received from Neyland Community Interest Care (CIC) which is a Community Interest Company established in 2021 (**Appendix 9.3**) which is currently a domiciliary support service. A number of meetings have taken place since the letter was received which have enabled Neyland CIC to better understand the challenges involved in their proposal and the necessity for intermediate action to be taken by the Health Board. These discussions are ongoing.

Engagement with neighbouring GMS Practices

Integral to the recommendation of the Panel on 14 July 2022 was that ‘those patients residing closer by travel time to another GMS site than to St Clement’s be transferred to that Practice which is closest’. This recommendation relates to the four neighbouring GMS Practices, namely Winch Lane Surgery and St. Thomas’s Surgery in Haverfordwest and Barlow House and Robert Street Practices in Milford Haven.

Detailed software modelling of patient numbers based on travel times and postcodes was developed which informed face-to-face discussions with Partners and managers from these Practices. The number of patients to be allocated to each of the four Practices was determined by the minimum travel time from the patient’s home address (by postcode) to one of sites operated by these Practices. This included to the two branch surgeries operated by St Thomas’s Surgery in Llangwm and Broad Haven. Barlow House and Robert Street Practices are co-located in Manchester Square in Milford (same postcode) and for the purposes of the allocation to the Haverfordwest Practices, the same postcode was used for the Practices in order to neutralise the effect of one being seconds closer to patients in the Johnston area in travel time than the other.

Based on the revised software modelling the numbers for allocation are as follows:

| Practice name | Current list size | Allocation of patients from Neyland & Johnston | % increase in list size |
|----------------------|-------------------|--|-------------------------|
| Robert Street | 8,158 | 248 | 3.0% |
| St. Thomas’s Surgery | 13,032 | 768 | 5.9% |
| Winch Lane Surgery | 15,057 | 758 | 5.0% |
| Barlow House Surgery | 9,058 | 148 | 1.6% |

Feedback in writing from the four practices is at **Appendix 6**:

- Feedback from Robert Street Surgery, Milford Haven – **Appendix 6.1**

- Feedback from St. Thomas's Surgery, Haverfordwest – **Appendix 6.2**
- Feedback from Winch Lane Surgery, Haverfordwest – **Appendix 6.3 and 6.4**

Barlow House Surgery in Milford Haven did not respond to the stakeholder letter.

Face-to-face meetings have taken place with all four Practices. These meetings have been characterised by realism about the limited options available to the Health Board and the recommendation of the Vacant Practice Panel of 14 July 2022. However, the Board should note that two of the four Practices have strongly expressed their disagreement with any decision by the Health Board to transfer patients to its Practice.

Data transfers

The electronic transfer of patient records from the Neyland & Johnston system to the receiving practices for their allocated patients is intrinsically complicated and this is added to by the five Practices running a combination of Vision and Emis clinical systems and scanning solutions. A plan is being developed with Shared Services Partnership (SSP) and Digital Health and Care Wales (DHCW) for the transfer of electronic records at or around 31 October 2022.

Transitional support funding

An offer of discretionary transitional support is available to eligible Practices to provide additional resources to assist in this process:

- the ongoing assimilation of the new patients;
- the assessment of their health needs; and
- integration into the receiving practices' model of care.

This is claimable at £30 per patient and is addition to GMS income associated with each patient.

Winch Lane and St. Thomas's Surgeries have also requested additional Medicines Management support targeted at specific groups of patients with complex needs on certain medications.

Future Ambition

In acknowledging the addition of a fifth Managed Practice to the Health Board portfolio, and with the implementation of Accelerated Cluster Development, it is now time to consider the future aspiration of the Health Board for its Managed Practices. Whilst this will need to be undertaken on a case-by-case basis, it is proposed for all new Managed Practices that a review is undertaken within 12 months of them coming under Health Board management with a view that the market will be tested to reinstate independent contractor status, either through a standard General Medical Services Contract, or through an Alternative Primary Medical Services (APMS) contract with potentially a Community Interest Company (CIC).

This 12-month period allows the Health Board to review and stabilise service provision, whilst working with the Pan Cluster Planning Group to consider options for growth and development of the Practice to ensure, as far as possible, that its advertisement on the market ensures that it's a viable option for future independent contractor status.

Argymhelliad / Recommendation

The Board is asked to:

- Note the outcome of public and stakeholder engagement following the period of engagement;
- Approve the recommendation from the Vacant Practice Panel to transfer the registered population that reside closer to Practices in Milford Haven and Haverfordwest;
- Approve the recommendation from the Vacant Practice Panel for a smaller Health Board Managed Practice at Neyland;
- Approve the recommendation that the Managed Practice will be taken to the market to assess the desirability for a future independent contractor model, through a GMS or APMS contract within 12 months.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

| | |
|---|---|
| Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score: | 1451 Risk of increasing unsustainability of GMS Practices |
| Safon(au) Gofal ac Iechyd: Health and Care Standard(s): | All Health & Care Standards Apply |
| Amcanion Strategol y BIP: UHB Strategic Objectives: | All Strategic Objectives are applicable |
| Amcanion Cynllunio Planning Objectives | All Planning Objectives Apply |
| Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019 | 4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives 8. Transform our communities through collaboration with people, communities and partners |

Gwybodaeth Ychwanegol: Further Information:

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| Ar sail tystiolaeth: Evidence Base: | Engagement HQ software |
| Rhestr Termiau: Glossary of Terms: | CHC – Community Health Council LMC – Local Medical Committee GMS – General Medical Services |

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|---|---|
| Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board: | Vacant Practice Panel, 14 July and 13 September |
|---|---|

| Effaith: (rhaid cwblhau) Impact: (must be completed) | |
|---|--|
| Ariannol / Gwerth am Arian: Financial / Service: | Financial impact of a fifth Managed Practice. |
| Ansawdd / Gofal Claf: Quality / Patient Care: | Potential impact on quality of patient care in the short-term as the Practice stabilises after the transition to Managed Practice eg. prescriptions. Potential short-term impact on those Practices receiving patients from the dispersal as the patients transition over to them. |
| Gweithlu: Workforce: | Potential impact on staff at the Practice through eligibility and application of TUPE. |
| Risg: Risk: | Risks associated with Managed Practice including operational risks of staffing a medical rota and likely locum reliance. |
| Cyfreithiol: Legal: | Not applicable |
| Enw Da: Reputational: | Reputational impact on the Health Board of change to how services are delivered to those patients being allocated to a new Practice. Anticipated media interest locally. |
| Gyfrinachedd: Privacy: | Not applicable |
| Cydraddoldeb: Equality: | EqIA in appendices. |



Neyland & Johnston Surgery

Patient Engagement V2
1st August – 9th September 2022

Background

- On 11th July 2022, the GP Principal at Neyland and Johnston Surgery resigned their General Medical Services Contract and will cease providing services on 31st October 2022. The three-month notice period for single-handed Contractors has necessitated timely engagement to support decision-making on the future of services for patients. This is a very challenging timescale for all parties to work to.
- The Practice provides General Medical Services to approximately 5,930 patients across two sites:
 - St. Clement's Surgery, St. Clement's Road, Neyland, SA73 1SH : main site
 - Johnston Surgery, Church Road, Johnston, Haverfordwest, SA62 3HE : branch site, closed in early 2020 at the start of the pandemic and now used mostly for office space for administrative staff with a very limited range of GMS for patients (no GP appointments, open two mornings a week only).
- There are no Community staff based in Neyland or Johnston (based in Milford or Haverfordwest). There is one Community Pharmacy in Neyland, one in Johnston, and one in Llangwm

The Patient Engagement Plan

- The purpose of this engagement exercise was to **raise awareness** and **provide opportunities** for feedback, to **target** those who use the service through engagement methods that are most appropriate, and to use appropriate engagement and communication **tools and methods** to do this effectively.
- The engagement activity was led by the Health Board Primary Care team supported by the Patient Engagement and Communications teams, and was undertaken from **Monday 1st August – Friday 2nd September**, with an extension to Friday 9th September 2022 for online feedback and FREEPOST submissions. This report includes feedback to 9th September.
- All communications, including letters and questionnaires, were sent by post to all registered patients and were bilingual.
- A weekly meeting was held to support team working (Primary Care team, Patient Engagement, Communications, CHC representative) and to regularly review the plan and its roll-out.

Ways patients could engage



- by dropping-off hard-copy **questionnaires** at collection points at any one of five community locations: St. Clement's Surgery in Neyland, Neyland Pharmacy and the public library in Neyland, Johnston Surgery and Johnston Pharmacy
- by **telephone** to the Communications Hub. All callers were spoken to by the team at the Hub or were individually responded to by the Primary Care team
- by **email** to the Communications Hub, responded to where necessary
- in **writing** (hard-copy questionnaire or by letter) to FREEPOST address
- **online** through 'Have Your Say / Dweud eich Dweud' site, using the same questions as the hard-copy questionnaire,
- through **virtual meetings** (Teams, Zoom) with members of the Primary Care team
- feedback direct to the **Community Health Council** online which mirrored the Health Board questionnaire and equality monitoring.

The Questionnaire

3 open questions:

1. How would you prefer GP Practice services to be delivered in your area after October?
2. How would you be affected if you had to access services elsewhere?
3. What views and concerns do you have about GP services locally?



Who fed back?

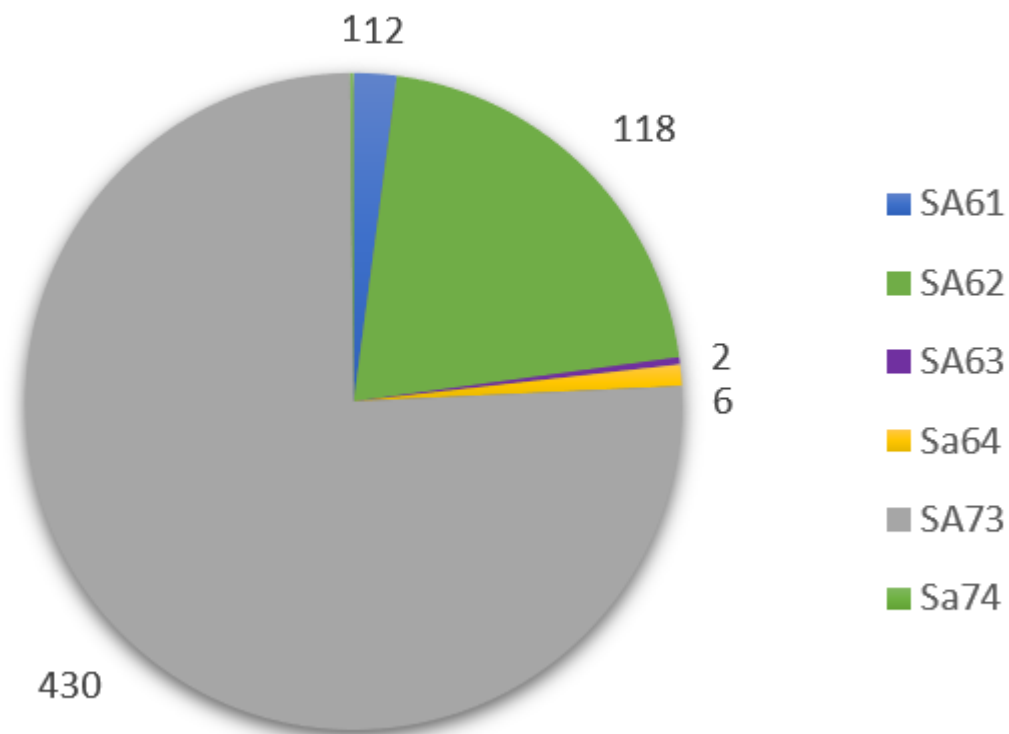
- All the patients who completed the questionnaire (online or by post) were asked to complete an optional equalities monitoring survey - very many patients chose not to complete some or all of the questions in the equalities survey, so the profile data is limited:
 - 67% of respondents were aged over 55
 - 26% of respondents considered themselves to have a disability
 - 23% of respondents were carers

Where do the respondents live?

569 respondents provided their postcode

- 76% of (430) respondents providing their postcode were from SA73 (southern part of the practice area around Neyland and Milford)
- 21% of (118) respondents providing their postcode were from SA62 (Johnston and Haverfordwest area)

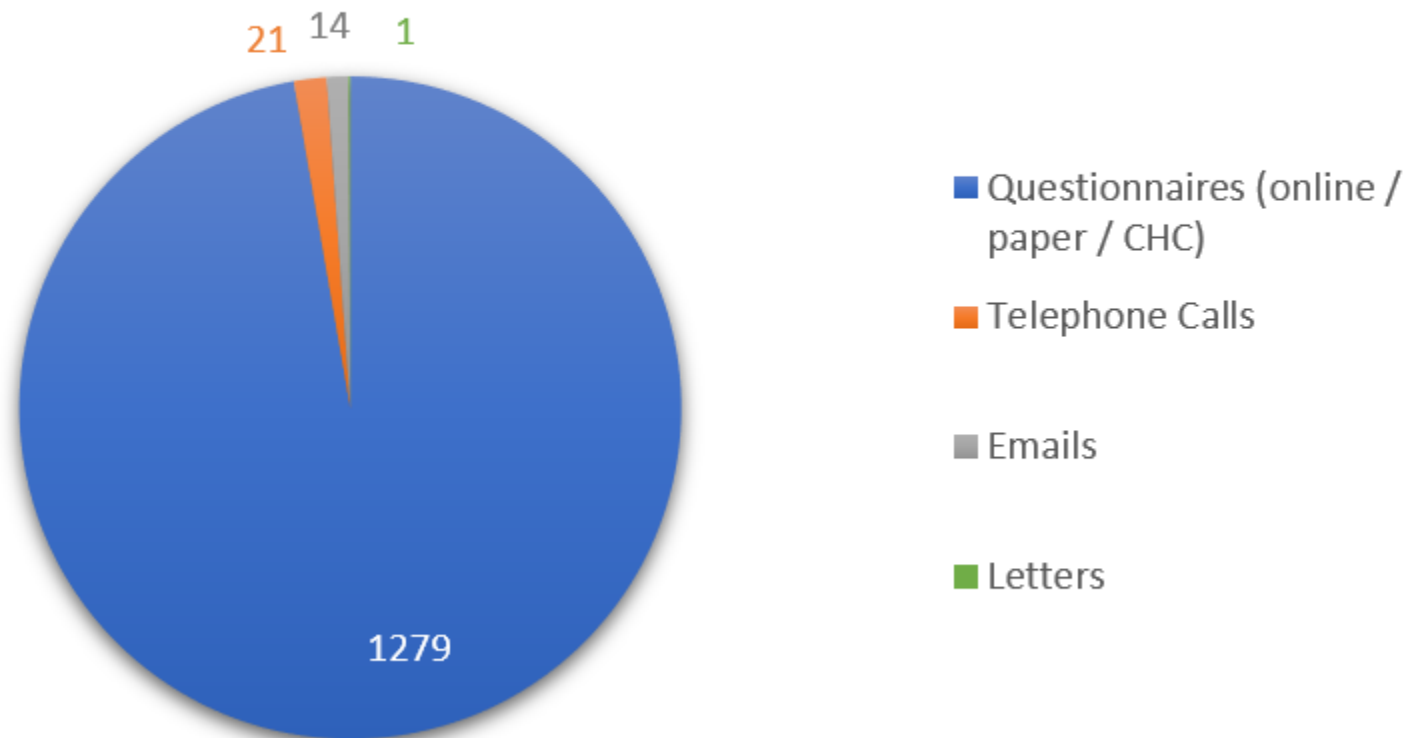
Respondents Postcode



How did patients feed back?

1315 patients have
fed back - 22.17%
of the registered
patients.

Feedback Method



What did patients say?

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

- concern about any changes to the current services, especially for the elderly and those with a disability or poorer health. Broadly positive comments about the existing practice, alongside concerns about changes to the access model following the Pandemic which are universal.
- a higher level of concern expressed by residents of Neyland and the surrounding area (SA73 postcode and number of references specifically to Neyland) than Johnston. The importance of local communities and the role the GP practice plays within a community, particularly in Neyland.
- concern about travel to other locations for services, alongside acknowledgment that GPs only available currently in Neyland. Transportation issues, including public transport, parking and the cost of these.

Q1. How would you prefer GP Practice services to be delivered in your area after October?

Many patients want services to remain broadly the same as they are, with minimal change:

- *'I would like continuation of the surgery we have now'*
- *'In Neyland as they are now'*
- *'Still from Neyland & Johnston Surgery'*
- *'With a like-for-like replacement'*
- *'I would like to see a continuation of GP and accompanying health services in Neyland to service the area with its large population'*
- *'Remain as it is!'*

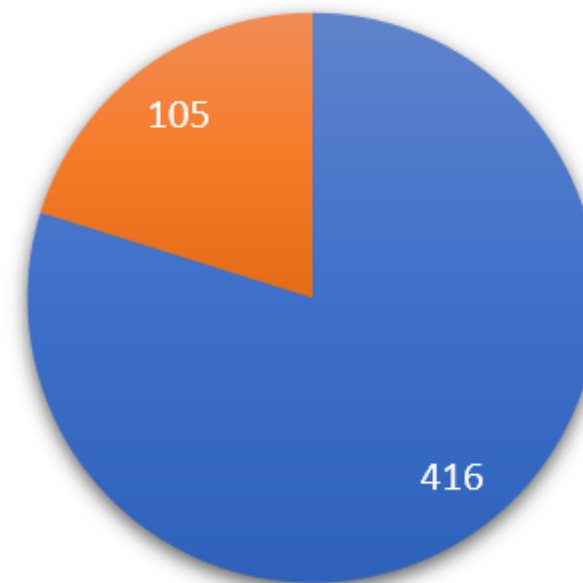
Q1. How would you prefer GP Practice services to be delivered in your area after October?

Other comments related to the current service - support for the current Practice team mixed with some negative comments about access to appointments.

Of all the responses to this question:

- Neyland or St. Clement's Surgery was named 416 times
- Johnston Surgery was named 105 times

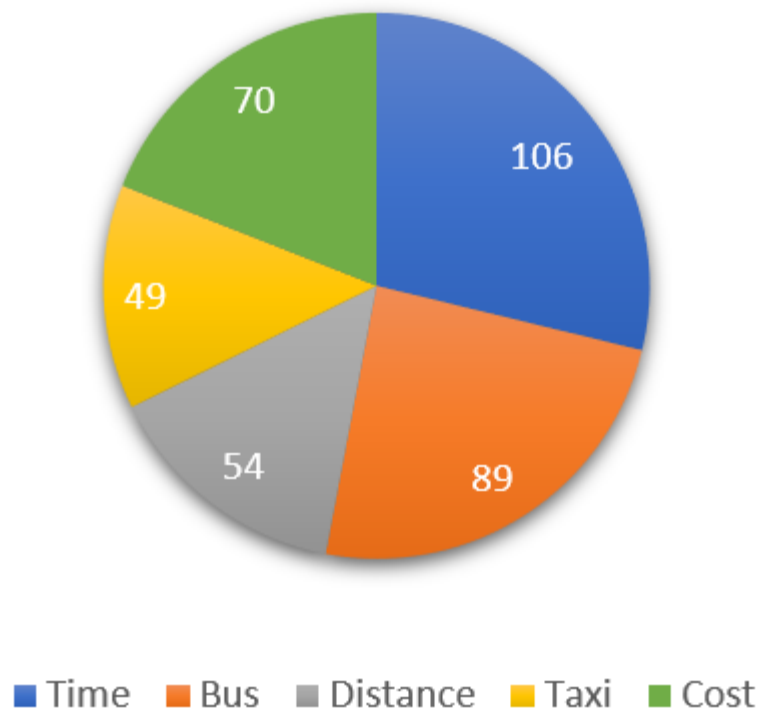
Respondents mentioned



■ Neyland ■ Johnston

Q2. How would you be affected if you had to access services elsewhere?

Specific Transport Concerns



- 70 respondents cited the cost of transport as an issue for them (fuel, taxis, public transport)
 - *‘With the cost of living crisis it could be difficult to fund travelling further afield for a gp appointment’*
 - *‘The cost of living is bad enough as it is now! If we had to travel further to see gp or nurse it would make it harder’*
 - *‘I would find it extremely problematic to access services outside of Neyland. Having to rely solely on public transport and taxis. Accessing a public transport system that at its best is adequate’*

Community

- *'Neyland has always had a doctors surgery for as long as I can remember, to lose this service would be devastating to the community'*
- *'I feel strongly that it is of the utmost importance that Neyland retains its GP surgery in the town, for the continued good health and well being of local residents!'*
- *'Neyland is a constantly growing town and community... It needs town based doctors surgery'*
- *'It is essential that we retain services – Neyland has grown rapidly over the years.'*

Q3. What views and concerns do you have about GP services locally?

Some patients expressed concern about how to access to services post-Pandemic, remote consultations and getting an appointment at Neyland & Johnston Surgery. The triage model was adopted very widely by Practices across the board in 2020, and has become embedded.

Others commented on pressures in Practices more widely and talked about GP recruitment, access and wait times, underfunding and demands on other Practices. Some patients commented positively on services in their local Community Pharmacy.



Q2. What views and concerns do you have about GP services locally?

'If Neyland service goes then that means patients being added to other services that are already overwhelmed and would mean appointments get even harder to get'

'I know all surgeries are struggling but we need Neyland doctors'

'Not enough GPs locally. Long waiting times to access services, difficult to get through to some surgeries to get an appointment'

Other patients expressed their concerns about changes at Withybush and the siting of the new hospital, and ambulance response times.

Governance process

- CHC feedback on the engagement received
- Vacant Practice Panel on 13th September considered the public and stakeholder engagement – **extant recommendation**
- Board on 29th September to make the decision on how services will be delivered to the Practice population from 1st November

Neyland and Johnston Surgery – the future of services for registered patients

SURVEY RESPONSE REPORT

01 August 2022 - 11 September 2022

PROJECT NAME:

Neyland and Johnston Surgery – the future of services for registered patients



SURVEY QUESTIONS

Q1 How would you prefer GP services to be delivered in your area after October?

Screen Name Redacted Local, even if this meant less days per week but it needs to stay local
8/01/2022 10:24 AM

Screen Name Redacted Still in Neyland. Either face to face or option for online appointments
8/01/2022 12:10 PM

Screen Name Redacted To keep a separate doctors/surgery in neyland and Johnston
8/01/2022 05:07 PM

Screen Name Redacted To stay the same
8/01/2022 06:22 PM

Screen Name Redacted In a surgery like at present
8/01/2022 06:50 PM

Screen Name Redacted Has it is now because there is no other option
8/01/2022 07:16 PM

Screen Name Redacted More face to face appointments better ways of booking appointments more appointments before 9am and after 6pm due to working people better options to be able to book future appointments e.g. bloods smears etc See same doc so knows past history and not wasting time explaining everything over and over
8/01/2022 07:37 PM

Screen Name Redacted At the surgery, we have lost one surgery, why lose another, this is a service that will be greatly missed if closed
8/01/2022 07:56 PM

Screen Name Redacted Surgery to remain in Neyland & Johnston
8/01/2022 08:05 PM

Screen Name Redacted Same as they are as I joint care with GP and hospital
8/01/2022 08:23 PM

Screen Name Redacted I would still like services to be delivered at aboth Johnston and Neyland surgeries. If that is not possible, at one of the surgeries, with access 5 days per week.
8/01/2022 10:45 PM

Screen Name Redacted Still from the Neyland and Johnston surgery. They are fantastic - all
8/02/2022 11:39 AM staff, nurses, receptionists, physio said well as Doctors

Screen Name Redacted At the same place
8/02/2022 03:40 PM

Screen Name Redacted Preference would be for local surgery as currently operating with a
8/02/2022 04:28 PM new team of Doctors, perhaps the Health Board should consider paying Doctors a bonus to take up posts.

Screen Name Redacted I'm person
8/02/2022 04:44 PM

Screen Name Redacted Continue service in Neyland as before
8/02/2022 05:14 PM

Screen Name Redacted In Johnston where i live
8/02/2022 06:55 PM

Screen Name Redacted By a local GP practice
8/02/2022 10:24 PM

Screen Name Redacted From the current surgery who understand my needs
8/03/2022 01:41 PM

Screen Name Redacted Would prefer them to remain as they are across two sites. What
8/05/2022 10:52 AM would be an massive improvement would be the ability to book a gp appointment that doesn't require me to sit on a phone at 8am to book an appointment. I am a shift worker and would like to be able to prebook an appointment to suit my work schedule.

Screen Name Redacted As they were before. Stupid question
8/11/2022 03:52 PM

Screen Name Redacted Locally within Neyland or very nearby
8/11/2022 04:12 PM

Screen Name Redacted Full time local gp
8/11/2022 04:16 PM

Screen Name Redacted

8/11/2022 04:30 PM

At Neyland Surgery

Screen Name Redacted

8/11/2022 04:53 PM

Continue as a local doctors surgery

Screen Name Redacted

8/11/2022 04:57 PM

As it is now

Screen Name Redacted

8/11/2022 05:14 PM

To actually keep our gp surgery in Neyland

Screen Name Redacted

8/11/2022 05:19 PM

to stay as it is

Screen Name Redacted

8/11/2022 05:20 PM

To stay the same as it is now

Screen Name Redacted

8/11/2022 05:23 PM

To stay as they are

Screen Name Redacted

8/11/2022 05:57 PM

Neyland Surgery

Screen Name Redacted

8/11/2022 06:12 PM

Still at Neyland

Screen Name Redacted

8/11/2022 06:26 PM

In Neyland

Screen Name Redacted

8/11/2022 06:40 PM

Surgery stay open

Screen Name Redacted

8/11/2022 07:15 PM

To stay in Neyland

Screen Name Redacted

8/11/2022 07:31 PM

To have a GP practice in Neyland complete with nursing staff and various clinics. This is even more essential if Withybush hospital is downgraded and everyone will then have to travel to Carmarthenshire for treatment. We will desperately need excellent, accessible, local, comprehensive health care, with longer opening times, to prevent us needing hospital care as much as possible.

Screen Name Redacted

8/11/2022 09:39 PM

I would like the continuation of the surgery we have now.

Screen Name Redacted

8/11/2022 09:43 PM

I hope the GP's already there will continue

Screen Name Redacted

8/11/2022 09:51 PM

In Neyland as they are now.

Screen Name Redacted

8/11/2022 10:19 PM

face to face in our Drs surgery in Neyland

Screen Name Redacted

8/11/2022 10:44 PM

Face to face

Screen Name Redacted

8/12/2022 06:45 AM

To continue a similar delivery of services from the town of Neyland with opportunities to see a doctor when needed in the same day; a doctor who knows the needs of their patients.

Screen Name Redacted

8/12/2022 09:32 AM

Same as they are now

Screen Name Redacted

8/12/2022 09:57 AM

Local surgery

Screen Name Redacted

8/12/2022 11:07 AM

Remain in Neyland and Johnston

Screen Name Redacted

8/12/2022 12:28 PM

Neyland surgery to REMAIN OPEN !! Sort your recruit drive out !

Screen Name Redacted

8/13/2022 12:29 AM

As they are currently

Screen Name Redacted

8/13/2022 11:24 AM

With a like-for-like replacement for

Screen Name Redacted

8/13/2022 08:53 PM

I would like to be able to carry on going to the same GP as it has been before now.

Screen Name Redacted

8/14/2022 11:01 AM

I'd prefer it to remain in these surgeries as getting to other places is hard enough... every other Dr's surgery's are full and over flowing so this would just add to the waiting times.

Screen Name Redacted

8/14/2022 03:45 PM

Normal surgery and doctor availability

Screen Name Redacted

8/15/2022 08:23 AM

Would like to keep surgery in Neyland

Screen Name Redacted

8/15/2022 10:46 AM

Locally in Neyland by trained Doctor's

Screen Name Redacted

8/15/2022 06:15 PM

As they should be, easily accessed local surgery - #in Neyland

Screen Name Redacted

8/15/2022 06:25 PM

With a surgery in Neyland. Well staffed and easy to contact

Screen Name Redacted

8/15/2022 07:38 PM

We need a practice within Neyland. Being an ever growing community, we need a practice dedicated to residents in our town and not for us to be added to another practice and their patient quota, drastically spreading resources thinly and increasing GP:Patient ratios.

Screen Name Redacted

8/15/2022 10:59 PM

I would like to see a continuation of GP and accompanying health services continue in Neyland to service the area with its large population.

Screen Name Redacted

8/16/2022 10:09 AM

To continue to have access to a local based surgery More face to face access than currently available Easier telephone access - recent contact, I had to tel 100 times before getting through More appointment availability - being told no appts, have to ring back daily is unacceptable, nobody wants to be ill and I only contact as a last resort, will use pharmacy and other options beforehand

Screen Name Redacted

8/16/2022 05:11 PM

Stay as they are with our local Johnston surgery to be open. Be able to book an appointment to see a doctor for the following day and not having to ring at 8am and line being constantly engaged.

| | |
|--|---|
| Screen Name Redacted 8/17/2022 04:56 PM | I would prefer for Neyland surgery to continue for the local community. |
| Screen Name Redacted 8/17/2022 08:22 PM | Same as it is now |
| Screen Name Redacted 8/17/2022 08:31 PM | The same as it is currently, locally. |
| Screen Name Redacted 8/17/2022 08:57 PM | I would like them to stay similar to what they are now, possibly with locum GPs helping out as well? |
| Screen Name Redacted 8/17/2022 09:13 PM | When you phone up for an appointment at 8am, to at least see a doctor! Receptionists not to be soo rude! Have a decent doctor that will understand and listen to you! |
| Screen Name Redacted 8/18/2022 12:07 AM | Face to face and over the phone and home calls |
| Screen Name Redacted 8/18/2022 01:04 AM | As they are now. In a surgery where you can make appointments |
| Screen Name Redacted 8/18/2022 07:11 AM | As they are now |
| Screen Name Redacted 8/18/2022 09:08 AM | Having a NEYLAND base with enough resources for the community |
| Screen Name Redacted 8/18/2022 10:12 AM | To stay where they are Johnston and Neyland |
| Screen Name Redacted 8/18/2022 10:31 AM | GP services should remain in Neyland |
| Screen Name Redacted 8/18/2022 11:22 AM | Through local surgeries in Johnston and Neyland - as they are now. |
| Screen Name Redacted 8/18/2022 11:42 AM | In person at Johnston surgery |

Screen Name Redacted

8/18/2022 12:21 PM

As it is now

Screen Name Redacted

8/18/2022 01:15 PM

To be able to have a surgery within the same area but also have virtual options for when the health issue does not require a physical examination

Screen Name Redacted

8/18/2022 01:59 PM

To continue with GP services in the area preferably provided within Neyland

Screen Name Redacted

8/18/2022 04:01 PM

I expect services to be delivered to my area

Screen Name Redacted

8/18/2022 04:07 PM

The same as current

Screen Name Redacted

8/18/2022 04:09 PM

I'd prefer a GP service similar to what we have at the moment. It's difficult enough to get an appointment as it is without being part of a huge practice.

Screen Name Redacted

8/18/2022 04:22 PM

By a surgery that is fit for purpose to serve the needs of approx. 7000 people. The doctors and nurses at the surgery have been superb, especially in their response to Covid vaccinations. The problem lies in the support staff who are of very little help at all, with regard to making appointments, understanding peoples needs(especially the elderly), and not responding to phone calls etc. I fail to understand what a doctor or nurse can learn of a patients needs in a five minute phone call, usually at the end of the day, surely some reassurance is due to patients that the service is there in the first place to help them in times of need, not just to satisfy the needs of administrators by "ticking boxes" which have been created in the first place by people who have no first hand clinical or medical experience, but have to do something to justify inflated salaries that in most cases are more than a nurse would hope to earn. I know that this is prevalent in all parts of the NHS, but the fact remains that we are faced with a possibility of losing a vital service that should have had new larger facilities many years ago. The towns of Neyland and Johnston, are growing every year, and need a properly functioning Surgery, we are very fortunate that we have superb pharmacies in both towns, without which we would be in a much worse situation than we are at present.

Screen Name Redacted

8/18/2022 08:19 PM

Locally by a GP lead designed surgery open six days per week

Screen Name Redacted

8/18/2022 08:18 PM

I would prefer to have a fully staffed doctor's surgery at Neyland, as it has been previously.

Screen Name Redacted

8/18/2022 09:33 PM

I would prefer a GP service to be provided locally and easier access to a GP rather than being told to call after 8:00 am and then when you actually get through being informed that all the appointments are taken and to try again the next day.(very frustrating)

Screen Name Redacted

8/18/2022 11:18 PM

There should be a surgery, fully staffed and efficiently run. There should also be adequate home visits for the housebound and those who cannot get to the surgery due to the type of illness they have. There should also be a coordinated community nursing provision. The GPs should be committed to providing a responsive and professional service to their patients and should follow up referrals.

Screen Name Redacted

8/19/2022 10:46 AM

I feel it is essential that Neyland retains a fully functioning surgery, adequately staffed. Given the population, anything less would be an insult.

Screen Name Redacted

8/19/2022 10:51 AM

At Neyland surgery! As they have been, with the employment of GPs, D/Ns nurse practitioners etc to acceptable levels. Not to do so would be unacceptable!

Screen Name Redacted

8/19/2022 10:53 AM

I would prefer the services of our own GPs

Screen Name Redacted

8/19/2022 10:58 AM

Back to face-to-face consultations and not having to explain to receptionists what is wrong

Screen Name Redacted

8/19/2022 08:28 PM

With a doctors surgery

Screen Name Redacted

8/20/2022 02:00 PM

I would like the surgeries to remain as they are, even if this means we have locum doctors, much better than being sent to a different surgery within Pembrokeshire

Screen Name Redacted

8/20/2022 12:16 PM

Services should remain as-is, with a local surgery within the bounds of the Neyland town. It would be preferred to have a dedicated service based in Neyland, the existing facility at St Clements has

served the town well and should be retained.

Screen Name Redacted

8/20/2022 02:43 PM

Via Johnston Surgery

Screen Name Redacted

8/20/2022 02:43 PM

As they are

Screen Name Redacted

8/22/2022 10:35 AM

Need to have a surgery that is within walking distance.

Screen Name Redacted

8/22/2022 12:09 PM

I would like to see an enhanced local service in the area for myself and family with the opportunity being taken to move the practice from it's current location to the Neyland Hub.

Screen Name Redacted

8/22/2022 02:08 PM

Efficiently, professionally, flexibly! Online services should be much more widely utilized, this is a huge missed opportunity at present. We do however still need easier access to in-person appointments, in particular GP appointments.

Screen Name Redacted

8/23/2022 01:59 PM

Stay the same or home visits

Screen Name Redacted

8/23/2022 02:10 PM

Preferably with registered GPs in place, but failing that with locum GPs, if possible, which will cost the Health Board a lot more! Alternatively, GPs employed by the Health Authority. When we moved here 36 years ago, the surgery was a single doctor practice. Not ideal, I know, but it worked.

Screen Name Redacted

8/23/2022 02:17 PM

Either a new GP to help run the practice, or a salaried GP to be brought in by the Authority

Screen Name Redacted

8/23/2022 04:34 PM

Ideally, remain as they are

Screen Name Redacted

8/24/2022 01:03 PM

Face to face appointments if possible but a telephone call from the doctor or nurse practitioner works well.

Screen Name Redacted

Via Johnston surgery as a full time surgery AND Neyland as a full

8/24/2022 05:39 PM

time surgery.

Screen Name Redacted

Johnston GP surgery to remain open!!

8/24/2022 08:18 PM

Screen Name Redacted

By a GP surgery in Neyland

8/25/2022 07:32 AM

Screen Name Redacted

From our own GP surgery in Neyland.

8/25/2022 08:59 PM

Screen Name Redacted

Of course we'd like our surgery to stay local as it is now. I fear for the older generation who are unable to travel long distances. ...I'm not actually sure what you mean by the question...

8/26/2022 06:02 AM

Screen Name Redacted

This is a vital service it is desperately needed and it should stay in neyland There are a lot of people moving to Neyland to live from all over the country

8/26/2022 09:36 AM

Screen Name Redacted

In Neyland. So we will have a surgery here. This is ludicrous!! We need our surgery here in Neyland (full stop).

8/26/2022 03:40 PM

Screen Name Redacted

Keep our St Clements Surgery open. We should have a surgery. Don't know what you are thinking of at all!!! This is crazy.

8/26/2022 03:45 PM

Screen Name Redacted

Keep our surgery open. That is the best thing to do for us!!! All of us. The worry you are causing.

8/26/2022 03:49 PM

Screen Name Redacted

Open as they should be we are the people desperately need our with or without a doubt. OPEN. What a state.

8/26/2022 03:53 PM

Screen Name Redacted

It is essential to have a General Medical Practice in Neyland. It is important to be able to see a Doctor. The population has grown quite considerable over the years. It is quite essential.

8/26/2022 03:57 PM

Screen Name Redacted

I would prefer the services that are in place in Neyland, it is very important to me.

8/26/2022 03:59 PM

Screen Name Redacted

8/26/2022 04:02 PM

Please, please keep some sort of GP services in Neyland. Some people including myself are very concerned.

Screen Name Redacted

8/26/2022 04:03 PM

I would like to see our surgery staying open

Screen Name Redacted

8/26/2022 04:05 PM

The practice we have had in place has been excellent. something similar needs to be in place.

Screen Name Redacted

8/26/2022 04:05 PM

Much as it is now. Neyland needs a surgery. To leave Neyland residents without a surgery or doctor services is ludicrous.

Screen Name Redacted

8/26/2022 04:06 PM

The current service has worked well so it needs to be continued similarly

Screen Name Redacted

8/26/2022 04:09 PM

I think the Neyland services should be allowed to continue with the number of people in the area, it is an absolute necessity and this also includes the outlying districts.

Screen Name Redacted

8/26/2022 04:11 PM

To continue GP Practice in Neyland.

Screen Name Redacted

8/26/2022 04:12 PM

We feel that they should carry on as they have been doing because we have had excellent service from our surgery especially through the pandemic when we were always contacted and seen if necessary.

Screen Name Redacted

8/26/2022 04:15 PM

We have always counted ourselves very lucky to have such an excellent GP Surgery as Neyland and Johnston. We would like it to continue as close to its present form as possible.

Screen Name Redacted

8/26/2022 04:21 PM

Carry on as usual but with improvement to services to patients

Screen Name Redacted

8/26/2022 04:23 PM

Stay as we are.

Screen Name Redacted

8/26/2022 04:25 PM

By attending a surgery

Screen Name Redacted I would like there to be continued provision of GP services in Neyland
8/26/2022 04:29 PM but don't really care about the "red tape" to enable this.

Screen Name Redacted The same as present
8/26/2022 04:30 PM

Screen Name Redacted To have a surgery in Neyland.
8/26/2022 04:32 PM

Screen Name Redacted Preferably as it has always been
8/26/2022 04:33 PM

Screen Name Redacted In Neyland
8/26/2022 04:35 PM

Screen Name Redacted To remain in Neyland and to see a doctor or nurse when needed.
8/26/2022 04:36 PM

Screen Name Redacted Continue G.P. Services as present
8/26/2022 04:38 PM

Screen Name Redacted To see a doctor when needed and not just a phone call. Neyland
8/26/2022 04:38 PM Surgery needs to be saved.

Screen Name Redacted Continue from the surgery - offering both telephone & face to face
8/26/2022 04:43 PM appointments

Screen Name Redacted Preferably as it stands now but with improved levels.
8/26/2022 04:44 PM

Screen Name Redacted To be able to have face to face appointments and regular check ups
8/26/2022 04:50 PM and medicine reviews prescriptions done on time

Screen Name Redacted More efficiently than it has been in recent years.
8/26/2022 04:47 PM

Screen Name Redacted Pills delivered as before from surgery to home. GP services at
8/26/2022 04:51 PM Johnston.

| | |
|--|--|
| Screen Name Redacted 8/26/2022 04:52 PM | Stay as we are |
| Screen Name Redacted 8/26/2022 04:55 PM | Not sure of options available. But if it could continue as is now, with access to local surgery and pharmacy for prescription collections. |
| Screen Name Redacted 8/26/2022 04:58 PM | To the local pharmacy. |
| Screen Name Redacted 8/27/2022 12:45 PM | To continue at Johnston surgery |
| Screen Name Redacted 8/27/2022 05:10 PM | Via a local surgery, in Neyland |
| Screen Name Redacted 8/27/2022 05:32 PM | In Neyland |
| Screen Name Redacted 8/28/2022 02:03 AM | Via Neyland/Johnston surgery, full time, through face to face, and phone appts, but also, I really think HOME visits should be available when necessary, from doctors and nurses. |
| Screen Name Redacted 8/28/2022 05:01 PM | Locally |
| Screen Name Redacted 8/28/2022 09:25 PM | To have the service locally in the town where me and my family. Have the access locally and not have to travel miles out of my home. Able to access the GP service easy and straight forward |
| Screen Name Redacted 8/29/2022 11:21 AM | As a minimum 2 doctors more than at present |
| Screen Name Redacted 8/29/2022 11:10 PM | I would prefer GP services to be delivered from a local Surgery/Medical Centre as I have done since moving to Pembrokeshire in 1977. |
| Screen Name Redacted 8/29/2022 11:49 PM | As long as GP services are delivered in some way in my area, then how I am not able to comment on. |

Screen Name Redacted
8/30/2022 09:20 AM

Continue to access them in Neyland or Johnston, ideally being able to make appointments in advance rather than trying to get a same day appointment as if you aren't on the phone by 8 in the morning there's no chance of getting seen.

Screen Name Redacted
8/30/2022 09:32 AM

I would like to keep the GP and staff as they have looked after us very good all the time I have been with them

Screen Name Redacted
8/30/2022 09:34 AM

We would like to keep the services of our GPs they are excellent

Screen Name Redacted
8/30/2022 09:37 AM

Access to see a doctor and the full range of support you get from a GP service

Screen Name Redacted
8/30/2022 09:39 AM

Local - the present system from my perspective in Neyland and Johnston is good. So a similar working would be good

Screen Name Redacted
8/30/2022 09:43 AM

I would prefer GP services to carry on as normal in Neyland with enough doctors and nurses to serve a ever growing community. Neyland has always had a doctors surgery for as long as I can remember to lose this service would be devastating to the community.

Screen Name Redacted
8/30/2022 09:46 AM

As they are now but with more doctors/nurses. Neyland has always had a doctors surgery and has already seen one closed down.

Screen Name Redacted
8/30/2022 09:48 AM

I personally would like to see our surgery in Neyland to sat open. I have no transport and family has moved away (work)

Screen Name Redacted
8/30/2022 09:49 AM

Would like to see a Doctor or nurse if needed locally

Screen Name Redacted
8/30/2022 09:51 AM

Keeping GP service in Neyland

Screen Name Redacted
8/30/2022 09:54 AM

Neyland Surgery stay open with all the patients that they got. They have got enough doctors/nurses to care for forever growing community in Neyland. It would be absolutely devastating.

| | |
|--|--|
| Screen Name Redacted 8/30/2022 10:02 AM | I would prefer that the service be delivered in Neyland Medical Centre, preferably with Dr R Phillips and Dr S Ghealy as the professionals looking after me |
| Screen Name Redacted 8/30/2022 10:03 AM | As they are now |
| Screen Name Redacted 8/30/2022 10:04 AM | As is : with access to a GP |
| Screen Name Redacted 8/30/2022 10:06 AM | Retain access to all services now offered via the Neyland Surgery. Be able to make contact i.e speak to and face to face meeting with a GP when necessary |
| Screen Name Redacted 8/30/2022 10:11 AM | To have a local GP rather than have to travel to another town, especially if unwell or with complex health needs. Continuity is essential for complex issues and trust in a local GP helps this. |
| Screen Name Redacted 8/30/2022 10:07 AM | Similarly to now |
| Screen Name Redacted 8/30/2022 10:07 AM | As it is now, local surgery |
| Screen Name Redacted 8/30/2022 10:09 AM | With Doctors |
| Screen Name Redacted 8/30/2022 10:11 AM | To carry on with surgery in Neyland but to improve service as is a job to see a doctor at the moment |
| Screen Name Redacted 8/30/2022 10:11 AM | (Blank) |
| Screen Name Redacted 8/30/2022 10:18 AM | Virtually, telephonically and in person |
| Screen Name Redacted 8/30/2022 10:13 AM | Hopefully better than it is now. I now we are all going through a bad phase but hopefully Hywel Dda will act very quickly |

Screen Name Redacted

8/30/2022 10:16 AM

As they are in St Clements Surgery

Screen Name Redacted

8/30/2022 10:22 AM

The same as they have been at the St. Clements, Neyland they have always provided first class service. With GPs, nurses, phlebotomist and nurse practitioner in place.

Screen Name Redacted

8/30/2022 10:22 AM

Well it would be nice to be able to visit a Dr on occasion when I needed one.

Screen Name Redacted

8/30/2022 10:24 AM

I would prefer if they kept Johnston & Neyland surgery. I live down the road from Johnston Surgery and many times I've gone to the surgery with both worries about my son and my mum. When my mum found out she had cancer over the phone, she went into shock. I was the only one there with my 3 month old and I ran straight to the doctors for help. Dr Phillips came down to see my mum straight away. If it wasn't for the surgery being so close, I wouldn't be able to go and get help.

Screen Name Redacted

8/30/2022 10:29 AM

I would like the GP practice to continue to offer appointments with GPs and nurses at the surgery in Neyland. I would like morning and late afternoon appointments and flexibility to make appointments in advance, not just same day. It's hard to take time off work to try to make an appointment and be unsuccessful day after day.

Screen Name Redacted

8/30/2022 10:32 AM

At least as they are at present but really the current service doesn't meet the needs of those registered.

Screen Name Redacted

8/30/2022 10:30 AM

Continue in Neyland as have regular health checks for BP and prescriptions

Screen Name Redacted

8/30/2022 10:33 AM

To be able to still attend Neyland Surgery

Screen Name Redacted

8/30/2022 10:39 AM

I would still like to be able to access services in Neyland

Screen Name Redacted

8/30/2022 10:43 AM

I would like the services to remain the same. This surgery and all of its staff are an excellent asset to the community. It will be a travesty to lose it

Screen Name Redacted

8/30/2022 10:45 AM

I would prefer to be able to access my GP in Neyland as sometimes my illness stops me travelling

Screen Name Redacted

8/30/2022 10:48 AM

It would be a great benefit if another GP was employed and the surgery in Neyland could stay open and treat all their patients as they have been doing over the past few years

Screen Name Redacted

8/30/2022 10:52 AM

I would prefer GP services to remain in Neyland please

Screen Name Redacted

8/30/2022 10:53 AM

Same as present but with more GPs

Screen Name Redacted

8/30/2022 10:55 AM

In Neyland

Screen Name Redacted

8/30/2022 10:56 AM

By keeping a GP Surgery in Neyland

Screen Name Redacted

8/30/2022 10:58 AM

Would like a surgery convenient to my home address

Screen Name Redacted

8/30/2022 11:02 AM

To have access in Neyland more convenient times so I dont have to take time off work.

Screen Name Redacted

8/30/2022 11:00 AM

Dear Sir I am 82 and my wife is 79. We have been at our present address for 20 years since moving to Pembrokeshire. The Johnston practice has been our doctors since you placed us with them. We were very concerned on receiving your letters saying they were closing. I would ask you to bear the following points in mind. Public transport is poor we need to be able to access the surgery. We need a good doctor Hospital services are poor and long distant Ambulance service are poor

Screen Name Redacted

8/30/2022 11:05 AM

To continue as they are

Screen Name Redacted

8/30/2022 11:09 AM

In such a large town and area we need a reliable doctors surgery that people of all ages to access

Screen Name Redacted

8/30/2022 11:10 AM

As it is now

Screen Name Redacted

8/30/2022 11:13 AM

I would like the health centre to continue being there for us and I would like to be able to get appointments easier so more doctors are needed unless they can start doing online appointments that would be great

Screen Name Redacted

8/30/2022 11:15 AM

I would like to see the service continue as they are. An extremely important and valued asset to the community. They are supported here in Neyland by a brilliant community pharmacy if need be.

Screen Name Redacted

8/30/2022 11:17 AM

Face to face. Available on both telephone and online for urgent advice

Screen Name Redacted

8/30/2022 11:19 AM

Online with option of in person

Screen Name Redacted

8/30/2022 11:21 AM

To remain in Neyland with new doctors in place. The town is getting bigger and a surgery is a must!!!

Screen Name Redacted

8/30/2022 11:22 AM

We would like to keep the same GP services as we got now and also the staff

Screen Name Redacted

8/30/2022 11:24 AM

We would like to have the same services as we got now

Screen Name Redacted

8/30/2022 11:26 AM

To remain local in Neyland

Screen Name Redacted

8/30/2022 11:47 AM

We need a doctors surgery in Neyland to remain and give same day appointments

Screen Name Redacted

8/30/2022 11:49 AM

I would like my surgery to be kept in Neyland with daily appointments

Screen Name Redacted

8/30/2022 12:20 PM

The same as its always been with doctors and a surgery a a nurse practitioner and also nurses to carry out the blood tests and other services that are needed

| | |
|--|--|
| Screen Name Redacted 8/30/2022 12:21 PM | Preferably at Neyland and Johnston Surgery |
| Screen Name Redacted 8/30/2022 12:24 PM | I would like them to remain in St Clements Surgery, Neyland |
| Screen Name Redacted 8/30/2022 12:25 PM | As it was before and be able to see GP when needed |
| Screen Name Redacted 8/30/2022 12:30 PM | To continue with a surgery locally e.g. Neyland or Johnston. It is only in recent times that we have had a surgery that is really effective in its supply of services locally. If it were to close would we have to travel to either of following, Milford Haven, Haverfordwest or Pembroke Dock. All these are unacceptable |
| Screen Name Redacted 8/30/2022 12:32 PM | I would prefer being able to physically go into the doctors surgery. The way it was pre-2020. |
| Screen Name Redacted 8/30/2022 12:36 PM | Would like it to remain at St Clements Road, Neyland. Otherwise it's 6 miles to any other GPs I believe which is hardly local. |
| Screen Name Redacted 8/30/2022 12:38 PM | As they currently are |
| Screen Name Redacted 8/30/2022 12:41 PM | I would like to be able to make an appointment and see a doctor on the same day |
| Screen Name Redacted 8/30/2022 12:41 PM | As before |
| Screen Name Redacted 8/30/2022 12:42 PM | Better with more non urgent appointments |
| Screen Name Redacted 8/30/2022 12:43 PM | I would prefer the services to be delivered as it is now from Neyland Surgery |
| Screen Name Redacted 8/30/2022 12:44 PM | Like as before |

Screen Name Redacted

8/30/2022 12:46 PM

Prefer the organised appointment system as is. Would like this style to continue with more telephone and possible video appointments available.

Screen Name Redacted

8/30/2022 12:56 PM

A hell of a lot better than they have been for the last few years in Neyland. Even pre-Covid, the surgery was completely unfit for purpose and then the 'service' has been so disappointing that my household has grown up altogether trying to get any form of medical support or assistance.

Screen Name Redacted

8/30/2022 01:01 PM

In Neyland

Screen Name Redacted

8/30/2022 01:00 PM

Locally by phoning a Dr to get an appointment either to see or speak to a Dr the same day

Screen Name Redacted

8/30/2022 01:05 PM

Efficiently! This is a pointless question unless you offer possibilities.

Screen Name Redacted

8/30/2022 01:12 PM

Would be nice to actually see a dr not fobed off over the phone

Screen Name Redacted

8/30/2022 02:38 PM

Just the way it was. Staff were always so helpful & friendly.

Screen Name Redacted

8/30/2022 02:39 PM

Another practice opening locally would be ideal.

Screen Name Redacted

8/30/2022 02:45 PM

We would like to have a gp in our town.

Screen Name Redacted

8/30/2022 02:41 PM

To be able to go to Neyland Surgery to see a GP or Nurse in person.

Screen Name Redacted

8/30/2022 02:43 PM

Continue as much as they are now if this is possible

Screen Name Redacted

8/30/2022 02:46 PM

PERSONALLY I DON'T THINK ANY INFORMATION I GIVE WILL MAKE ANY DIFFERENCE TO YOUR DECISION. WHICH HAS ALREADY BEEN MADE. (THIS IS OBVIOUSLY JUST A PAPER

EXERCISE)

Screen Name Redacted
8/30/2022 02:49 PM

We need a practice in neyland, I changed from argyle when they closed in neyland to this practice and am happy with the service and staff.

Screen Name Redacted
8/30/2022 02:47 PM

to carry on as normal

Screen Name Redacted
8/30/2022 02:48 PM

As it is now

Screen Name Redacted
8/30/2022 02:52 PM

As efficiently as Neyland do.

Screen Name Redacted
8/30/2022 02:50 PM

GP SERVICES WILL BE GREATLY MISSED

Screen Name Redacted
8/30/2022 02:58 PM

Ideally an easy to obtain appointment system with the possibility of booking advance appointments for less serious but still worrying issues

Screen Name Redacted
8/30/2022 03:00 PM

I would need a GP Surgery in Neyland. That is accesable up to 6pm. A pone option would be OK only if appointment could be made the same week.

Screen Name Redacted
8/30/2022 03:01 PM

Face to face appointments

Screen Name Redacted
8/30/2022 03:03 PM

I feel strongly that it is of the utmost importance that Neyland retains its GP surgery in the town, for the continued good health and well being of local residents! Being diverted to already overstretched services is at most environmentally unfriendly, not acceptable and not the solution! The G.P. practice at all cost must stay in the town.

Screen Name Redacted
8/30/2022 03:04 PM

Prefer to stay with my GP of over many years - Dr Phillips (Johnston Surgery)

Screen Name Redacted
8/30/2022 03:05 PM

To stay the same in Neyland

Screen Name Redacted

8/30/2022 03:09 PM

I would like it to go back to being able to make future appointments aswell as having access to emergency appointments on the same day as some things I would like to discuss are not emergencies and don't need to be dealt with on the same day as ringing for an appointment

Screen Name Redacted

8/30/2022 03:09 PM

I would prefer a surgery in Neyland altogether. I need a surgery for my INR clinic as well as needing normal GP services.

Screen Name Redacted

8/30/2022 03:08 PM

Would hope the practice would continue locally as it is now

Screen Name Redacted

8/30/2022 03:10 PM

Living in hope that our surgery will stay open

Screen Name Redacted

8/30/2022 03:10 PM

A CONTINUATION OF THE EXEMPLARY SERVICE I CURRENTLY HAVE.

Screen Name Redacted

8/30/2022 03:12 PM

I would like to be able to get an appointment with the doctor in Johnston surgery

Screen Name Redacted

8/30/2022 03:11 PM

As present/past

Screen Name Redacted

8/30/2022 03:13 PM

I would prefer the status quo

Screen Name Redacted

8/30/2022 03:12 PM

Remain as is!

Screen Name Redacted

8/30/2022 03:13 PM

Remain as is!

Screen Name Redacted

8/30/2022 03:13 PM

TO HAVE A RESIDENT PRESENCE OF GP's THAT THE PUBLIC ARE ABLE TOO SEE FACE TO FACE

Screen Name Redacted

8/30/2022 03:15 PM

Locally to Neyland and with easier access to a GP in person. I have not seen a GP face to face for over 3 years

| | |
|--|---|
| Screen Name Redacted 8/30/2022 03:15 PM | local access to doctors/nurses when necessary. |
| Screen Name Redacted 8/30/2022 03:16 PM | Keep the same services at the same venues. Other local practices are extremely busy, to have to take more patients would result in longer waiting times to see GPs and access services. |
| Screen Name Redacted 8/30/2022 03:19 PM | From a local accessible surgery |
| Screen Name Redacted 8/30/2022 03:19 PM | As normal to be kept in normal without joining argyle medical group |
| Screen Name Redacted 8/30/2022 03:17 PM | By opening Johnston Surgery again and keeping it open as it has been for the last 70 years |
| Screen Name Redacted 8/30/2022 03:18 PM | Surgeries in Neyland & Johnston with access to doctors and nurses as required. |
| Screen Name Redacted 8/30/2022 03:19 PM | A local surgery in Neyland within walking distance and offering an immediate telephone response |
| Screen Name Redacted 8/30/2022 03:20 PM | A service where your able to get to see a GP without having to go through hoops e.g . phoning a specific time in morning, unable to get thru, then eventually being told- no appointments available. |
| Screen Name Redacted 8/30/2022 03:22 PM | I would like the GP Practice to continue in Neyland. They are a fantastic practice and and would be disappointed should it have to close, particularly when it serves a large population in Neyland and the surrounding villages. |
| Screen Name Redacted 8/30/2022 03:25 PM | From a surgery in Neyland |
| Screen Name Redacted 8/30/2022 03:26 PM | To continue to use the Neyland surgery and current dr |
| Screen Name Redacted | All services available at my GP in Neyland |

8/30/2022 03:27 PM

Screen Name Redacted

Continue at Neyland Surgery

8/30/2022 03:26 PM

Screen Name Redacted

Continue efforts to attract GP(s) to the surgery. If this is not immediately successful, continue with nurse practitioners while recruitment efforts for GPs continue.

8/30/2022 03:26 PM

Screen Name Redacted

Continue to be a provision locally

8/30/2022 03:29 PM

Screen Name Redacted

As they are now

8/30/2022 03:30 PM

Screen Name Redacted

I would like myself and my family to have continuity of care. A Doctor who remembers past visits and a surgery that I dont have to drive more than 5 minutes from my door. Everyone's time is precious and judging traffic, parking and time from a jobs is hard to do.

8/30/2022 03:30 PM

Screen Name Redacted

At the current premises in Neyland

8/30/2022 03:33 PM

Screen Name Redacted

We need a GP surgery in Neyland

8/30/2022 03:34 PM

Screen Name Redacted

The same way we have been accessing GP services. Telephone the surgery (local) given an appointment or a GP calls back that day with advice or an appointment to be seen.

8/30/2022 03:34 PM

Screen Name Redacted

I would like sufficient Doctors to be resident in the Neyland Area, regular appointments for patients. There are currently 7,500 patients within Neyland and Johnson surgery so where in earth will alternate practices accommodate this number ?

8/30/2022 03:36 PM

Screen Name Redacted

To have a surgery in Neyland as if you don't drive it would be very difficult to get to the doctors

8/30/2022 03:36 PM

Screen Name Redacted

We need medical services in Neyland, even if it was a nurse-led or junior doctor led unit.

8/30/2022 03:39 PM

| | |
|--|---|
| Screen Name Redacted 8/30/2022 03:39 PM | A doctors surgery where you could have face to face contact |
| Screen Name Redacted 8/30/2022 03:37 PM | As they are now with more nurse practitioners |
| Screen Name Redacted 8/30/2022 03:38 PM | MOST DEFINATLY |
| Screen Name Redacted 8/30/2022 03:42 PM | To continue in Neyland surgery |
| Screen Name Redacted 8/30/2022 03:42 PM | I would prefer to have all GP services available to me at Neyland Surgery |
| Screen Name Redacted 8/30/2022 03:42 PM | In the same setting as it is. Neyland needs access to an in town surgery if not all Drs maybe nurse practitioners |
| Screen Name Redacted 8/30/2022 03:44 PM | I like phone consultations but like to see a GP, NP or practice nurse if need be |
| Screen Name Redacted 8/30/2022 03:44 PM | TO STAY THE SAME (UNDERLINED) |
| Screen Name Redacted 8/30/2022 03:44 PM | I would prefer it to stay the same. I actually like the telephone appointments |
| Screen Name Redacted 8/30/2022 03:47 PM | I wish them to remain as they are if possible with new doctors. |
| Screen Name Redacted 8/30/2022 03:46 PM | As it has been for the last how many years |
| Screen Name Redacted 8/30/2022 03:48 PM | Would like to have a local doctor we could see when we need to, like we've been able to for the majority of the last 40 years |
| Screen Name Redacted 8/30/2022 03:50 PM | As they have always been. Dr Tobin is a huge loss to the practice |

| | |
|--|---|
| Screen Name Redacted 8/30/2022 03:50 PM | At our local town as now |
| Screen Name Redacted 8/30/2022 03:52 PM | Neyland Surgery not in Pembroke Dock |
| Screen Name Redacted 8/30/2022 03:52 PM | To keep the surgery open and to be able to see a doctor |
| Screen Name Redacted 8/30/2022 03:51 PM | In Neyland like always |
| Screen Name Redacted 8/30/2022 03:53 PM | We need a full service 8am-5pm Monday-Friday. Be able to see a doctor when you need to |
| Screen Name Redacted 8/30/2022 03:54 PM | From the Neyland surgery by appointment |
| Screen Name Redacted 8/30/2022 03:55 PM | To stay in neyland |
| Screen Name Redacted 8/30/2022 03:54 PM | To continue the same way as currently been delivered |
| Screen Name Redacted 8/30/2022 03:56 PM | Just as it was prior to covid |
| Screen Name Redacted 8/30/2022 03:56 PM | At St Clements Surgery |
| Screen Name Redacted 8/30/2022 03:58 PM | As they are now |
| Screen Name Redacted 8/30/2022 03:57 PM | We have a newly built building on St Clements Road, if at all possible, any provision provided would be easier to access for the most people there. |
| Screen Name Redacted 8/30/2022 03:57 PM | Would like the same type of cover as is already in place. Do not want to be amalgamated into a very large practice |

Screen Name Redacted

8/30/2022 04:00 PM

I would prefer it if the service were in Neyland as now

Screen Name Redacted

8/30/2022 04:00 PM

No

Screen Name Redacted

8/30/2022 04:01 PM

Want to have the same as we do now

Screen Name Redacted

8/30/2022 04:04 PM

I would prefer to have GP services continued to be provided at the Neyland Surgery

Screen Name Redacted

8/30/2022 04:04 PM

The same way as it was before

Screen Name Redacted

8/30/2022 04:07 PM

As now but with more Doctors

Screen Name Redacted

8/30/2022 04:07 PM

I would prefer GP services to remain the same. To have to register at another surgery will be difficult (I have severely autistic son who does not cope well with change)

Screen Name Redacted

8/30/2022 04:07 PM

similar as they currently are

Screen Name Redacted

8/30/2022 04:09 PM

I would like the G.P. services to stay exactly as they are, definitely keeping the surgery in Neyland

Screen Name Redacted

8/30/2022 04:10 PM

I would like the service to be reinstated as it is. Always have, for the past 21 years received very personal care one to one attention, very much appreciated and my utmost respect

Screen Name Redacted

8/30/2022 04:11 PM

I would like the GP service to stay exactly as they are. Definitely keeping surgery in Neyland

Screen Name Redacted

8/30/2022 04:13 PM

Locally I wouldn't mind if it was nurse led

Screen Name Redacted

8/30/2022 04:15 PM

It is essential that a GP service be maintained at Neyland and Johnston for the benefits of those who live in these communities and

their surrounding areas.

Screen Name Redacted

8/30/2022 04:17 PM

To stay as it is everywhere else are overloaded with patients so where are we supposed to go

Screen Name Redacted

8/30/2022 04:18 PM

I would prefer to be near to a GP. I have health issues & find this all concerning as I don't want to be missed through the system.

Screen Name Redacted

8/30/2022 04:19 PM

Translated from Welsh - GP services in Neyland or Johnston or both

Screen Name Redacted

8/30/2022 04:20 PM

Still within same area

Screen Name Redacted

8/30/2022 04:25 PM

As per normal, as it has always been

Screen Name Redacted

8/30/2022 04:29 PM

Locally & of the same high & excellent all-round service which is given to me @ neyland

Screen Name Redacted

8/30/2022 04:33 PM

Accessible appt. to see a Doctor/Nurse as with our current neyland surgery, excellent frontline service, nurses, Doctor. Not all people have "zoom"/Apps etc

Screen Name Redacted

8/30/2022 04:37 PM

If Johnston & Neyland close I would like to be transferred to Winch Lane Haverfordwest Pem.

Screen Name Redacted

8/30/2022 04:40 PM

In-person appointments

Screen Name Redacted

8/30/2022 04:46 PM

Through a local surgery either in Neyland or Johnston

Screen Name Redacted

8/30/2022 04:49 PM

Not on medication

Screen Name Redacted

8/30/2022 04:51 PM

OK

Screen Name Redacted

8/30/2022 04:57 PM

Zoom call

Screen Name Redacted

8/30/2022 05:10 PM

From Neyland & Johnston Surgeries whose dedicated teams provide vital access to the overall healthcare system. they have existing premises a linked pharmacies which are fully functional & conveniently sited for local access.

Screen Name Redacted

8/31/2022 08:18 AM

With a doctors surgery in our town

Screen Name Redacted

8/31/2022 08:19 AM

We need a doctors surgery in neyland

Screen Name Redacted

8/31/2022 08:22 AM

Continue as they are now

Screen Name Redacted

8/31/2022 08:23 AM

To keep our surgery in neyland

Screen Name Redacted

8/31/2022 08:25 AM

At a surgery in person not by phone

Screen Name Redacted

8/31/2022 08:26 AM

In Neyland

Screen Name Redacted

8/31/2022 08:27 AM

Same as above great service

Screen Name Redacted

8/31/2022 08:30 AM

A full working local surgery

Screen Name Redacted

8/31/2022 08:34 AM

Locally, the GP practices in Haverfordwest, Pembroke Dock and Milford are already oversubscribed and additional patients will affect both ourselves and the patients of the other surgeries.

Screen Name Redacted

8/31/2022 08:37 AM

Choice to pick either, Pembroke Dock or Haverfordwest

Screen Name Redacted

8/31/2022 09:08 AM

IF POSSIBLE TO KEEP THE SERVICES IN JOHNSTON SURGERY AND PHARMACY.

| | |
|--|---|
| Screen Name Redacted 8/31/2022 09:09 AM | PREFER TO KEEP THINGS AS THEY ARE WITH SURGERY IN JOHNSTON. |
| Screen Name Redacted 8/31/2022 09:11 AM | Continue with phone calls even Zoom calls so it is more like a face to face . Definatly needs a service in the area |
| Screen Name Redacted 8/31/2022 09:12 AM | To carry on as normal as possible |
| Screen Name Redacted 8/31/2022 09:14 AM | There were two surgeries in Neyland later reduced to one. It should not be reduced any further! |
| Screen Name Redacted 8/31/2022 09:16 AM | By attending a GP practice in Neyland |
| Screen Name Redacted 8/31/2022 09:19 AM | IN JOHNSTON AS BEFORE COVID |
| Screen Name Redacted 8/31/2022 09:20 AM | HOPEFULLY A CONTINUATION AS BEFORE COVID 19 |
| Screen Name Redacted 8/31/2022 09:23 AM | VIA A PRACTICE IN NEYLAND |
| Screen Name Redacted 8/31/2022 09:23 AM | Another practice opening locally would be ideal |
| Screen Name Redacted 8/31/2022 09:26 AM | As they are now hopefully |
| Screen Name Redacted 8/31/2022 09:26 AM | I would prefer to still have a surgery in Neyland - our community is expanding |
| Screen Name Redacted 8/31/2022 09:27 AM | Preferably in Neyland Surgery |
| Screen Name Redacted 8/31/2022 09:27 AM | IN PERSON AT THE SURGERY |

| | |
|--|--|
| Screen Name Redacted 8/31/2022 09:29 AM | IN AN ACCESSIBLE SURGERY IN PERSON |
| Screen Name Redacted 8/31/2022 09:30 AM | In my case as I am housebound I would like to see a GP or nurse at home. I would also like the surgery to be more efficient and repeat prescriptions |
| Screen Name Redacted 8/31/2022 09:31 AM | To still to be able to access a doctor when required without an outdated booking system which you have at present |
| Screen Name Redacted 8/31/2022 09:31 AM | I WOULD PREFER MY G.P. SERVICES REMAIN IN NEYLAND |
| Screen Name Redacted 8/31/2022 09:33 AM | WOULD PREFER TO REMAIN AS CURRENT. DON'T WANT TO BE PART OF A LARGE PRIMARY CARE GROUP |
| Screen Name Redacted 8/31/2022 09:36 AM | I would prefer to have a local surgery as is the case now. It works! One gets to know the practitioners and vice versa. |
| Screen Name Redacted 8/31/2022 09:37 AM | To stay as it is now |
| Screen Name Redacted 8/31/2022 09:37 AM | A return to the model with GP services i.e. a building in the facility |
| Screen Name Redacted 8/31/2022 09:39 AM | I would like a dr Surgery in Neyland. It would be upsetting to see them go |
| Screen Name Redacted 8/31/2022 09:39 AM | To stay as it is now. |
| Screen Name Redacted 8/31/2022 09:40 AM | I would like to have a GP surgery in the area or do house calls |
| Screen Name Redacted 8/31/2022 09:40 AM | THE SAME AS IT IS NOW WITH NEYLAND AND JOHNSTON SURGERY |
| Screen Name Redacted | VIA A SURGERY LOCALLY |

8/31/2022 09:41 AM

Screen Name Redacted

I would like them to continue to be available at St Clements Surgery, Neyland

8/31/2022 09:42 AM

Screen Name Redacted

To continue in St Clements Surgery in Neyland (as present)

8/31/2022 09:43 AM

Screen Name Redacted

Yes, age and disability makes travelling difficult

8/31/2022 09:45 AM

Screen Name Redacted

Locally

8/31/2022 09:46 AM

Screen Name Redacted

Surgery in Johnston to remain open. Be able to make appointments easier than have to ring at 8am and continue to ring until the line isn't engaged but by then all the slots for appointments are full

8/31/2022 09:49 AM

Screen Name Redacted

I was happy the way it was. It would be better to be local

8/31/2022 09:50 AM

Screen Name Redacted

Neyland is a constantly growing town and community with new builds and a large school in the town - It needs a town based doctors surgery and to not have such a facility would be a terrible decision and could cost lives. A doctors surgery with nurse facilities is a fundamental requirement for a town like Neyland. Its vital that we do not lose our surgery....it cannot be allowed to happen!!

8/31/2022 09:54 AM

Screen Name Redacted

At Neyland Surgery (St Clements)

8/31/2022 09:53 AM

Screen Name Redacted

As it is now

8/31/2022 09:55 AM

Screen Name Redacted

To remain in Neyland and not to be moved elsewhere. Other practices are already filled to capacity with patients

8/31/2022 09:54 AM

Screen Name Redacted

At our local surgery

8/31/2022 09:56 AM

Screen Name Redacted My local surgery to remain open and still provide the services we had
8/31/2022 09:56 AM before Covid!

Screen Name Redacted Carry on as before
8/31/2022 09:58 AM

Screen Name Redacted In Neyland
8/31/2022 09:59 AM

Screen Name Redacted As they are now. Being able to visit a GP Surgery
8/31/2022 09:57 AM

Screen Name Redacted As it is currently
8/31/2022 09:59 AM

Screen Name Redacted Same as before
8/31/2022 10:00 AM

Screen Name Redacted Fine as it is
8/31/2022 09:59 AM

Screen Name Redacted Sam as before - surgery with available Doctors & Nurses
8/31/2022 10:02 AM

Screen Name Redacted Still in Neyland
8/31/2022 10:05 AM

Screen Name Redacted Still in Neyland
8/31/2022 10:06 AM

Screen Name Redacted As it is now
8/31/2022 10:06 AM

Screen Name Redacted IN A SIMILAR MANNER TO HOW THEY HAVE BEEN IN THE PAST
8/31/2022 10:07 AM

Screen Name Redacted SAME AS NOW
8/31/2022 10:07 AM

Screen Name Redacted As close as possible, surgery and staff know mw well. I have no
8/31/2022 10:08 AM transport to go anywhere else, difficult to walk without frame

| | |
|--|--|
| Screen Name Redacted 8/31/2022 10:11 AM | As it is now |
| Screen Name Redacted 8/31/2022 10:09 AM | I HAVE RECENTLY SUFFERED A SEVERE STROKE AND WILL RELY ON MY LOCAL SERVICES MORE THAN EVER. |
| Screen Name Redacted 8/31/2022 10:10 AM | I would like to move to Manchester House Milford as this is easier to get to than Neyland |
| Screen Name Redacted 8/31/2022 10:12 AM | As they are now!!! |
| Screen Name Redacted 8/31/2022 10:11 AM | With a surgery in Neyland and to be able to see a doctor |
| Screen Name Redacted 8/31/2022 10:13 AM | From Johnston Surgery |
| Screen Name Redacted 8/31/2022 10:12 AM | I WOULD PREFER FOR THERE TO BE A CONTINUED SERVICE LOCALLY. |
| Screen Name Redacted 8/31/2022 10:15 AM | Face to face still as well as over phone consultations, home visits for patients housebound |
| Screen Name Redacted 8/31/2022 10:14 AM | Easier access. Online is a good option but having to go through receptionists questions is off putting. Maybe drop ins and having quicker access |
| Screen Name Redacted 8/31/2022 10:15 AM | As local as possible |
| Screen Name Redacted 8/31/2022 10:14 AM | The same or even than before Dr.Tobin retired |
| Screen Name Redacted 8/31/2022 10:15 AM | Locally |
| Screen Name Redacted | SAME |

8/31/2022 10:15 AM

Screen Name Redacted

8/31/2022 10:16 AM

Concerns on how far we will have to travel to see a doctor how long it would take to get an appointment etc

Screen Name Redacted

8/31/2022 10:18 AM

Preferably by attending services in the Neyland town area

Screen Name Redacted

8/31/2022 10:17 AM

Would prefer GP services to return to Johnston

Screen Name Redacted

8/31/2022 10:19 AM

Sam as now. There has always been a Doctors surgery in Neyland.

Screen Name Redacted

8/31/2022 10:17 AM

To be kept in Neyland

Screen Name Redacted

8/31/2022 10:18 AM

There should be a surgery in Johnston/Neyland

Screen Name Redacted

8/31/2022 10:20 AM

In an ideal world they'd remain the same!

Screen Name Redacted

8/31/2022 10:19 AM

I would prefer the GP services to be delivered in Neyland as it has been for many years.

Screen Name Redacted

8/31/2022 10:20 AM

I would like Neyland Surgery to be kept open, also it would be helpful to see a doctor

Screen Name Redacted

8/31/2022 10:20 AM

AS IT IS NOW IN NEYLAND

Screen Name Redacted

8/31/2022 10:22 AM

Same as they are now

Screen Name Redacted

8/31/2022 10:26 AM

Stay the same

Screen Name Redacted

8/31/2022 10:23 AM

I would like for it to run as it has been. As its an important part of the community

| | |
|--|---|
| Screen Name Redacted 8/31/2022 10:26 AM | At Neyland with the same surgery, with no changes. |
| Screen Name Redacted 8/31/2022 10:29 AM | To stay in Neyland |
| Screen Name Redacted 8/31/2022 10:31 AM | As before from Neyland Surgery we have had access to a surgery in Neyland my entire life, Hywel Dda & the Sened need to encourage GPs to the area |
| Screen Name Redacted 8/31/2022 10:30 AM | at the same place where it is |
| Screen Name Redacted 8/31/2022 10:31 AM | We need a doctor in Neyland we cannot rely on John at the chemist |
| Screen Name Redacted 8/31/2022 10:33 AM | As a normal working surgery as it is at present |
| Screen Name Redacted 8/31/2022 10:33 AM | At the same address with more doctors and nurses |
| Screen Name Redacted 8/31/2022 10:36 AM | Prefer to still have a surgery in Neyland |
| Screen Name Redacted 8/31/2022 10:36 AM | I would prefer is we can keep the service in Neyland, we have had a surgery here as long as I remember. It would be devastating to loose this. I don't know how we would manage |
| Screen Name Redacted 8/31/2022 10:39 AM | Continue to have GP services in Neyland that are easily accessible to all in the Neyland area. Neyland is an ageing population who rely on having services on their doorstep. |
| Screen Name Redacted 8/31/2022 10:40 AM | Really! this is so wrong for Neyland you need to keep the surgery open! |
| Screen Name Redacted 8/31/2022 10:38 AM | I would like GP services to remain in my area |

Screen Name Redacted

8/31/2022 10:44 AM

Continued local service

Screen Name Redacted

8/31/2022 10:43 AM

I would prefer it to be the same as current

Screen Name Redacted

8/31/2022 10:44 AM

No different from now

Screen Name Redacted

8/31/2022 10:46 AM

I would like them to continue in neyland and as a face to face appointment or at least video appointments

Screen Name Redacted

8/31/2022 10:46 AM

To be able to see a doctor

Screen Name Redacted

8/31/2022 10:48 AM

I live in Neyland, and am within walking distance of its GP Surgery. I hope that it will be possible to retain this surgery in the community, beyond 31st Oct 2022.

Screen Name Redacted

8/31/2022 10:48 AM

Face to face, plus being able to get an appointment easily

Screen Name Redacted

8/31/2022 10:48 AM

To have a doctors surgery still in Neyland with doctors able to see patients on the day if necessary

Screen Name Redacted

8/31/2022 10:51 AM

With a surgery in Neyland

Screen Name Redacted

8/31/2022 10:51 AM

better than it is now

Screen Name Redacted

8/31/2022 10:53 AM

We need the surgery available to us

Screen Name Redacted

8/31/2022 10:52 AM

To remain with a GP in Neyland

Screen Name Redacted

8/31/2022 10:55 AM

Want to keep them at the practice

| | |
|--|--|
| Screen Name Redacted 8/31/2022 10:54 AM | Locally at a surgery or online assessments |
| Screen Name Redacted 8/31/2022 10:56 AM | To continue at the doctors surgery and return to face to face appointments when needed |
| Screen Name Redacted 8/31/2022 10:55 AM | Still @ Neyland or Johnston |
| Screen Name Redacted 8/31/2022 10:57 AM | Exactly the same as how they are delivered now. there shouldnt be any other option |
| Screen Name Redacted 8/31/2022 10:57 AM | Availability is a must |
| Screen Name Redacted 8/31/2022 10:58 AM | "I would like a GP Practice to remain in Neyland as I attend the surgery on a monthly basis as do other patients also I live in Neyland and don't see why I should have to travel elsewhere at a cost, which myself and most patients could ill afford |
| Screen Name Redacted 8/31/2022 11:00 AM | Every town needs a surgery |
| Screen Name Redacted 8/31/2022 11:00 AM | By keeping a doctors surgery in Neyland and seeing a doctor face to face for an appointment rather than a telephone call |
| Screen Name Redacted 8/31/2022 11:00 AM | I LIKE THE SERVICE PROVIDED BY TELEPHON. IF I THOUGHT IT WAS SERIOUS THEN TRY TO GET TO THE NEAREST SURGERY OR A+E OR EVEN WATSAPP, WITH AN ANSWERING SERVICE JUST FOR THE PATIENTS |
| Screen Name Redacted 8/31/2022 11:03 AM | It is vital that Neyland has its own GP Prattice, there are many who will struggle to have to travel to a different town to receive the medical care they need. |
| Screen Name Redacted 8/31/2022 11:03 AM | I'd like it delivered as accessible as possible- so i could have a taxi to see GP |
| Screen Name Redacted | I would like them to continue to be delivered as they are now, there |

8/31/2022 11:04 AM

are thousands of patients registered to Neyland Surgery and they cannot be expected to travel elsewhere for basic healthcare. Also another surgery with thousands of their own patients cannot be expected to absorb these patients, it will put them in the same position Neyland and Johnston are now.

Screen Name Redacted

8/31/2022 11:04 AM

As an older person the thought of no practice in Neyland is frightening, personally I would like to see a GP practice remain in the local area.

Screen Name Redacted

8/31/2022 11:05 AM

From neyland would be preferable booking in advance instead of ring on the day

Screen Name Redacted

8/31/2022 11:06 AM

Would really like it to remain lots of elderly people we have had a service in Neyland for years it would be a disaster to loose it..

Screen Name Redacted

8/31/2022 11:07 AM

At the surgery premises in Neyland

Screen Name Redacted

8/31/2022 11:08 AM

IF POSSIBLE FROM THE SAME SURGERY + GP

Screen Name Redacted

8/31/2022 11:11 AM

Continue to have our medical services locally as they are currently.

Screen Name Redacted

8/31/2022 11:20 AM

?

Screen Name Redacted

8/31/2022 11:22 AM

For the current surgery to be accessed but recognise it would be a 'pooled' service

Screen Name Redacted

8/31/2022 11:23 AM

MUCH BETTER THAN AT THE MOMENT

Screen Name Redacted

8/31/2022 11:24 AM

WITH A SURGERY IN NEYLAND

Screen Name Redacted

8/31/2022 11:29 AM

Be able to see a G.P. when needed.

Screen Name Redacted
8/31/2022 11:34 AM
I WOULD PREFER TO BE ABLE TO GET AN APPOINTMENT WHEN I REQUIRE ONE RATHER BE TOLD TO PHONE AT 8AM THE FOLLOWING DAY AND THEN NOT GUARANTEED AN APPOINTMENT

Screen Name Redacted
8/31/2022 11:35 AM
LOCALLY

Screen Name Redacted
8/31/2022 11:39 AM
Locally being able to se a GP

Screen Name Redacted
8/31/2022 11:39 AM
AS LOCALLY AS POSSIBLE, WITH G.P. APPOINTMENTS AVAILABLE WITHIN A DAY OR SO OF REQUIRING ONE (A LOCAL GENERAL HOSPITAL IS ALSO A NECCESSITY)

Screen Name Redacted
8/31/2022 11:40 AM
AT THE VERY LEAST TO BE ABLE TO SEE A GP

Screen Name Redacted
8/31/2022 11:41 AM
I would like things to stay the same, it is very concerning we might not have a gp that we have known and trust for years.

Screen Name Redacted
8/31/2022 11:46 AM
Anywhere as close to home as possible

Screen Name Redacted
8/31/2022 11:48 AM
Be able to speak to a Dr or Nurse to prevent having to visit Surgery

Screen Name Redacted
8/31/2022 11:49 AM
To remain the same: Have a surgery in Neyland

Screen Name Redacted
8/31/2022 11:51 AM
Would like access to an online chat facility

Screen Name Redacted
8/31/2022 11:54 AM
Stay as things are I am very worried and stressed about not having the care I need

Screen Name Redacted
8/31/2022 11:59 AM
I would like things to stay the same, it is very concerning we might not have a GP that we have known and trust for years.

| | |
|--|--|
| Screen Name Redacted 8/31/2022 12:02 PM | Anywhere as close to home as possible. |
| Screen Name Redacted 8/31/2022 12:02 PM | Yes |
| Screen Name Redacted 8/31/2022 12:04 PM | SAME |
| Screen Name Redacted 8/31/2022 12:07 PM | local surgery with doctors where you can actually get an appointment |
| Screen Name Redacted 8/31/2022 12:05 PM | To remain the same: Have a surgery in Neyland |
| Screen Name Redacted 8/31/2022 12:07 PM | The same as they are now |
| Screen Name Redacted 8/31/2022 12:07 PM | Would like access to an online chat facility |
| Screen Name Redacted 8/31/2022 12:10 PM | To continue as they are now! Pembrokeshire cannot afford to down???? services that are already struggling. |
| Screen Name Redacted 8/31/2022 12:10 PM | Stay as things are I am very worried and stressed about not having the care I need |
| Screen Name Redacted 8/31/2022 12:14 PM | Face to face with a Doctor or Nurse, but would like to speak to a dr/nurse for advice if needed. |
| Screen Name Redacted 8/31/2022 12:18 PM | I am very sorry that we wont have a surgery in Neyland |
| Screen Name Redacted 8/31/2022 12:27 PM | Preferably as they have been doing so. |
| Screen Name Redacted 8/31/2022 12:27 PM | As it was |
| Screen Name Redacted | In person at another surgery/, and within reasonable distance |

8/31/2022 12:29 PM

Screen Name Redacted

I am happy with the current situation.

8/31/2022 12:30 PM

Screen Name Redacted

would like to still be able to have access to see a GP and nurse

8/31/2022 12:32 PM

Screen Name Redacted

This cannot be a serious question!

8/31/2022 12:34 PM

Screen Name Redacted

I would like to know if I'm going to get medical assistance if I need it.

8/31/2022 12:35 PM

Screen Name Redacted

This cannot be a serious question

8/31/2022 12:35 PM

Screen Name Redacted

there should be a 1 year grace period when the Health Boards manage the practice. This will allow for an effective decision to be made

8/31/2022 12:37 PM

Screen Name Redacted

To remain at Neyland

8/31/2022 12:38 PM

Screen Name Redacted

As it is now, ring up local doctors and get to see 1 immediately, not everything can be sorted over a phone call, and many people can't drive and public transport is a joke in the area!

8/31/2022 12:40 PM

Screen Name Redacted

Same

8/31/2022 12:41 PM

Screen Name Redacted

The surgery should remain open and be run by the Health Board, even if this is not permanent. 3 months is not enough time for the Health Board to decide

8/31/2022 12:40 PM

Screen Name Redacted

I would like to be passed to St Thomas surgery Haverfordwest

8/31/2022 12:40 PM

Screen Name Redacted

same as now

8/31/2022 12:41 PM

| | |
|--|---|
| Screen Name Redacted 8/31/2022 12:41 PM | Need a surgery that will see patients |
| Screen Name Redacted 8/31/2022 12:44 PM | Accessibility the same as before covid |
| Screen Name Redacted 8/31/2022 12:44 PM | In Neyland. |
| Screen Name Redacted 8/31/2022 12:43 PM | The same as it is run now |
| Screen Name Redacted 8/31/2022 12:44 PM | To stay in Neyland at the surgery |
| Screen Name Redacted 8/31/2022 12:45 PM | I would prefer a 'drop in' system rather than appointments as these are usually difficult to obtain. Prefer face to face consultations |
| Screen Name Redacted 8/31/2022 12:46 PM | With a surgery that we can visit |
| Screen Name Redacted 8/31/2022 12:47 PM | With a surgery that we can visit |
| Screen Name Redacted 8/31/2022 12:48 PM | A surgery that was local to where I live, adequate slots for pts to see GPs, and up to date online booking system, being seen efficiently + effectively without having to stay on the line for a receptionist only to be told "phone again in the morning" or "is it an emergency". |
| Screen Name Redacted 8/31/2022 12:49 PM | I would prefer to have a GP surgery in Neyland - if there is an option to close Johnston or Neyland. I would also prefer if appointments could be booked online (in advance preferably). |
| Screen Name Redacted 8/31/2022 12:50 PM | A GP in easy reach of where i live |
| Screen Name Redacted 8/31/2022 12:49 PM | To be able to phone locally for a Dr's appointment to see or speak to a Dr on the same day. |
| Screen Name Redacted | Efficiently |

8/31/2022 12:52 PM

Screen Name Redacted

At the usual surgery. I am writing on behalf of my Mother who has dementia, so change is difficult for her to cope with

8/31/2022 12:51 PM

Screen Name Redacted

Via my local surgery

8/31/2022 12:53 PM

Screen Name Redacted

To continue in the excellent way they have always carried out their duties and also the general running of their surgery.

8/31/2022 12:57 PM

Screen Name Redacted

At Gp practice with named GP

8/31/2022 12:57 PM

Screen Name Redacted

The present surgery to remain available

8/31/2022 12:57 PM

Screen Name Redacted

I don't want them to change.

8/31/2022 12:59 PM

Screen Name Redacted

To stay at the practice in Neyland

8/31/2022 12:58 PM

Screen Name Redacted

I would prefer it to remain as is, as I have been at this surgery for 60 years

8/31/2022 12:58 PM

Screen Name Redacted

The same as they are now

8/31/2022 01:00 PM

Screen Name Redacted

FROM SURGERY IN NEYLAND

8/31/2022 12:59 PM

Screen Name Redacted

Surgery and phone.

8/31/2022 01:00 PM

Screen Name Redacted

Would prefer to keep Neyland surgery open and even better if I could actually see a GP!

8/31/2022 01:01 PM

Screen Name Redacted

Stay at Neyland

8/31/2022 01:04 PM

Screen Name Redacted

8/31/2022 01:07 PM

In my surgery

Screen Name Redacted

8/31/2022 01:06 PM

Prefer them to stay in Neyland where they are now. It would be helpful with some sort of incentive to have more GPs at the surgery. Not keen with locums as they don't know the patients they would serve

Screen Name Redacted

8/31/2022 01:10 PM

Stay open for people who depend on the surgeries

Screen Name Redacted

8/31/2022 01:09 PM

As currently delivered providing constant coverage in view of my illness (long term)

Screen Name Redacted

8/31/2022 01:10 PM

At the same locations as at present

Screen Name Redacted

8/31/2022 01:16 PM

As they are now and have been

Screen Name Redacted

8/31/2022 01:12 PM

DOCTORS IN NEYLAND

Screen Name Redacted

8/31/2022 01:14 PM

No changes - 2 doctors serving Neyland and surrounding areas: Neyland is not a small town!

Screen Name Redacted

8/31/2022 01:15 PM

Similar to now but with less difficulty in getting access to a doctor

Screen Name Redacted

8/31/2022 01:17 PM

Continue services with the staff available at the surgery. Nurse practitioners etc. with online services they could consult GPs online

Screen Name Redacted

8/31/2022 01:18 PM

face to face, over the phone and house calls an in Neyland!!

Screen Name Redacted

8/31/2022 01:18 PM

Local

Screen Name Redacted

at the moment i have to go all the way to ?, which is too far would like

8/31/2022 01:20 PM

it to be in johnstown

Screen Name Redacted

8/31/2022 01:20 PM

A practice in Neyland adequately resourced. We have had 2 surgeries in Neyland

Screen Name Redacted

8/31/2022 01:21 PM

face to face, over the phone and house calls in neyland!

Screen Name Redacted

8/31/2022 01:24 PM

More appointment available on same day, maybe emergency walk in

Screen Name Redacted

8/31/2022 01:23 PM

I WOULD PREFER IF THE SURGERY REMAINED OPEN.

Screen Name Redacted

8/31/2022 01:25 PM

A local surgery providing a range of healthcare and regular access to a GP

Screen Name Redacted

8/31/2022 01:24 PM

I'd like to be able to decide whether I get a face to face or online (via Zoom) or a telephone appointments with a GP or other health professional at my local surgery. I'm sure everyone wants the NHS to operate in the way we imagine it should.

Screen Name Redacted

8/31/2022 01:29 PM

In a similar way, with a surgery in Neyland

Screen Name Redacted

8/31/2022 01:27 PM

If possible, a GP practice providing local service would be desirable. Lots of elderly residents in Neyland and Johnston rely on public transport, so access to a doctor could be difficult.

Screen Name Redacted

8/31/2022 01:29 PM

A locally based central surgery where timely services can be delivered on an appointment basis.

Screen Name Redacted

8/31/2022 01:29 PM

Probably the surgery remains open as it would make appointments difficult

Screen Name Redacted

8/31/2022 01:29 PM

Using a local GP

Screen Name Redacted

I moved from Haverfordwest to Neyland a year ago. I'd be very happy

8/31/2022 01:31 PM

to return to St Thomas Green Surgery.

Screen Name Redacted

8/31/2022 01:33 PM

To be able to book an appointment in advance instead of the lottery of the first come first serve phone queue race. come

Screen Name Redacted

8/31/2022 01:36 PM

I would like to keep a GP in Neyland

Screen Name Redacted

8/31/2022 01:36 PM

Try keep the doctors surgery local in Neyland

Screen Name Redacted

8/31/2022 01:39 PM

I would like to see our surgery staying open

Screen Name Redacted

8/31/2022 01:42 PM

A mixed approach - online, via phone and in person but with patients not receptionists deciding an individuals access routes. Good online access to health advisers to reduce pressure on GPs.

Screen Name Redacted

8/31/2022 01:42 PM

If possible, as they are. We need a Drs surgery in this town. We need a reliable service to ensure that people can get the medication that they require

Screen Name Redacted

8/31/2022 01:44 PM

i like to be in Neyland

Screen Name Redacted

8/31/2022 01:45 PM

Would like to continue with a GP surgery in Neyland

Screen Name Redacted

8/31/2022 01:44 PM

BY KEEPING THE SURGERY THAT WE ATTEND OPEN, BY MOVING TO ANOTHER PRACTICE COULD BE PROBLEMATIC FOR MOST PATIENTS.

Screen Name Redacted

8/31/2022 01:48 PM

A surgery + Doctor in my Town

Screen Name Redacted

8/31/2022 01:48 PM

i like to be in neyland

Screen Name Redacted

Obviously I would prefer the surgery be able to stay open. Failing

8/31/2022 01:48 PM

that, if possible I would be very happy if I was able to be registered over at argyle street surgery in Pembroke Dock, as I live in Neyland and have been seen as a patient over there many times.

Screen Name Redacted

8/31/2022 01:48 PM

I WOULD LIKE THE SURGERY TO STAY OPEN. I WOULD LOVE TO GET TO SEE A DOCTOR WHEN I NEED TO, NOT A PHONE CHAT, ITS VERY DIFFICULT TO GET AN APPOINTMENT AT THE MOMENT. TRYING TO GET THROUGH OR AN ANSWER IS IMPOSSIBLE!

Screen Name Redacted

8/31/2022 01:51 PM

I would like it to remain close to our area

Screen Name Redacted

8/31/2022 01:50 PM

Obviously I would prefer the surgery to stay open. Failing this, I would like to be able to register over at Argyle Street in Pembroke Dock, where I have been a patient before.

Screen Name Redacted

8/31/2022 01:52 PM

Neyland Surgery

Screen Name Redacted

8/31/2022 01:54 PM

Desperately need a doctors surgery in this area, many older people without transport and support

Screen Name Redacted

8/31/2022 01:54 PM

Be registered in another surgery as soon as possible

Screen Name Redacted

8/31/2022 01:55 PM

As now provided by Neyland and Johnston Surgery.

Screen Name Redacted

8/31/2022 01:57 PM

Try to keep all services local in Neyland for all patients.

Screen Name Redacted

8/31/2022 01:57 PM

Plenty off appointments, GPs on house calls, job share! Minor ailments dealt with at the chemist, GPS to have more perks to encourage staff to live here

Screen Name Redacted

8/31/2022 01:59 PM

I would prefer GP services to resume as they were before, actually being able to consult them face to face in my area.

Screen Name Redacted

As they currently are with appointment availability in Johnston

8/31/2022 02:02 PM

Screen Name Redacted Locally

8/31/2022 02:03 PM

Screen Name Redacted much the same it beggars belief that one GP although a good one would cause all this

8/31/2022 02:06 PM

Screen Name Redacted To be able to be in Neyland

8/31/2022 02:08 PM

Screen Name Redacted From the local surgery

8/31/2022 02:07 PM

Screen Name Redacted In a local surgery. Happy to have initial phone consultations for some issues

8/31/2022 02:09 PM

Screen Name Redacted As they are now

8/31/2022 02:09 PM

Screen Name Redacted I want the surgery to stay the same. As we don't have transport but there needs to be at least 3 doctors.

8/31/2022 02:10 PM

Screen Name Redacted The same as they are

8/31/2022 02:10 PM

Screen Name Redacted I would like a regular service and my surgery to remain open

8/31/2022 02:11 PM

Screen Name Redacted Same as now.

8/31/2022 02:12 PM

Screen Name Redacted I would prefer my GP services to stay where it is

8/31/2022 02:12 PM

Screen Name Redacted Same as now.

8/31/2022 02:13 PM

Screen Name Redacted Not far to travel from my home SA33 1NY

8/31/2022 02:13 PM

| | |
|--|---|
| Screen Name Redacted 8/31/2022 02:14 PM | As it is now |
| Screen Name Redacted 8/31/2022 02:15 PM | i would prefer to keep the surgery open |
| Screen Name Redacted 8/31/2022 02:14 PM | As it is now |
| Screen Name Redacted 8/31/2022 02:15 PM | GP SERVICE TO BE DELIVERED AT ST.CLEMENTS SURGERY WITH FACE TO FACE APPOINTMENTS OFFERED VIA A PROPERLY RESOURCED AND ADMINISTERED BOOKING SERVICE. |
| Screen Name Redacted 8/31/2022 02:16 PM | To be more efficient |
| Screen Name Redacted 8/31/2022 02:17 PM | To stay as it is |
| Screen Name Redacted 8/31/2022 02:19 PM | ideally still in neyland as it is now |
| Screen Name Redacted 8/31/2022 02:19 PM | As improved GP service with a GP holding GP sessions at Johnston and not just at Neyland. Ability to get a GP appointment in a timely manner. |
| Screen Name Redacted 8/31/2022 02:18 PM | The use of a doctors surgery as near as possible |
| Screen Name Redacted 8/31/2022 02:21 PM | In Johnston |
| Screen Name Redacted 8/31/2022 02:22 PM | Happy where I am. |
| Screen Name Redacted 8/31/2022 02:23 PM | I would like them to continue as they are because I rely on them greatly re condition of my heart and need regular access for my INR checks. Plus we are in our late 70's and local access is a necessity |

Screen Name Redacted I would rather stay in Johnston as Neyland is to far away at my age.
8/31/2022 02:24 PM

Screen Name Redacted Local surgery to remain open in Neyland and Johnston. As the majority of local population are elderly it is imperative that these remains a local doctors surgery.
8/31/2022 02:25 PM

Screen Name Redacted Go back to just Johnston surgery as it was before they took over Neyland Surgery.
8/31/2022 02:26 PM

Screen Name Redacted As they are now from Surgery
8/31/2022 02:26 PM

Screen Name Redacted Face to face at the surgery
8/31/2022 02:27 PM

Screen Name Redacted From a surgery I am able to access easily by public transport or car without paying large amounts for taxis.
8/31/2022 02:30 PM

Screen Name Redacted I would like them to be still the same. It is essential we retain our general medical services. Neyland has grown rapidly over the years. When one is older it gives us peace of mind that the Neyland Surgery is there for us
8/31/2022 02:30 PM

Screen Name Redacted To remain as now but with more doctors
8/31/2022 02:31 PM

Screen Name Redacted As they are now but with more doctors
8/31/2022 02:32 PM

Screen Name Redacted By keeping Johnston surgery open as it has been for the last 70 years plus.
8/31/2022 02:35 PM

Screen Name Redacted To continue to be delivered at Neyland Health Centre
8/31/2022 02:34 PM

Screen Name Redacted As it is now.
8/31/2022 02:38 PM

| | |
|--|--|
| Screen Name Redacted 8/31/2022 02:42 PM | As it is but more face to face appointments. |
| Screen Name Redacted 8/31/2022 02:44 PM | The same service as at present. (Get it sorted Hywel Dda). Face to Face appointments. |
| Screen Name Redacted 8/31/2022 02:46 PM | The same as it is now except would like face to face at surgery, not telephone consultations. |
| Screen Name Redacted 8/31/2022 02:46 PM | To stay in our village |
| Screen Name Redacted 8/31/2022 02:47 PM | As they were before, Neyland and Johnston Surgeries |
| Screen Name Redacted 8/31/2022 02:48 PM | Local surgery is essential. |
| Screen Name Redacted 8/31/2022 02:48 PM | As now |
| Screen Name Redacted 8/31/2022 02:50 PM | A fully serviced new surgery in Neyland which would cover Johnston as well. |
| Screen Name Redacted 8/31/2022 02:50 PM | AS per normal |
| Screen Name Redacted 8/31/2022 02:51 PM | Neyland |
| Screen Name Redacted 8/31/2022 02:52 PM | I would like access to be within walking distance. i have friends who don't have a car and won't be able to access services adequately. i am also concerned for the elderly. |
| Screen Name Redacted 8/31/2022 02:52 PM | Neyland |
| Screen Name Redacted 8/31/2022 02:52 PM | GP services delivered from St Clements Surgery with face to face appointments offered via a properly resourced and administrated booking system |

| | |
|--|---|
| Screen Name Redacted 8/31/2022 02:55 PM | From the local surgery |
| Screen Name Redacted 8/31/2022 02:55 PM | The NHS must do more to attract GPs to Neyland. We must keep our local surgery |
| Screen Name Redacted 8/31/2022 02:56 PM | Local |
| Screen Name Redacted 8/31/2022 02:57 PM | Local doctor |
| Screen Name Redacted 8/31/2022 02:59 PM | At Neyland surgery |
| Screen Name Redacted 8/31/2022 03:01 PM | Keep as it is Neyland surgery |
| Screen Name Redacted 8/31/2022 03:00 PM | we need a surgery with a better answering service not be cut off 4 times |
| Screen Name Redacted 8/31/2022 03:04 PM | Would prefer service to continue as it is now with more GPS would help |
| Screen Name Redacted 8/31/2022 03:06 PM | To continue as they are |
| Screen Name Redacted 8/31/2022 03:10 PM | LOCAL ACCESS TO A GP SURGERY. Access to a face to face appointment when needed. I have 2 children, husband and mother in law. Any of us might need a GP anytime so access is essential and and stop visits to other services which are also struggling e.g. A&E |
| Screen Name Redacted 8/31/2022 03:11 PM | Local Surgery (Johnston) |
| Screen Name Redacted 8/31/2022 03:15 PM | The same as they are now |

| | |
|--|---|
| Screen Name Redacted 8/31/2022 03:12 PM | Would prefer to have a sugery in village |
| Screen Name Redacted 8/31/2022 03:13 PM | Preferably the same as it was |
| Screen Name Redacted 8/31/2022 03:14 PM | Remain in Neyland |
| Screen Name Redacted 8/31/2022 03:16 PM | Clinic based in Neyland |
| Screen Name Redacted 8/31/2022 03:17 PM | I would like the service to remain in Neyland Surgery |
| Screen Name Redacted 8/31/2022 03:18 PM | Close by |
| Screen Name Redacted 8/31/2022 03:21 PM | Keep Neyland surgery open |
| Screen Name Redacted 8/31/2022 03:19 PM | By appointment in surgeries not online or by telephone |
| Screen Name Redacted 8/31/2022 03:20 PM | I would prefer GP services to remain in Neyland at the current location |
| Screen Name Redacted 8/31/2022 03:22 PM | To have a permeant GP to be able to see |
| Screen Name Redacted 8/31/2022 03:25 PM | as they are now |
| Screen Name Redacted 8/31/2022 03:24 PM | Continuation of current services for an indefinite period. |
| Screen Name Redacted 8/31/2022 03:26 PM | Face to Face |
| Screen Name Redacted 8/31/2022 03:26 PM | As it is now |

| | |
|--|---|
| Screen Name Redacted 8/31/2022 03:27 PM | I would like it to be delivered in the same way or very similar |
| Screen Name Redacted 8/31/2022 03:28 PM | A local GP service i.e. in Neyland. Continuity of care with all staff would be a bonus! |
| Screen Name Redacted 8/31/2022 03:29 PM | I would prefer a GP for Neyland |
| Screen Name Redacted 8/31/2022 03:30 PM | I have been happy with how the Doctor's surgery has been run so far. So something similar would be fine. |
| Screen Name Redacted 8/31/2022 03:31 PM | Prefer a surgery in village |
| Screen Name Redacted 8/31/2022 03:32 PM | By competent GP's & Primary Health Care Staff when the practice operated from Charles St, it was the best GP practice in Pembrokeshire. The present situation goes to prove that big is not best. Neyland is ideal for where we live. It needs to be patient centred and for small areas. |
| Screen Name Redacted 8/31/2022 03:33 PM | TO HAVE THE FULL SERVICE AS RUN FROM ST.CLEMENTS SURGERY NEYLAND WITH DR'S + NURSES TO ADMINISTER CARE |
| Screen Name Redacted 8/31/2022 03:33 PM | I would prefer our GP service to stay exactly where it is based in Neyland! Neyland and Johnston is a brilliant service. All the staff are kind and considerable. It is a practice with good and professional practice. I cannot praise the staff enough!! |
| Screen Name Redacted 8/31/2022 03:34 PM | As they are pre-October |
| Screen Name Redacted 8/31/2022 03:34 PM | Would prefer to have a surgery in Neyland |
| Screen Name Redacted 8/31/2022 03:36 PM | Winch Lane Surgery |

Screen Name Redacted

8/31/2022 03:38 PM

by a qualified GP and nursing staff

Screen Name Redacted

8/31/2022 03:37 PM

Continue as it has been for many years. I worked in the original practice from 1968-1999. very happy days!!

Screen Name Redacted

8/31/2022 03:37 PM

at least keep surgery open with nurses for vaccinations and any questions people may have

Screen Name Redacted

8/31/2022 03:39 PM

In person locally face to face

Screen Name Redacted

8/31/2022 03:40 PM

A local surgery must be retained in Neyland.

Screen Name Redacted

8/31/2022 03:41 PM

As it is now which is very good

Screen Name Redacted

8/31/2022 03:42 PM

I would prefer they remain. Employ more advanced nurse practitioners.

Screen Name Redacted

8/31/2022 03:43 PM

locally Neyland

Screen Name Redacted

8/31/2022 03:43 PM

There is a critical need to retain a GP Surgery, as you cannot register for other GP's.

Screen Name Redacted

8/31/2022 03:44 PM

Availability to attend the surgery and actually see the local GP

Screen Name Redacted

8/31/2022 03:44 PM

IF POSSIBLE TO MAINTAIN SURGERY IN NEYLAND. HAPPY TO TRAVEL TO ARGYLE STREET. HAD BETTER SERVICE WHEN ARGYLE RAN ST CLEMENTS

Screen Name Redacted

8/31/2022 03:45 PM

I would prefer to being/ keep all current services. As a mum of 2 children under 5, I find myself at the doctors most months.

Screen Name Redacted

8/31/2022 03:47 PM

I would like the GP services to be delivered as before. I choose to live in Johnston because of the surgery which has been excellent, was in

the village and within walking distance

Screen Name Redacted

8/31/2022 03:48 PM

GP Services to be as they were 10-20 years ago!!!

Screen Name Redacted

8/31/2022 03:49 PM

Prefer an accessible surgery within 5-7 miles of my home.

Screen Name Redacted

8/31/2022 03:49 PM

Need a DR here as there's no way you can get an appointment in P/Dock DR surgery

Screen Name Redacted

8/31/2022 03:51 PM

I would prefer to see a GP face to face

Screen Name Redacted

8/31/2022 03:53 PM

The same as at present.

Screen Name Redacted

8/31/2022 03:55 PM

In Neyland.

Screen Name Redacted

8/31/2022 03:56 PM

As far as possible, the same as present.

Screen Name Redacted

8/31/2022 03:59 PM

Hopefully we don't have to move surgery and or some other can be found to resolve the problems present.

Screen Name Redacted

8/31/2022 03:59 PM

I would prefer for things to stay as they are. We need our surgery in Neyland

Screen Name Redacted

8/31/2022 04:01 PM

Same as they are now or better not WORSE

Screen Name Redacted

8/31/2022 04:05 PM

Local. It's not fair we may need to travel. The last thing anyone wants to do when you're unwell is travel a distance to see a GP.

Screen Name Redacted

8/31/2022 04:06 PM

VEY HAPPY WITH THE CARE I RECIEVE AT NEYLAND/JOHNSTON AT THE MOMENT

Screen Name Redacted

I would like to see them based locally and be more accessible.

8/31/2022 04:07 PM

Screen Name Redacted BACK IN JOHNSTON

8/31/2022 04:06 PM

Screen Name Redacted Through a GP practice or Health Centre

8/31/2022 04:07 PM

Screen Name Redacted Locally available in St Clements's surgery moving forward. Including access to nurses, doctors and other professionals.

8/31/2022 04:09 PM

Screen Name Redacted I would prefer it to be still running, maybe a mobile unit for patients.

8/31/2022 04:10 PM

Screen Name Redacted Robert Street, Milford Haven.

8/31/2022 04:11 PM

Screen Name Redacted Preferably to be continued through the local surgery, mainly Johnston

8/31/2022 04:13 PM

Screen Name Redacted See number 3 below - surely patients must be their first priority - what is a GP for? They should be accessible on more occasions - they are very well paid for doing less work - who else can sick people go to as a starting reference.

8/31/2022 04:14 PM

Screen Name Redacted A GP PRACTICE IN THE TOWN PREFERABLY AT THE CURRENT LOCATION

8/31/2022 04:14 PM

Screen Name Redacted have appointment by face, quicker appointment.

8/31/2022 04:15 PM

Screen Name Redacted Many elderly people in Neyland - the present service are needed to continue.

8/31/2022 04:16 PM

Screen Name Redacted Home visits.

8/31/2022 04:18 PM

Screen Name Redacted At a Neyland based surgery.

8/31/2022 04:20 PM

| | |
|--|---|
| Screen Name Redacted 8/31/2022 04:21 PM | The same as it's always been. |
| Screen Name Redacted 8/31/2022 04:36 PM | Same as it is now. There has always been a doctors surgery in Neyland and I wish for that to continue. |
| Screen Name Redacted 8/31/2022 04:38 PM | I expect to be able to make an appointment and SEE a doctor when needed in NEYLAND. |
| Screen Name Redacted 8/31/2022 04:40 PM | Every town should have access to their own GP surgery and be able to see a Dr on appointment basis not ringing early basis! |
| Screen Name Redacted 8/31/2022 04:43 PM | St Clements's surgery to continue providing the excellent care and support they have always given. |
| Screen Name Redacted 8/31/2022 04:44 PM | To stay in Neyland. |
| Screen Name Redacted 8/31/2022 04:46 PM | A Neyland based surgery for easy access to health services. |
| Screen Name Redacted 8/31/2022 04:47 PM | Services need to be local for local people to access without having to travel. |
| Screen Name Redacted 8/31/2022 04:49 PM | Would like to keep the GP service as it is now. |
| Screen Name Redacted 8/31/2022 04:50 PM | I would like to have the same GP service. |
| Screen Name Redacted 8/31/2022 04:52 PM | Just as they are now. |
| Screen Name Redacted 8/31/2022 04:55 PM | To be truthful I'm not quite sure as I have been part of Neyland surgery all my life and they have been brilliant. |
| Screen Name Redacted 8/31/2022 04:58 PM | By a local GP or Hospital. |

Screen Name Redacted
8/31/2022 05:01 PM

As a few years ago. Also ability to make appointments for non urgent visit in advance. Avoid the half hour phone call at 8am.

Screen Name Redacted
8/31/2022 05:03 PM

Somewhere within a 5mile radius. Ability to submit repeat prescriptions online and collect from pharmacy locally. Ability to book appointments easily.

Screen Name Redacted
8/31/2022 05:05 PM

To be continued in Neyland, a new GP to hopefully be recruited.

Screen Name Redacted
8/31/2022 05:06 PM

Don't know.

Screen Name Redacted
8/31/2022 05:07 PM

Continue as is now.

Screen Name Redacted
8/31/2022 05:09 PM

Locally

Screen Name Redacted
8/31/2022 05:11 PM

I would wish there to be a surgery in Johnston.

Screen Name Redacted
9/01/2022 08:28 AM

To continue as the GP surgery provides as it is

Screen Name Redacted
9/01/2022 08:30 AM

To keep Neyland and Johnston surgeries as they are but be able to get an appointment with a doctor or nurse practitioner

Screen Name Redacted
9/01/2022 08:31 AM

I would prefer them to remain as they are now, but with better access to obtaining appointments

Screen Name Redacted
9/01/2022 08:33 AM

Remain the same. Current service is consistent and well located

Screen Name Redacted
9/01/2022 08:34 AM

To stay the same as it is now

Screen Name Redacted
9/01/2022 08:35 AM

A surgery within 5 miles

| | |
|--|---|
| Screen Name Redacted 9/01/2022 08:36 AM | At the premises already provided |
| Screen Name Redacted 9/01/2022 08:37 AM | As close to current level as possible |
| Screen Name Redacted 9/01/2022 08:39 AM | A local P surgery with easy access to appointments |
| Screen Name Redacted 9/01/2022 08:41 AM | For some other provider to take on the contract or the current provider to be supported to continue to provide their excellent service |
| Screen Name Redacted 9/01/2022 08:45 AM | Preferably with Doctors and Nurses based in the Neyland area |
| Screen Name Redacted 9/01/2022 08:46 AM | Would rather it continue as has been |
| Screen Name Redacted 9/01/2022 08:52 AM | I WOULD PREFER THAT ACCESS TO GP REMAIN IN NEYLAND. HDUHB SHOULD ASSIGN A GP TO THE PRACTICE |
| Screen Name Redacted 9/01/2022 09:00 AM | HAVING BEEN A PATIENT AT NEYLAND SURGERIES FOR 70 YRS+ AND DEPENDANT ON WARFARIN. I STILL USE THE SURGERY FREQUENTLY FOR TREATMENT AND MONITORING MY I.N.R. LEVELS. NEYLAND SHOULD MAINTAIN THE USE OF THIS FACILITY. |
| Screen Name Redacted 9/01/2022 09:03 AM | Staying the same as it is now. |
| Screen Name Redacted 9/01/2022 09:12 AM | To return to the running of it as it used to be. Phone then get an appointment |
| Screen Name Redacted 9/01/2022 09:14 AM | Same as it is now |
| Screen Name Redacted 9/01/2022 09:15 AM | To be continued as it is now |
| Screen Name Redacted | stay the same |

9/01/2022 09:15 AM

Screen Name Redacted

SERVICES SHOULD REMAIN IN NEYLAND.

9/01/2022 09:16 AM

Screen Name Redacted

I would prefer to still have local services. it would be nice to be able to order medication online

9/01/2022 09:17 AM

Screen Name Redacted

In the same way

9/01/2022 09:17 AM

Screen Name Redacted

I prefer a small local GP surgery that is contactable and available Monday-Friday

9/01/2022 09:19 AM

Screen Name Redacted

I would prefer them to remain as they are

9/01/2022 09:19 AM

Screen Name Redacted

I would prefer to have a local doctor that I can talk to when I need to

9/01/2022 09:20 AM

Screen Name Redacted

Continue as normal

9/01/2022 09:21 AM

Screen Name Redacted

Locally in Johnston

9/01/2022 09:21 AM

Screen Name Redacted

Locally in Johnston

9/01/2022 09:22 AM

Screen Name Redacted

yes

9/01/2022 09:23 AM

Screen Name Redacted

We need a doctors surgery in Neyland

9/01/2022 09:24 AM

Screen Name Redacted

To remain same service in Neyland

9/01/2022 09:25 AM

Screen Name Redacted

Require salaried GP's to keep running local practice for benefit of the community to prevent travel to a GP, especially if unwell.

9/01/2022 09:26 AM

| | |
|--|--|
| Screen Name Redacted 9/01/2022 09:26 AM | We need a Doctors Surgery to continue in Neyland |
| Screen Name Redacted 9/01/2022 09:28 AM | To remain open. |
| Screen Name Redacted 9/01/2022 09:29 AM | A surgery in Neyland. |
| Screen Name Redacted 9/01/2022 09:30 AM | Definitely MANAGED practice. |
| Screen Name Redacted 9/01/2022 09:32 AM | Same as now or better. |
| Screen Name Redacted 9/01/2022 09:32 AM | Its vital we have a Surgery, there are no Surgeries to have, we need our doctors. |
| Screen Name Redacted 9/01/2022 09:35 AM | I expect Hywel Dda to provide a GP based in Neyland. I have paid National Insurance since 1958 and expect some help now. |
| Screen Name Redacted 9/01/2022 09:35 AM | To stay in Neyland |
| Screen Name Redacted 9/01/2022 09:37 AM | I would like a replacement doctor in Neyland. |
| Screen Name Redacted 9/01/2022 09:37 AM | To have a surgery in Neyland |
| Screen Name Redacted 9/01/2022 09:38 AM | Face to face |
| Screen Name Redacted 9/01/2022 09:39 AM | We need to keep our surgery. |
| Screen Name Redacted 9/01/2022 09:40 AM | Preferably I would like a continuation of the same set up of services that we have in Neyland. |

| | |
|--|---|
| Screen Name Redacted 9/01/2022 09:39 AM | Same as now but with more FACE TO FACE |
| Screen Name Redacted 9/01/2022 09:40 AM | Yes!!! |
| Screen Name Redacted 9/01/2022 09:40 AM | We need a Doctor and a Surgery to continue in Neyland. |
| Screen Name Redacted 9/01/2022 09:41 AM | On a like for like basis. |
| Screen Name Redacted 9/01/2022 09:41 AM | I would prefer a local hub |
| Screen Name Redacted 9/01/2022 09:43 AM | Access to a similar practice within a similar geographic distance |
| Screen Name Redacted 9/01/2022 09:43 AM | Obviously I want them to stay in my area. I am not in very good health and this could be a problem for me to get to another area. |
| Screen Name Redacted 9/01/2022 09:44 AM | In Neyland or Pembroke Dock |
| Screen Name Redacted 9/01/2022 09:45 AM | To be able to have a face to face appointment with a regular doctor at the same surgery. |
| Screen Name Redacted 9/01/2022 09:45 AM | As near to the present system as possible |
| Screen Name Redacted 9/01/2022 09:45 AM | prefer services to be continued |
| Screen Name Redacted 9/01/2022 09:46 AM | To have access more to our local GP |
| Screen Name Redacted 9/01/2022 09:47 AM | Would like to have an appointment face to face with my GP |
| Screen Name Redacted | We need a doctor in our hand, because I have 3 children (including |

9/01/2022 09:48 AM

one baby) under the age of 18. So they can't travel on their own.

Screen Name Redacted

9/01/2022 09:48 AM

I would like it to remain the same I have always received excellent care from this G.P. surgery.

Screen Name Redacted

9/01/2022 09:50 AM

NOT by telephone. One to one with doctor at a local clinic

Screen Name Redacted

9/01/2022 09:51 AM

We need a surgery because we have 3 children that needs a doctor on hand.

Screen Name Redacted

9/01/2022 09:51 AM

Locally

Screen Name Redacted

9/01/2022 09:53 AM

By the current GPs

Screen Name Redacted

9/01/2022 09:54 AM

To have a decent service would be good. present services next to non-existent

Screen Name Redacted

9/01/2022 09:55 AM

I would prefer the surgery to stay open. I would prefer to access services in the same location, by a dedicated team. other surgeries are already over stretched - I do not want to join these.

Screen Name Redacted

9/01/2022 09:56 AM

To remain in the town of Neyland.

Screen Name Redacted

9/01/2022 09:57 AM

To continue.

Screen Name Redacted

9/01/2022 09:57 AM

At a doctors surgery in Neyland with doctors and a team offering face to face appointments. Surgery also able to offer blood tests etc. by nurses

Screen Name Redacted

9/01/2022 09:57 AM

I WOULD LIKE TO CONTINUE BEING ABLE TO USE NEYLAND HEALTH CENTRE.

Screen Name Redacted

9/01/2022 09:57 AM

Stay with Neyland Surgery

| | |
|--|--|
| Screen Name Redacted 9/01/2022 09:58 AM | prefer a surgery to be situated in Neyland |
| Screen Name Redacted 9/01/2022 10:00 AM | To remain at current surgery location. Service needs to be provided in Neyland. |
| Screen Name Redacted 9/01/2022 10:01 AM | To still deliver an emergency programme where medical attention can still be given if needed |
| Screen Name Redacted 9/01/2022 10:02 AM | Services to be carried out at Johnston surgery by both GPs and Nursing staff. |
| Screen Name Redacted 9/01/2022 10:03 AM | Ideally as close as possible if not in walking distance or a short trip by car |
| Screen Name Redacted 9/01/2022 10:04 AM | Same as now |
| Screen Name Redacted 9/01/2022 10:06 AM | I WOULD WISH TO CONTINUE WITH THE PRACTISE WITH HOPEFULLY DOCTORS WORKING FROM THAT PRACTICE FULL TIME |
| Screen Name Redacted 9/01/2022 10:07 AM | Revitalised as before both Neyland/ Johnston surgeries. No other alternative is feasible. |
| Screen Name Redacted 9/01/2022 10:08 AM | LOCALLY ACCESSABLE SURGERY |
| Screen Name Redacted 9/01/2022 10:09 AM | In a GP surgery similar to what Neyland currently has |
| Screen Name Redacted 9/01/2022 10:09 AM | SAME AS NOW |
| Screen Name Redacted 9/01/2022 10:10 AM | On preference, I would choose to stay with my surgery. |

Screen Name Redacted I would like my GP practice in Neyland. I would also like continuity
9/01/2022 10:10 AM

Screen Name Redacted At local surgery
9/01/2022 10:11 AM

Screen Name Redacted I would like the problem sorted, and obviously keep surgery's open in
9/01/2022 10:13 AM Neyland and Johnston, otherwise i would have to go elsewhere.

Screen Name Redacted I would like to be able to access a GP locally, face ot face. I would
9/01/2022 10:14 AM like ot be able to book either an emergency same day appointment or make an appointment in advance. For me local, friendly and helpful staff is very important

Screen Name Redacted To maintain the status quo. To have a local practice adequately
9/01/2022 10:17 AM staffed to serve the very large community in order to return face to face consultations if the condition requires it

Screen Name Redacted Back to normal appointments which can be booked at any time of the
9/01/2022 10:18 AM working day - not just in the first 30 minutes between 8-8.30am

Screen Name Redacted WITH A LOCAL SURGERY OR ONE WITHIN ABOUT A 5 MILE
9/01/2022 10:19 AM RADIUS

Screen Name Redacted To continue as if is at present- at Neyland Surgery
9/01/2022 10:23 AM

Screen Name Redacted As they are now
9/01/2022 10:23 AM

Screen Name Redacted To remain where they are in Neyland surgery. When the surgery was
9/01/2022 10:24 AM part of Argyle street a number of years ago, it was difficult to get through, difficult to get appointments and I would not want to go back to this.

Screen Name Redacted At a traditional GP centre that has served a local area for many years
9/01/2022 10:24 AM

Screen Name Redacted face to face
9/01/2022 10:24 AM

Screen Name Redacted
9/01/2022 10:25 AM

NEYLAND + JOHNSTON ARE EXCELLENT WOULD LOVE FOR IT TOO STAY.

Screen Name Redacted
9/01/2022 10:28 AM

As local as possible

Screen Name Redacted
9/01/2022 10:30 AM

Stay at Neyland + Johnston Surgery

Screen Name Redacted
9/01/2022 10:36 AM

In Neyland, with a pharmacy in Neyland.

Screen Name Redacted
9/01/2022 10:39 AM

The practice should continue as it is. There are enough patients in the area and the surgeries exists and are in good condition.

Screen Name Redacted
9/01/2022 10:42 AM

Unsurprisingly. A GP surgery with nursing staff in the local area, i.e. Neyland.

Screen Name Redacted
9/01/2022 10:47 AM

Neyland - local surgery

Screen Name Redacted
9/01/2022 10:51 AM

To remain the same as it always has bee for the last 50+ years.

Screen Name Redacted
9/01/2022 10:52 AM

Same as now.

Screen Name Redacted
9/01/2022 10:56 AM

To be able to have access when needed with good doctors.

Screen Name Redacted
9/01/2022 10:57 AM

Sooner the better. Not been able to make appointment for years.

Screen Name Redacted
9/01/2022 10:59 AM

Preferably within a distance of 5 miles.

Screen Name Redacted
9/01/2022 11:00 AM

I would like to see the service remain in Neyland.

| | |
|--|---|
| Screen Name Redacted 9/01/2022 11:05 AM | Locally |
| Screen Name Redacted 9/01/2022 11:06 AM | Local. |
| Screen Name Redacted 9/01/2022 11:10 AM | Efficiently and a bit better managed (whoever manages). Current a admin sadly does not explain workload to their customers. |
| Screen Name Redacted 9/01/2022 11:15 AM | Great effort must be made to provide some level of service in Neyland. |
| Screen Name Redacted 9/01/2022 11:17 AM | hope the service could continue as it has always been |
| Screen Name Redacted 9/01/2022 11:17 AM | I want to see my own Dr in my own surgery in Neyland. |
| Screen Name Redacted 9/01/2022 11:19 AM | from surgery in neyland |
| Screen Name Redacted 9/01/2022 11:24 AM | to be able to access a doctor in my area (neyland) to be able to have an appointment quickly. to book a longer appointment if to enable discussion with a GP not just 10 mins or less when you have other issues. |
| Screen Name Redacted 9/01/2022 11:27 AM | As it is now |
| Screen Name Redacted 9/01/2022 11:28 AM | how about access to a GP in neyland, you have one you can call in the morning and be seen the same day |
| Screen Name Redacted 9/01/2022 11:27 AM | Yes |
| Screen Name Redacted 9/01/2022 11:29 AM | would prefer to have a surgery in neyland |
| Screen Name Redacted 9/01/2022 11:29 AM | As they have been - locally, efficiently |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 11:30 AM | In person GP and nurse service available within walking distance |
| Screen Name Redacted 9/01/2022 11:31 AM | within johnston area, neyland or milford haven. also prefer surgery if not as now in milford not with a female gp available. |
| Screen Name Redacted 9/01/2022 11:31 AM | Stay in Neyland |
| Screen Name Redacted 9/01/2022 11:31 AM | As previous |
| Screen Name Redacted 9/01/2022 11:34 AM | Face to face in a surgery in Neyland. |
| Screen Name Redacted 9/01/2022 11:32 AM | As they are up until now |
| Screen Name Redacted 9/01/2022 11:33 AM | doesn't matter what we say if the GP's are not going to take on johnston. will have to do what the board say. |
| Screen Name Redacted 9/01/2022 11:34 AM | Phone/video consultations to continue where appropriate. More availability |
| Screen Name Redacted 9/01/2022 11:35 AM | Dr R Phillips, Neyland. |
| Screen Name Redacted 9/01/2022 11:35 AM | as it is, it works well |
| Screen Name Redacted 9/01/2022 11:36 AM | to keep johnston surgery open |
| Screen Name Redacted 9/01/2022 11:36 AM | I would prefer to have a GP surgery as local to me as possible with practice nurses on site too |
| Screen Name Redacted 9/01/2022 11:36 AM | At a local surgery in Neyland. |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 11:36 AM | Stay in Neyland |
| Screen Name Redacted 9/01/2022 11:39 AM | A local surgery in Neyland. |
| Screen Name Redacted 9/01/2022 11:44 AM | I won't have a surgery in my town |
| Screen Name Redacted 9/01/2022 11:44 AM | As a traditional GP service |
| Screen Name Redacted 9/01/2022 11:46 AM | GP consultations via phone or in person at least 3 days a week in Neyland plus nurse practitioner or practice nurse appointments daily |
| Screen Name Redacted 9/01/2022 11:48 AM | as it is now |
| Screen Name Redacted 9/01/2022 11:49 AM | yes |
| Screen Name Redacted 9/01/2022 11:48 AM | To continue as they were. Please find a partner |
| Screen Name Redacted 9/01/2022 11:49 AM | I prefer to visit a GP in person |
| Screen Name Redacted 9/01/2022 11:51 AM | as they have been, locally efficient |
| Screen Name Redacted 9/01/2022 11:53 AM | I am thinking of the wider picture i.e. services being initial diagnosis (GP in person) follow up nurse at a venue (maybe village hall) medication (chemist that can deliver when you can't pick up) |
| Screen Name Redacted 9/01/2022 11:53 AM | please can we keep Dr Phillips Neyland Surgery |
| Screen Name Redacted 9/01/2022 11:54 AM | Do not mind - within 15 miles ideally |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 11:55 AM | I would prefer them to stay the same as they are now |
| Screen Name Redacted 9/01/2022 12:03 PM | Ideally a doctor in a surgery within 5 miles of my home. |
| Screen Name Redacted 9/01/2022 12:07 PM | As they are now. Both in Neyland and Johnston surgeries are easy for me to get to. |
| Screen Name Redacted 9/01/2022 12:07 PM | in person GP + nurse service available within walking distance |
| Screen Name Redacted 9/01/2022 12:08 PM | stay in n neyland |
| Screen Name Redacted 9/01/2022 12:09 PM | I am unable to understand this. (As his mum and carer - I think he needs a small, non-busy surgery). |
| Screen Name Redacted 9/01/2022 12:09 PM | as previous |
| Screen Name Redacted 9/01/2022 12:10 PM | as they are up until now |
| Screen Name Redacted 9/01/2022 12:10 PM | As now!! |
| Screen Name Redacted 9/01/2022 12:12 PM | phone/video consultation to continue where appropriate. more availability. |
| Screen Name Redacted 9/01/2022 12:12 PM | Would like it to be within a 5 mile radius and easily be able to make an appointment within a few days (up to a week) of needing one. |
| Screen Name Redacted 9/01/2022 12:14 PM | i would prefer to have a GP surgery as local to me as possible with practice nurses on site too |
| Screen Name Redacted 9/01/2022 12:17 PM | I would like to be able to choose what alternative surgery I will go to. I do not want to be automatically assigned one as I know the service of many are poor, i.e. Robert Street/ Argyle Street. The Neyland surgery has been fantastic. Happy to do telephone/ video calls if it helps. |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 12:18 PM | health board to take over neyland surgery |
| Screen Name Redacted 9/01/2022 12:18 PM | Face to Face appointmetns. |
| Screen Name Redacted 9/01/2022 12:19 PM | AS IS NOW! |
| Screen Name Redacted 9/01/2022 12:20 PM | Access to GP to remain in Neyland. |
| Screen Name Redacted 9/01/2022 12:20 PM | i would like an accessible surgery within 7 miles of my home |
| Screen Name Redacted 9/01/2022 12:21 PM | Stay the same. |
| Screen Name Redacted 9/01/2022 12:21 PM | to stay in neyland |
| Screen Name Redacted 9/01/2022 12:24 PM | Face to face appointments at surgeries. Easier to make appointments. Maybe more nurse practitioners. |
| Screen Name Redacted 9/01/2022 12:26 PM | The same or similar to that existing. |
| Screen Name Redacted 9/01/2022 12:27 PM | A surgery in Neyland/ Honeyborough |
| Screen Name Redacted 9/01/2022 12:29 PM | to be able to get an appointment when i need to, to access a GP service easily not how it is now |
| Screen Name Redacted 9/01/2022 12:30 PM | i do not drive, nearest surgery for me |
| Screen Name Redacted 9/01/2022 12:32 PM | i would prefer to still be able to use the neyland and johnston surgery |

Screen Name Redacted

9/01/2022 12:34 PM

to stay in neyland

Screen Name Redacted

9/01/2022 12:36 PM

I would prefer to continue with a GP run practice in Neyland.

Screen Name Redacted

9/01/2022 12:37 PM

face to face appointments with a GP at another practice. repeat prescriptions and minor problems covered by local pharmacist

Screen Name Redacted

9/01/2022 12:37 PM

I would like an accessible surgery within 5-7 miles of my home.

Screen Name Redacted

9/01/2022 12:37 PM

as at present

Screen Name Redacted

9/01/2022 12:39 PM

Just to know we have a doctor would be a blessing?

Screen Name Redacted

9/01/2022 12:41 PM

Via Johnstons surgery. Certainly not amenable with any Haverfordwest practices.

Screen Name Redacted

9/01/2022 12:42 PM

Doctors in surgery that I have access too.

Screen Name Redacted

9/01/2022 12:43 PM

Within Neyland.

Screen Name Redacted

9/01/2022 12:45 PM

Have face to face appointments not telephone.

Screen Name Redacted

9/01/2022 12:55 PM

Local doctors in area

Screen Name Redacted

9/01/2022 01:00 PM

What do you think we need to have full medical staff in surgery - Drs, nurse practitioners, nurses. More fulltime less part time staff. So much money being paid for locum services!!!

Screen Name Redacted

9/01/2022 01:01 PM

Locally- in person

Screen Name Redacted
9/01/2022 01:02 PM

Preferably by Neyland Medical Centre who are brilliant. It would be a travesty to lose them

Screen Name Redacted
9/01/2022 01:03 PM

In the same practice in the same way

Screen Name Redacted
9/01/2022 01:04 PM

As they are now

Screen Name Redacted
9/01/2022 01:05 PM

To have face to face appointments

Screen Name Redacted
9/01/2022 01:06 PM

As usual, via face to face appointments or a phone call if this is appropriate

Screen Name Redacted
9/01/2022 01:06 PM

Would be lovely to go abck to seeing Drs face to face

Screen Name Redacted
9/01/2022 01:08 PM

Easily accessible to all. If possible to stay as it is

Screen Name Redacted
9/01/2022 01:09 PM

I found Johnston Surgery and it is on my doorstep to lose this would let a lot of people down

Screen Name Redacted
9/01/2022 01:11 PM

Face to face as it should be!!

Screen Name Redacted
9/01/2022 01:11 PM

I would like a GP in Neyland

Screen Name Redacted
9/01/2022 01:15 PM

We need to have a surgery in NEyland for the young and the old how will someone who is old be able to go to another surgery that maybe a good journey away

Screen Name Redacted
9/01/2022 01:19 PM

A local doctors surgery with doctors providing face to face appointments. And a doctors assigned to me so I can build relationships with them.

Screen Name Redacted
9/01/2022 01:22 PM

Naturally it would be preferable if there was a GP service in Neyland

Screen Name Redacted

9/01/2022 01:23 PM

Local Surgery

Screen Name Redacted

9/01/2022 01:27 PM

face to face or over the phone

Screen Name Redacted

9/01/2022 01:28 PM

as they are now

Screen Name Redacted

9/01/2022 01:28 PM

Still able to go to St Clements

Screen Name Redacted

9/01/2022 01:29 PM

as they are now

Screen Name Redacted

9/01/2022 01:31 PM

visit a surgery near me

Screen Name Redacted

9/01/2022 01:33 PM

I WOULD PREFER TO RETURN TO BARLW HOUSE SURGERY, MILFORD HAVEN, WHO I WAS WITH FROM BIRTH TO 2020 (50 YEARS). WHEN I MOVED TO NEYLAND, I WAS FORCED TO CHANGE TO NEYLAND SURGERY, AGAINST MY WILL, EVEN WITH NEYLAND BEING MILFORD HAVEN SA73 POSTCODE

Screen Name Redacted

9/01/2022 01:33 PM

if possible i would like to see johnston/neyland surgery to stay as as surgery, there are a lot of elderly people in the community and they rely on having a GP surgery close at hand.

Screen Name Redacted

9/01/2022 01:34 PM

I would live the GP practice to remain as it is today.

Screen Name Redacted

9/01/2022 01:39 PM

I DONT WISH ANY CHANGES!! i would like neyland and johnston surgeries to stay as they are now. they and the staff give very very good service but need a new doctor!!

Screen Name Redacted

9/01/2022 01:41 PM

I WANT THIS SERVICE TO CONTINUE IN NEYLAND AND JOHNSTON.

Screen Name Redacted

the some as they were 12 years ago

9/01/2022 01:43 PM

Screen Name Redacted

If possible home visits if and when I needed has I have walking issues

9/01/2022 01:43 PM

Screen Name Redacted

a return to pre-covid GP service, working from johnstown surgery as well as neyland. there are many older residents living in johnston who struggle to get to neyland

9/01/2022 01:46 PM

Screen Name Redacted

i would like a dr in my local area i can easily get to and for my elderly parents. prefer face to face consultations

9/01/2022 01:48 PM

Screen Name Redacted

As at present

9/01/2022 02:02 PM

Screen Name Redacted

I WANT THE SERVICE TO CONTINUE FROM NEYLAND AND JOHNSTON. THIS IS A LARGE POPULATION OF PEOPLE AND TO DISPERSE THEM TO OTHER LOCAL SURGERIES WOULD BE UNFAIR TO THE EXISTING WORKLOAD THEY ARE EXPERIENCING AND PUT EVEN FURTHER RISKS TO A PATIENTS SAFETY AND WELLBEING.

9/01/2022 02:02 PM

Screen Name Redacted

Face to face appointments

9/01/2022 02:03 PM

Screen Name Redacted

A NEYLAND SURGERY

9/01/2022 02:04 PM

Screen Name Redacted

Local - appointments more available

9/01/2022 02:04 PM

Screen Name Redacted

Ability to have face to face appointments with doctors when needed

9/01/2022 02:05 PM

Screen Name Redacted

At the same practice

9/01/2022 02:15 PM

Screen Name Redacted

As local as possible to Johnston current surgery

9/01/2022 02:07 PM

Screen Name Redacted

ideally with the same drs and staff

9/01/2022 02:11 PM

Screen Name Redacted same as now

9/01/2022 02:12 PM

Screen Name Redacted same - at neyland surgery

9/01/2022 02:13 PM

Screen Name Redacted Locally as before, by excellent doctors as before. The ability to see a doctor face to face without having to travel too far as we are both pensioners and sometimes can't physically travel far

9/01/2022 02:13 PM

Screen Name Redacted as they are provided now

9/01/2022 02:15 PM

Screen Name Redacted As it is as the present time it is a small local practice with a personal service with easy access and part of the local community

9/01/2022 02:20 PM

Screen Name Redacted By telephone appointment, where you can call any time the surgery is open (not between 8 & 9am only) I am also happy for the Dr to call back if required.

9/01/2022 02:20 PM

Screen Name Redacted Locally

9/01/2022 02:20 PM

Screen Name Redacted No change at all

9/01/2022 02:23 PM

Screen Name Redacted In person

9/01/2022 02:24 PM

Screen Name Redacted STILL TO HAVE A SURGERY IN EITHER NEYLAND OR-AND JOHNSTON. EASE OF ACCESS IS PARAMOUNT.

9/01/2022 02:25 PM

Screen Name Redacted Exactly the same as they are now.

9/01/2022 02:26 PM

Screen Name Redacted I would like a GP in Johnston and Neyland

9/01/2022 02:26 PM

| | |
|--|---|
| Screen Name Redacted 9/01/2022 02:27 PM | Continue as before but easier to have face to face contact |
| Screen Name Redacted 9/01/2022 02:28 PM | Access to another practice in a similar geographical distance |
| Screen Name Redacted 9/01/2022 02:28 PM | Via GP locally in Neyland and Johnston |
| Screen Name Redacted 9/01/2022 02:29 PM | Via GP locally Neyland and Johnston |
| Screen Name Redacted 9/01/2022 02:29 PM | Local surgery/centre in Neyland |
| Screen Name Redacted 9/01/2022 02:30 PM | Local doctors in Neyland |
| Screen Name Redacted 9/01/2022 02:31 PM | Would prefer GP services to stay in Neyland |
| Screen Name Redacted 9/01/2022 02:31 PM | close to home |
| Screen Name Redacted 9/01/2022 02:32 PM | As normal, and just let them do their job |
| Screen Name Redacted 9/01/2022 02:33 PM | Access to GP |
| Screen Name Redacted 9/01/2022 02:34 PM | Same as they are now only better meaning actually getting an appointment instead of phone calls. |
| Screen Name Redacted 9/01/2022 02:34 PM | The same as it has been for many years |
| Screen Name Redacted 9/01/2022 02:36 PM | Via a surgery located at Johnston, Neyland or Milford Haven or Pembroke Dock NOT Haverfordwest. Via telephone also acceptable |
| Screen Name Redacted | Same as they are now |

9/01/2022 02:38 PM

Screen Name Redacted

By having access to the surgery in Johnston

9/01/2022 02:40 PM

Screen Name Redacted

As close to the service as we currently have!!

9/01/2022 02:42 PM

Screen Name Redacted

that services are maintained and that we retain a local gp service

9/01/2022 02:44 PM

Screen Name Redacted

local surgery as in the past

9/01/2022 02:45 PM

Screen Name Redacted

every effort should be made to maintain some level of service in neyland

9/01/2022 02:47 PM

Screen Name Redacted

face to face with a doctor sat at the desk #BROKENBRITAIN

9/01/2022 02:49 PM

Screen Name Redacted

the same as they are now

9/01/2022 02:50 PM

Screen Name Redacted

I AM 83 YEARS OF AGE WITH CANCER, BLOOD AND BONE. I ALSO GET EXTREMELY OUT OF BREATH AS I SUFFER WITH COPD. I NEED TO HAVE GP SERVICES LOCAL

9/01/2022 02:54 PM

Screen Name Redacted

STAY AS IT IS

9/01/2022 02:58 PM

Screen Name Redacted

As it is now! Local, easy to get to without public transport.

9/01/2022 03:04 PM

Screen Name Redacted

In my local area.

9/01/2022 03:04 PM

Screen Name Redacted

Given my mobility problem and ongoing health problem I would like Johnston surgery fully staffed with a GP

9/01/2022 03:09 PM

Screen Name Redacted

LOCAL ACCESS TO MEDICAL HELP AS NOT HAVE TRANSPORT

9/01/2022 03:11 PM

Screen Name Redacted

9/01/2022 03:16 PM

I would prefer the service to stay in Neyland until enough GP's to serve the area- failing that it could perhaps be staffed by Nurse Practitioners as a first port of call

Screen Name Redacted

9/01/2022 03:20 PM

PREFER IT TO REMAIN UN-CHANGED

Screen Name Redacted

9/01/2022 03:22 PM

DONT KNOW

Screen Name Redacted

9/01/2022 03:23 PM

A normal surgery as provided in the past.

Screen Name Redacted

9/01/2022 03:30 PM

as currently available at neyland

Screen Name Redacted

9/01/2022 03:31 PM

GP service in Johnston as it is at present

Screen Name Redacted

9/01/2022 03:32 PM

as they have been in the past

Screen Name Redacted

9/01/2022 03:32 PM

IN PERSON

Screen Name Redacted

9/01/2022 03:33 PM

Prefer to go to a GP surgery

Screen Name Redacted

9/01/2022 03:34 PM

the same as they are now

Screen Name Redacted

9/01/2022 03:37 PM

i expect to have GP services in my home town, at the very least. with over 3 1/2 thousand residents in this area it should be a priority!! argyle surgery also having its own problems and cannot help us.

Screen Name Redacted

9/01/2022 03:39 PM

we all need access to health care as human beings. we all deserve to be treated as some. i would like to be the same as it is now.

Screen Name Redacted keep the surgery open and make every effort to recruit more doctors
9/01/2022 03:40 PM maybe advertise the benefits of living in Neyland

Screen Name Redacted telephone consultation and video call surgery consultation only when
9/01/2022 03:40 PM necessary online prescriptions

Screen Name Redacted I'm 87 and hate change
9/01/2022 03:41 PM

Screen Name Redacted Local GP surgery- within a few miles of home
9/01/2022 03:41 PM

Screen Name Redacted As at current levels
9/01/2022 03:42 PM

Screen Name Redacted By attending a Dr's surgery
9/01/2022 03:42 PM

Screen Name Redacted face to face in a local surgery preferably in walking distance
9/01/2022 03:43 PM

Screen Name Redacted I would prefer as they are now with a surgery and a pharmacy IN
9/01/2022 03:44 PM NEYLAND (and Johnston)

Screen Name Redacted In person rather than over a phone maybe??
9/01/2022 03:45 PM

Screen Name Redacted with a health centre in neyland as we have now
9/01/2022 03:47 PM

Screen Name Redacted same as before
9/01/2022 03:48 PM

Screen Name Redacted Ideally within a local surgery that has room to accommodate new
9/01/2022 03:48 PM patients if a new partner cannot be found for Johnston and Neyland
Surgery

Screen Name Redacted maintain local surgery in neyland and johnston
9/01/2022 03:49 PM

Screen Name Redacted

9/01/2022 03:51 PM

I WOULD PREFER THAT A GP SURGERY REMAINS IN TOWN. I UNDERSTAND THERE HAVE BEEN RECRUITMENT ISSUES BUT MAYBE GPS FROM OTHER SURGERIES COULD BAND TOGETHER + GIVE A MORNING/AFTERNOON OF THEIR TIME ONCE A WEEK IN ORDER TO KEEP THE SURGERY OPEN.

Screen Name Redacted

9/01/2022 03:51 PM

Enough doctors available to obtain proper appointments with out those doctors being stressed with overwork. House calls available if necessary

Screen Name Redacted

9/01/2022 03:52 PM

Like to see Drs 24/7

Screen Name Redacted

9/01/2022 03:54 PM

Return to face to face consultations away from phone consultations - I have hearing problems and find phones difficult

Screen Name Redacted

9/01/2022 03:58 PM

To continue with access already held. Improvement to access appointments and telephone contact would be good

Screen Name Redacted

9/01/2022 03:59 PM

perhaps we need to go back to queues in surgeries, with no appointments and visiting Gps/nurses.

Screen Name Redacted

9/01/2022 04:02 PM

I would prefer to still be able to access the surgery in Neyland. Its a vital part of our community by having one GP retire, we still have 2 fantastic drs in Neyland/Johnston, surely having one or 2 is better than having none

Screen Name Redacted

9/01/2022 04:03 PM

I would prefer the services to remain as they are, it is an excellent practice and can easily get appointments when needed.

Screen Name Redacted

9/01/2022 04:03 PM

Same as previously

Screen Name Redacted

9/01/2022 04:04 PM

I would like GP services to be available and responsive

Screen Name Redacted

9/01/2022 04:05 PM

By a doctor who can see you in person

Screen Name Redacted I would like the Neyland and Johnston Surgeries to continue where
9/01/2022 04:08 PM they are

Screen Name Redacted 1. By locum doctors 2. By doctors from adjacent surgeries on th
9/01/2022 04:08 PM normal Neyland/Johnston hours+ days

Screen Name Redacted Neyland service only
9/01/2022 04:11 PM

Screen Name Redacted I would prefer to still have a GP surgery in the village. For personal
9/01/2022 04:14 PM contact with a GGP

Screen Name Redacted To stay in Neyland
9/01/2022 04:15 PM

Screen Name Redacted To be continued at either Johnston or Neyland surgeries
9/01/2022 04:17 PM

Screen Name Redacted I would prefer to be able to attend a local surgery when necessary
9/01/2022 06:58 PM

Screen Name Redacted As before, in our local surgery.
9/01/2022 07:23 PM

Screen Name Redacted To remain within Neyland but with more access to a doctor
9/02/2022 08:20 AM

Screen Name Redacted Access should continue locally- surely there is a responsibility by
9/02/2022 08:27 AM Hywel Dda to provide this? Improved face to face access made easier.

Screen Name Redacted Access to a GP by an appointment system plus emergency
9/02/2022 08:29 AM appointments available when required.

Screen Name Redacted GP SERVICES SHOULD BE DELIVERED IN NEYLAND, ALL
9/02/2022 08:33 AM TOWNS SHOULD HAVE ACCESS TO A GP WHERE THEY LIVE
NOT HAVE TO TRAVEL TO ACCESS THESE SERVICES (SAME
GOES FOR WITHYBUSH HOSPITAL

| | |
|--|---|
| Screen Name Redacted 9/02/2022 08:48 AM | BY GP'S BASED IN MY TOWN |
| Screen Name Redacted 9/02/2022 08:50 AM | face to face in Neyland as present. |
| Screen Name Redacted 9/02/2022 08:52 AM | I would still prefer to have a surgery in Neyland. If it snot going be, I would prefer near as possible |
| Screen Name Redacted 9/02/2022 08:54 AM | Same as it has been up until Dr Zangoras left. |
| Screen Name Redacted 9/02/2022 08:57 AM | By a GP surgery in my local area |
| Screen Name Redacted 9/02/2022 08:58 AM | Obviously would like services to continue in the area or as close as possible |
| Screen Name Redacted 9/02/2022 09:03 AM | TO HAVE 3 LOCUMS IN NEYLAND/JOHNSTON SURGERIES, 5 DAYS A WEEK, FULLTIME. |
| Screen Name Redacted 9/02/2022 09:04 AM | TO STAY LOCAL |
| Screen Name Redacted 9/02/2022 09:05 AM | To remain the same |
| Screen Name Redacted 9/02/2022 09:07 AM | I Would still like to be seen by a GP, face to face |
| Screen Name Redacted 9/02/2022 09:11 AM | TO MAKE AN APPOINTMENT TO SEE A DOCTOR ON THE DAY ANY TIME |
| Screen Name Redacted 9/02/2022 09:15 AM | BY ST CLEMENTS SURGERY AS AT PRESENT |
| Screen Name Redacted 9/02/2022 09:16 AM | To remain the same |

Screen Name Redacted
9/02/2022 09:18 AM

I WOULD STILL LIKE MY PRESCRIPTION TO GO TO NEYLAND CHEMIST OR DELIVERED TO HOUSE I WOULD LOVE TO BE ABLE TO GET AN APPOINTMENT

Screen Name Redacted
9/02/2022 09:22 AM

As they are now Dr.Phillips is an excellent GP

Screen Name Redacted
9/02/2022 09:27 AM

1. By telephone without having to call + wait at 8am. I have a 'pay as you go phone' so its hard to make a telephone appointment. 2. By visit to surgery subject to conversation with Doc on phone 1st.

Screen Name Redacted
9/02/2022 10:18 AM

I would require the same service as now if not better

Screen Name Redacted
9/02/2022 10:21 AM

in a more improved way!

Screen Name Redacted
9/02/2022 10:24 AM

filling this on behalf of my son who is 4. it is such a worry to think we will not be able to access a dr as local as neyland or johnston as a parent it is such a worrying time & i think we will struggle to get a GP appointment if our kids are ill. KEEP NEYLAND SURGERY.

Screen Name Redacted
9/02/2022 10:24 AM

as they were pre-pandemic, when you are sick, you phone for an appointment face to face with a GP

Screen Name Redacted
9/02/2022 10:25 AM

the same as it is now

Screen Name Redacted
9/02/2022 10:25 AM

I prefer the Gp service to remain local to me, this is the reason I registered with Johnston, I have never had a problem with the service they provide, always been a good standard of care and I wish this to continue. This make logistical sense for the service to remain local to the people that access it.

Screen Name Redacted
9/02/2022 10:30 AM

In a local surgery in the town of Neyland. To all equally regardless of age, gender, disability, race, orientation, marital status or religious belief!

Screen Name Redacted
9/02/2022 10:30 AM

i will most likely move to a different local practice - ideally there would still be a GP available in Neyland, but if not, the choice to move to

another surgery of our choice would be ideal

Screen Name Redacted

9/02/2022 10:31 AM

LOCUMS AT OUR SURGERY

Screen Name Redacted

9/02/2022 10:32 AM

i want to be able to call anytime of day and arrange a call back from a dr. will accept next day.

Screen Name Redacted

9/02/2022 10:34 AM

AS THEY ARE NOW

Screen Name Redacted

9/02/2022 10:36 AM

as a normal practice i.e where it is delivering as the service, face to face time with dr. i contracted vestibular vertigo and i have now been seen by any dr since the beginning some 2 years ago

Screen Name Redacted

9/02/2022 10:36 AM

Would like the practice to remain and carry on like it always has

Screen Name Redacted

9/02/2022 10:37 AM

i would like to contact for GP services

Screen Name Redacted

9/02/2022 10:37 AM

I WOULD LIKE EASY ACCESS TO SEE A DOCTOR

Screen Name Redacted

9/02/2022 10:38 AM

Works well so as now

Screen Name Redacted

9/02/2022 10:39 AM

for young people online dr is may be good for people that who want to see the dr

Screen Name Redacted

9/02/2022 10:39 AM

face to face

Screen Name Redacted

9/02/2022 10:42 AM

FACE TO FACE INSTEAD OF A PSYCHIC ASSESSMENT OVER THE PHONE

Screen Name Redacted

9/02/2022 10:49 AM

local surgery

| | |
|--|--|
| Screen Name Redacted 9/02/2022 10:49 AM | TELEPHONE CONSULTATIONS AND VIDEO CALL HOME VISIT WHEN NECESSARY ONLINE PRESCRIPTION |
| Screen Name Redacted 9/02/2022 10:49 AM | face to face |
| Screen Name Redacted 9/02/2022 10:50 AM | face to face |
| Screen Name Redacted 9/02/2022 10:50 AM | Local GP |
| Screen Name Redacted 9/02/2022 10:51 AM | another gp practice to be made available to patients within the area |
| Screen Name Redacted 9/02/2022 10:51 AM | Local and accessible with GP + Nurse practitioner |
| Screen Name Redacted 9/02/2022 10:54 AM | A GP in the local area and a nurse practitioner Open Mon-Friday + Saturday morning |
| Screen Name Redacted 9/02/2022 10:58 AM | reduce the time it takes to answer the phone when you call the surgery make it possible for consultation appointments before something becomes painful or serious the surgery is under resourced moving it will not change that |
| Screen Name Redacted 9/02/2022 11:00 AM | make it easier to make appointments. perhaps a non-emergency line. allow patients to see the same doctor who is familiar with their medical history |
| Screen Name Redacted 9/02/2022 11:00 AM | in the same building |
| Screen Name Redacted 9/02/2022 11:01 AM | as it is now |
| Screen Name Redacted 9/02/2022 11:01 AM | access to a doctor at neyland surgery |
| Screen Name Redacted | I really would prefer if there were no changes to how GP services |

9/02/2022 11:09 AM

would be delivered in my area. I think that's the only way I can answer this question.

Screen Name Redacted

9/02/2022 11:02 AM

to remain as they are now

Screen Name Redacted

9/02/2022 11:04 AM

I would very much prefer my local GP services to go back to how they were before the pandemic

Screen Name Redacted

9/02/2022 11:05 AM

AS AT PRESENT

Screen Name Redacted

9/02/2022 11:08 AM

Near as possible to Neyland. With access to GP, preferably like the old days when you can speak face to face

Screen Name Redacted

9/02/2022 11:10 AM

91 Years of age need GPs on call when needed

Screen Name Redacted

9/02/2022 11:11 AM

THE SAME AS THEY ARE BEING DELIVERED NOW, LOCAL SERVICE FOR LOCAL PEOPLE

Screen Name Redacted

9/02/2022 11:16 AM

IDEALLY WITHIN A 3 MILES AREA AROUND NEYLAND

Screen Name Redacted

9/02/2022 02:03 PM

I would prefer services to remain in Neyland even if that is with locum doctors

Screen Name Redacted

9/02/2022 02:29 PM

The same, with the hope to recruit more GPs.

Screen Name Redacted

9/02/2022 02:33 PM

Remain the same by recruiting GPs or provide the same in a local practice.

Screen Name Redacted

9/02/2022 02:37 PM

I want my surgery to be in Neyland.

Screen Name Redacted

9/02/2022 02:41 PM

I would like to be able to see a Dr when i need one.

| | |
|--|--|
| Screen Name Redacted 9/02/2022 02:45 PM | Still based in Neyland. |
| Screen Name Redacted 9/02/2022 02:48 PM | Back to face-to-face with DRs ASAP at all times. |
| Screen Name Redacted 9/02/2022 02:52 PM | To keep our surgery + to actually be able to see a Dr face to face. |
| Screen Name Redacted 9/02/2022 02:54 PM | As they are delivered at present. |
| Screen Name Redacted 9/02/2022 03:08 PM | Existing system was very good with nurses on site to do tests + save long journey to hospital. But Covid method of obtaining GP appointment be removed (see below) |
| Screen Name Redacted 9/02/2022 03:10 PM | As previous prior to retirement of Doctor. |
| Screen Name Redacted 9/02/2022 03:29 PM | By Doctors and Nurses from Neyland Surgery. And improved phone contact. |
| Screen Name Redacted 9/02/2022 03:33 PM | Hopefully to stay the same. |
| Screen Name Redacted 9/02/2022 03:40 PM | I would prefer for new Gp to take over the existing practice. Neyland needs its own Gp practice. To foist thousands of people unto other GP practices in other towns is unrealistic. |
| Screen Name Redacted 9/02/2022 03:43 PM | No different. A GP in my own town. i don't want to travel elsewhere. |
| Screen Name Redacted 9/02/2022 03:45 PM | Same as now. |
| Screen Name Redacted 9/02/2022 03:47 PM | Locally |
| Screen Name Redacted 9/02/2022 03:50 PM | ummm- Locally |

| | |
|--|---|
| Screen Name Redacted 9/02/2022 04:00 PM | From Neyland or Milford Haven. |
| Screen Name Redacted 9/02/2022 04:05 PM | Continuity of present day arrangements |
| Screen Name Redacted 9/02/2022 04:12 PM | As they are at present from a recognised doctors surgery. |
| Screen Name Redacted 9/02/2022 04:15 PM | Prefer to stay the same. |
| Screen Name Redacted 9/02/2022 04:21 PM | In the ideal world i would like a Gp practice within working distance, staffed by knowledgeable + friendly staff. I'd like to be seen the same day for emergencies + within a reasonable time frame for non-urgent matters. |
| Screen Name Redacted 9/02/2022 04:24 PM | Face to face as i have trouble on the phone explaining. |
| Screen Name Redacted 9/02/2022 04:26 PM | The same way as they are now. |
| Screen Name Redacted 9/02/2022 04:30 PM | To stay in Neyland or Johnston and to see the Doctor more than on the phone. |
| Screen Name Redacted 9/02/2022 04:33 PM | Face to face with a Doctor in our local surgery. |
| Screen Name Redacted 9/02/2022 04:37 PM | We need our surgery and to see our doctor face to face. Life is hard enough without having to journey even further than i do at the moment. |
| Screen Name Redacted 9/02/2022 04:44 PM | For the GP practice in Neyland to continue with more Gps (new). GP services are already stretched to maximum capacity in Pembroke Dock. Many thousands of people will suffer if Neyland GP practice shuts. |
| Screen Name Redacted 9/02/2022 04:46 PM | Local Surgery |

| | |
|--|--|
| Screen Name Redacted 9/02/2022 04:49 PM | By a local GP practice situated within Neyland |
| Screen Name Redacted 9/03/2022 04:19 PM | With full time GP's not just locums as patients need to build trust and confidence with a regular practising GP as it is at the moment. Also, the surgery needs to be local within my area again as it is at the present |
| Screen Name Redacted 9/06/2022 11:25 AM | The same as it is in Neyland/Johnston. |
| Screen Name Redacted 9/06/2022 11:39 AM | Locally, with one to one appointments. No telephone interviews or diagnoses by telephone staff. Regular medical check ups, follow ups on blood tests, extrays, scans etc. |
| Screen Name Redacted 9/06/2022 11:47 AM | As is the current provisions at present. Phone calls then face to face if need be. |
| Screen Name Redacted 9/06/2022 11:52 AM | Local surgery in Neyland. |
| Screen Name Redacted 9/06/2022 11:54 AM | As pre Covid. |
| Screen Name Redacted 9/06/2022 11:56 AM | Would like a face to face appointment with the doctor. |
| Screen Name Redacted 9/06/2022 11:59 AM | would like a face to face appointment. Regular check ups. |
| Screen Name Redacted 9/06/2022 12:01 PM | Would like a face to face appointment. |
| Screen Name Redacted 9/06/2022 12:03 PM | By a local GP surgery. |
| Screen Name Redacted 9/06/2022 01:07 PM | As pre Covid. |

Screen Name Redacted
9/06/2022 01:13 PM
With Gp Surgery that is open and preferable with a new health board.
HUHB is not fit to serve the people of Pembrokeshire.

Screen Name Redacted
9/06/2022 01:16 PM
At local surgery with doctors.

Screen Name Redacted
9/06/2022 01:22 PM
In a surgery with full access to GP, nurses, and over-phone advice.
Also, i have repeated prescription and would prefer not to travel too far for them.

Screen Name Redacted
9/06/2022 01:27 PM
I would like a surgery kept in Neyland because my health requires the need for doctor to be within walking distance.

Screen Name Redacted
9/06/2022 01:29 PM
Continue as service is now at St Clements.

Screen Name Redacted
9/06/2022 01:31 PM
In Neyland at a surgery.

Screen Name Redacted
9/06/2022 01:34 PM
Like to see DR's 24/7

Screen Name Redacted
9/06/2022 01:41 PM
I would like to see Johnston surgery remain open as it si easier for me to travel/ get to the surgery to see a doctor as and when required.

Screen Name Redacted
9/06/2022 01:51 PM
I would like GP practices to remain in Neyland and even if another practice is serving the clinic i would like there to be some continuity of personnel to ensure consistency of treatment.

Screen Name Redacted
9/06/2022 01:54 PM
Access to a GP by an appointment system + emergency appointments available as required.

Screen Name Redacted
9/06/2022 01:57 PM
The same.

Screen Name Redacted
9/06/2022 02:01 PM
As they were before the pandemic. To be able to see a doctor in person.

| | |
|--|---|
| Screen Name Redacted 9/06/2022 02:05 PM | For a surgery to remain in Neyland. |
| Screen Name Redacted 9/06/2022 02:07 PM | Local surgery |
| Screen Name Redacted 9/06/2022 02:14 PM | Why can't things be like they are. NHS should take over the clinics. Not everybody cannot pay private, i can't. |
| Screen Name Redacted 9/06/2022 02:18 PM | I would prefer Neyland health centre to remain open. |
| Screen Name Redacted 9/06/2022 02:23 PM | In Neyland! Most other surgeries are full or struggling. We shouldn't have to leave our town for care. |
| Screen Name Redacted 9/06/2022 02:52 PM | I would prefer GP services to continue as they are, or within a reasonable distance, owing to work commitments. |
| Screen Name Redacted 9/06/2022 02:57 PM | Continue as before and aim to improve accessibility. Make the position more attractive. Advertise more widely. Offer more pay & perks. (The area needs better schooling, better housing, better transport, that's why you can't find new GPs) |
| Screen Name Redacted 9/06/2022 03:29 PM | To have a surgery in Johnston. |
| Screen Name Redacted 9/06/2022 03:39 PM | Would prefer more face to face, but video call, email + WhatsApp should be more available. Most people are use to remote communication these days. |
| Screen Name Redacted 9/06/2022 03:42 PM | At a local surgery. |
| Screen Name Redacted 9/06/2022 03:45 PM | With a population of over 3,700 people in Neyland, It desperately needs a fully operational doctors surgery. |
| Screen Name Redacted 9/06/2022 03:48 PM | As they are now from a recognised doctors surgery. |

| | |
|--|--|
| Screen Name Redacted 9/06/2022 03:50 PM | Would prefer Robert Street GP services as my wife is registered there. |
| Screen Name Redacted 9/06/2022 03:54 PM | Very concerned. As we really appreciate the service we already get, it would be sadly missed if no longer available. |
| Screen Name Redacted 9/06/2022 03:57 PM | Continue to be local. |
| Screen Name Redacted 9/07/2022 11:07 AM | as local s possible. |
| Screen Name Redacted 9/07/2022 11:10 AM | To still be able to come to Neyland surgery and see a Dr. |
| Screen Name Redacted 9/07/2022 11:14 AM | GP services at Johnston as it is at present. |
| Screen Name Redacted 9/07/2022 11:17 AM | As a surgery as it is now. |
| Screen Name Redacted 9/07/2022 11:20 AM | We need a surgery here in Neyland. |
| Screen Name Redacted 9/07/2022 11:23 AM | To be continued at Neyland. |
| Screen Name Redacted 9/07/2022 11:27 AM | Face to face with GP. |
| Screen Name Redacted 9/07/2022 11:29 AM | At a clinic and able to make appointments. |
| Screen Name Redacted 9/07/2022 11:31 AM | At a clinic and able to make appointments. |
| Screen Name Redacted 9/07/2022 11:36 AM | I would prefer the surgery to remain open, but maybe change options on how you can visit the surgery. |
| Screen Name Redacted | I would like a surgery kept in Neyland because my health requires the |

9/07/2022 11:44 AM

need for a doctor to be within working distance.

Screen Name Redacted

9/07/2022 11:50 AM

I would be quite happy with the services provided for the last 20 years.

Screen Name Redacted

9/07/2022 11:54 AM

Local to where i live.

Screen Name Redacted

9/07/2022 11:58 AM

To be able to see a doctor if i feel i need to.

Screen Name Redacted

9/07/2022 12:01 PM

I would prefer to see a GP in a surgery locally.

Screen Name Redacted

9/07/2022 12:03 PM

A face to face doctor.

Screen Name Redacted

9/07/2022 12:07 PM

Locally by a surgery that let you make appointments and answers the phone.

Screen Name Redacted

9/07/2022 12:09 PM

Locally

Screen Name Redacted

9/07/2022 12:13 PM

GP practices need to be within a short drive from home.

Screen Name Redacted

9/07/2022 06:04 PM

I'd like my GP services to be delivered through Neyland and Johnston Surgery

Screen Name Redacted

9/08/2022 10:07 AM

As locally as possible.

Screen Name Redacted

9/08/2022 10:18 AM

Would prefer GP service in Neyland to continue. As a tax payer for 65 years, i (foolishly it seems) expect my taxes to go to the NHS services and to continued here.

Screen Name Redacted

9/08/2022 10:20 AM

In person or via phone call

Screen Name Redacted

9/08/2022 10:26 AM

IN person or over the phone where this is necessary.

Screen Name Redacted

9/08/2022 10:28 AM

Still in Neyland

Screen Name Redacted

9/08/2022 10:57 AM

It would be easier to answer this question if available options have been provided. In the absence of this i can only based my answer on my previous and existing experience of GP services. I would much prefer future GP services to be delivered locally, ideally in my hometown (Johnston) but i suspect that, in light of the current recruitment problems, this is unlikely. I have limited mobility and although i can drive, i think that in the future i would become dependent on public transport to access face to face services. The current system of telephone access to obtain an appointment is not ideal; if you're feeling unwell, or even when feeling OK, repeatedly trying to get through on the telephone is onerous, time-consuming and unsatisfactory. This is made worse by the need to call so early in the morning and then becoming dependent on a triage situation. Young patients may find this system satisfying but older people like myself find negotiating telephone triage and consultation difficult and impersonal. It occurs to me that access to advice could be initiated via email in combination with the telephone. Most people these days can use email and GP staff could deal with them in chronological order to make the system fair. The GP practice could provide a template for emails so that patients can provide the minimum information required. My main concern is that the NHS in trying to use up to date technology, may disenfranchise older or vulnerable patients. If services cannot be initially provided face to face, where the triage process is delivered from is irrelevant. It could be a remote warehouse dealing with multiple GP surgeries in the back of beyond. The pandemic has made most of us more circumspect about contacting the GP not wanting to use services wantonly. So that when we do try to access the system it has to take our needs seriously and provide a user-friendly approach. The important part for me is that when i need to actually see a GP this is available locally and within a clinically appropriate timescale. Ideally, i would also like to see GP surgeries offering extended hours-evenings and weekends. Working patterns have changed massively throughout the world of work and GPs need to provide a service that accommodates these changes.

Screen Name Redacted

9/08/2022 11:00 AM

Stay the same if possible.

Screen Name Redacted

9/08/2022 11:03 AM

Not having to travel far

Screen Name Redacted

9/08/2022 11:14 AM

Taking away Neyland surgery would have a huge impact on our community. IT is a vital part of our town.

Screen Name Redacted

9/08/2022 11:22 AM

We would like GP services to remain in Johnston and Neyland, i would also prefer if politicians stop downgrading services in our local hospital.

Screen Name Redacted

9/08/2022 11:27 AM

Nurse led clinics in the surgery. Therapies in the surgery. HDUHB ought to appoint GP.

Screen Name Redacted

9/08/2022 11:30 AM

Face to face doctors appointment.

Screen Name Redacted

9/08/2022 11:39 AM

As no with a local GP service.

Screen Name Redacted

9/08/2022 11:42 AM

As they are at the moment locally

Screen Name Redacted

9/08/2022 11:44 AM

Hopefully to get an appointment if needed.

Screen Name Redacted

9/08/2022 11:48 AM

Face to face meeting with doctor or nurses.

Screen Name Redacted

9/08/2022 11:56 AM

I would like to be able to access GP services locally, the way i did before the pandemic.

Screen Name Redacted

9/08/2022 12:02 PM

I would like to be able to access GP services locally, the way i did before the pandemic.

Screen Name Redacted

9/08/2022 12:04 PM

More face to face appointments

Screen Name Redacted

9/08/2022 12:07 PM

More face to face appointments and routine appointment so don't have to take emergency appointment on the day.

| | |
|--|---|
| Screen Name Redacted 9/08/2022 12:09 PM | Carry on as before. |
| Screen Name Redacted 9/08/2022 02:21 PM | The same system as we have. (a) accessing GP, nurses etc from Neyland, via telephone or direct contact at my GP surgery. (b) If practice was amalgamated with Argyle still keep the surgery for visiting doctors such as a satellite GP practice. |
| Screen Name Redacted 9/08/2022 02:24 PM | Do not wish the service to change at all. |
| Screen Name Redacted 9/08/2022 02:29 PM | As is currently. |
| Screen Name Redacted 9/08/2022 02:34 PM | Need to be more GPs to access and a surgery at Neyland and Johnston. |
| Screen Name Redacted 9/08/2022 02:36 PM | To continue as they were as before. |
| Screen Name Redacted 9/08/2022 02:41 PM | Not having a surgery means i will have to rely on lifts from family + friends, as i dint drive. |
| Screen Name Redacted 9/08/2022 02:44 PM | Remain a local surgery with familiar staff and doctors. |
| Screen Name Redacted 9/08/2022 02:48 PM | Locally, within a walking distance to my home. |
| Screen Name Redacted 9/08/2022 02:50 PM | Within the local community. |
| Screen Name Redacted 9/08/2022 02:54 PM | As they are currently (or have been). I'm aware of any alternatives. So thanks for all the transparency and additional information. |
| Screen Name Redacted 9/08/2022 02:59 PM | To continue in the way they have been delivered previously. No change needed. A local practice delivering an excellent service to local residents. |

| | |
|--|--|
| Screen Name Redacted 9/08/2022 03:02 PM | Local services with access to a GP face to face at Neyland and Johnston surgery. |
| Screen Name Redacted 9/08/2022 03:05 PM | Local as it is now. |
| Screen Name Redacted 9/08/2022 03:08 PM | Same as now in St Clement surgery. |
| Screen Name Redacted 9/08/2022 03:10 PM | Hopefully the same Doctors who are very good. |
| Screen Name Redacted 9/08/2022 03:49 PM | As before with a fulltime surgery nearby with good access. |
| Screen Name Redacted 9/08/2022 03:51 PM | Same as present. |
| Screen Name Redacted 9/08/2022 03:54 PM | Remain as they are please! |
| Screen Name Redacted 9/08/2022 03:57 PM | Remain the same! |
| Screen Name Redacted 9/08/2022 04:02 PM | I would prefer it if the surgery remain open. How else do you expect to deliver a service? Everyone is struggling to access the care that they need. |
| Screen Name Redacted 9/08/2022 04:09 PM | I hope the GP service increase access to GPs specific to Neyland community. |
| Screen Name Redacted 9/08/2022 04:14 PM | I would hope that the service can find a way to remain. |
| Screen Name Redacted 9/08/2022 04:20 PM | In Neyland. |
| Screen Name Redacted 9/08/2022 04:23 PM | To stay in Neyland Get on with the promised medical centre. |

Screen Name Redacted
9/08/2022 04:27 PM
Having a functioning and efficient GP surgery that offers phone calls to deal with less severe appointments.

Screen Name Redacted
9/09/2022 10:08 AM
Stay local to our area.

Screen Name Redacted
9/09/2022 10:21 AM
Do we have a choice A or B??? All patients want what NHS promised- a doctor available when needed at a local well run surgery.

Screen Name Redacted
9/09/2022 10:23 AM
IN our village- very worried.

Screen Name Redacted
9/09/2022 10:26 AM
Locally, preferably in Neyland.

Screen Name Redacted
9/09/2022 10:28 AM
Need to be able to walk to surgery.

Screen Name Redacted
9/09/2022 10:31 AM
From Neyland and Johnston surgery.

Screen Name Redacted
9/09/2022 10:35 AM
At one of the surgeries or somewhere local like community centre. Haverfordwest surgery if no other place available.

Screen Name Redacted
9/09/2022 10:37 AM
Would like GP services to remain in Neyland.

Screen Name Redacted
9/09/2022 10:41 AM
Carry on in existing location. Develop better online services.

Screen Name Redacted
9/09/2022 10:43 AM
Being able to access a GP locally

Screen Name Redacted
9/09/2022 10:51 AM
From a surgery based in Neyland.

Screen Name Redacted
9/09/2022 10:54 AM
Local services to stay open.

Screen Name Redacted
Same as they are !!!

9/09/2022 10:56 AM

Screen Name Redacted Similar to what we have now. A medical centre in Neyland.

9/09/2022 11:01 AM

Screen Name Redacted OK

9/09/2022 11:03 AM

Screen Name Redacted Be good if services are local and accessible on bus route.

9/09/2022 11:06 AM

Screen Name Redacted Back to opening Johnston surgery properly again.

9/09/2022 11:09 AM

Screen Name Redacted I want a GP practice to be available.

9/09/2022 11:11 AM

Screen Name Redacted To stay in Neyland.

9/09/2022 11:14 AM

Screen Name Redacted As before.

9/09/2022 11:16 AM

Screen Name Redacted I feel that a local surgery is essential, rather than any form of amalgamation, considering the size of the surgery's current population.

9/09/2022 11:46 AM

Screen Name Redacted I prefer a face to face consultation with a GP.

9/09/2022 11:49 AM

Screen Name Redacted To be continued at current location.

9/09/2022 11:53 AM

Screen Name Redacted We need local services. I have an elderly mother who is also registered at this practice.

9/09/2022 11:58 AM

Screen Name Redacted Neyland surgery

9/09/2022 11:59 AM

Screen Name Redacted To continue as they currently are.

9/09/2022 12:04 PM

Screen Name Redacted I would still like to attend a doctors surgery in Neyland.
9/09/2022 12:07 PM

Screen Name Redacted By a local surgery.
9/09/2022 12:08 PM

Screen Name Redacted Ongoing.
9/09/2022 12:10 PM

Screen Name Redacted Would be good to recruit more doctors etc.
9/09/2022 02:54 PM

Screen Name Redacted I would still like a doctor surgery in Neyland. Would Argyle medical practice take it on?
9/09/2022 02:58 PM

Screen Name Redacted I don't know the options.
9/09/2022 03:01 PM

Screen Name Redacted ?
9/09/2022 03:05 PM

Screen Name Redacted As they are currently. Surgery needs to remain in Neyland.
9/09/2022 03:09 PM

Screen Name Redacted Same as normal.
9/09/2022 03:10 PM

Screen Name Redacted I would like it ot be the same as normal.
9/09/2022 03:14 PM

Screen Name Redacted As local as possible.
9/09/2022 03:15 PM

Optional question (1259 response(s), 20 skipped)

Question type: Essay Question

Q2 How would you be affected if you had to access services elsewhere?

Screen Name Redacted Travel is a consideration.

8/01/2022 10:24 AM

Screen Name Redacted

8/01/2022 12:10 PM

Both myself and family members rely on the surgery and would be affected travelling elsewhere.

Screen Name Redacted

8/01/2022 05:07 PM

It is hard enough getting appointments now so I dread to think what it would be like if merged with an already busy surgery. You have to take time of work just to be able to make a call. If I don't work I don't get paid and there doesn't seem to be any understanding of that. You can make no appointments in advance.

Screen Name Redacted

8/01/2022 06:22 PM

With great difficulty

Screen Name Redacted

8/01/2022 06:50 PM

Wouldn't be able to get there without relying on the awful public transport we have here in pembrokeshire

Screen Name Redacted

8/01/2022 07:16 PM

Great difficulty

Screen Name Redacted

8/01/2022 07:37 PM

This has already happened when we were part of Argle street bridge closures were a pain and if really poorly tracellibg was a problem

Screen Name Redacted

8/01/2022 07:56 PM

Not having access as and when needed

Screen Name Redacted

8/01/2022 08:05 PM

Travel and access to alternative practice as which practice is able to take on all of Neyland & Johnston patients if this practice ceases

Screen Name Redacted

8/01/2022 08:23 PM

Struggle with mobility, currently have joint care with GP and rheumatology

Screen Name Redacted

8/01/2022 10:45 PM

Driving further when unwell is not helpful.

Screen Name Redacted

8/02/2022 11:39 AM

Travel inconvenience. Potentially moving to a larger surgery which lacks the personal service and wait times are longer than we're used to

Screen Name Redacted

8/02/2022 03:40 PM

Cost of getting to it

Screen Name Redacted

8/02/2022 04:28 PM

It depends where elsewhere is, my wife does not drive, so if I am incapacitated she would not be able to attend without using a taxi or some other means of transport, so definitely not ideal.

Screen Name Redacted

8/02/2022 04:44 PM

We need local services

Screen Name Redacted

8/02/2022 05:14 PM

Difficulty getting into another practice, difficulty getting to appointments that are further afield.

Screen Name Redacted

8/02/2022 06:55 PM

I would need taxi at a cost of 16 pound round trip.. and if ill taxi can refuse, if ill youd not be well enough to take bus unless its for something routine such as bloods e.g

Screen Name Redacted

8/02/2022 10:24 PM

I would be greatly inconvenienced.

Screen Name Redacted

8/03/2022 01:41 PM

Previously registered in a surgery in England and care and delivery of medical needs were much lower

Screen Name Redacted

8/05/2022 10:52 AM

With the cost of living crisis it could be difficult to fund travelling further afield for a gp appointment.

Screen Name Redacted

8/11/2022 03:52 PM

More travel, more financial strain on me and my family. Stupid question

Screen Name Redacted

8/11/2022 04:12 PM

It's difficult to travel if you're ill

Screen Name Redacted

8/11/2022 04:16 PM

Unable to get to as non driver

Screen Name Redacted

8/11/2022 04:30 PM

Difficult as I am the primary carer for a person with severe mobility probkems

Screen Name Redacted
8/11/2022 04:53 PM
working couple with 3 children . And one of which is disabled.
Require access to.local doctors for the children's appointments.
Having to travel would cause a logistical nightmare. Also partner
doesn't have a car so would.be unable to attend appts if I'm not there.

Screen Name Redacted
8/11/2022 04:57 PM
Not affected but my Dad will

Screen Name Redacted
8/11/2022 05:14 PM
Where else would you like us to go? All the local gp surveys are full!
What about the elderly and non drivers

Screen Name Redacted
8/11/2022 05:19 PM
with difficulty as my husband is battling cancer

Screen Name Redacted
8/11/2022 05:20 PM
Well I can drive but others who can't would have a terrible time as
busses are quite erratic.

Screen Name Redacted
8/11/2022 05:23 PM
I don't drive and have mobility issues so I would find it difficult

Screen Name Redacted
8/11/2022 05:57 PM
Less likely to bother.

Screen Name Redacted
8/11/2022 06:12 PM
We would lose the trust between us and gp

Screen Name Redacted
8/11/2022 06:26 PM
It would add stress and expense and mean that driving elsewhere
would be necessary if I was ill

Screen Name Redacted
8/11/2022 06:40 PM
Would be hard when don't drive

Screen Name Redacted
8/11/2022 07:15 PM
I would be devastated and would struggle to go to a health care
provider in a different area . I am in a difficult position health wise and
rely on my local surgery. The staff are so helpful and know their
patients incredibly well so I only have to pick up the phone to ask for
help. It saves me having to get help from A and E .

Screen Name Redacted
8/11/2022 07:31 PM
It would be, not only, inconvenient but stressful, difficult, awkward and
upsetting. Especially if I was feeling unwell and/or in pain or

discomfort. It can be difficult enough getting into the current surgery in Neyland. Also the impact on my elderly parents and relatives who do not have transport of their own and have difficulty walking. As we currently have to phone at 8am in the morning to make an appointment, and cannot make one for a future date, if an early time was given there could be great difficulty making the appointment in time which may have an adverse affect on the practise, other patients and me. The more difficult it is going to be to access a GP the less likely I am to bother a GP for what may seem like a small worry but is in fact more serious. I am also afraid my dependent family members may don ask for a lift to be taken to the surgery and may be suffering in silence

Screen Name Redacted

8/11/2022 09:39 PM

Very badly with a wife who is barely mobile and housebound.

Screen Name Redacted

8/11/2022 09:43 PM

Prefer not to

Screen Name Redacted

8/11/2022 09:51 PM

I would find it difficult to attend appointments

Screen Name Redacted

8/11/2022 10:19 PM

My Husband had complications from covid pneumonia and has brain damage. getting him any where is a chore but our Drs is only 5 mins from our house. to travel further would be a real challenge. Due to my increasing lack of mobility I probably won't be driving much longer. Busses are definitely not possible.

Screen Name Redacted

8/11/2022 10:44 PM

Would not be able to get to another gp as I don't drive

Screen Name Redacted

8/12/2022 06:45 AM

I am a carer for my husband who cannot drive due to his health condition. He is reliant on me to drive him to appointments as there is no regular bus service. Getting an appointment in surgeries in Milford or Pembroke Dock would be impossible as these surgeries are already oversubscribed and not giving appropriate levels of care to the patients they already have! It would be impossible to get appointments when needed.

Screen Name Redacted

8/12/2022 09:32 AM

Travel costs

Screen Name Redacted

I work on the refinery about 25 mins from Neyland so travelling further

8/12/2022 09:57 AM

would mean me losing more time off

Screen Name Redacted

be more difficult with travel, fuel costs

8/12/2022 11:07 AM

Screen Name Redacted

I don't drive the surgery is behind my house . Our child also has autism and would struggle if the surgery were to close .

8/12/2022 12:28 PM

Screen Name Redacted

Inconvenient

8/13/2022 12:29 AM

Screen Name Redacted

Totally impossible as I am unable to drive because of epilepsy and the local bus service is very poor

8/13/2022 11:24 AM

Screen Name Redacted

It would mean travelling further as well as trying to fit in to another GP surgery that already has issues with getting all it's preexisting patients in

8/13/2022 08:53 PM

Screen Name Redacted

I would struggle I suffer with severe anxiety going new places and the staff at this surgery have always been so kind to myself ... once again we'd be adding more wait times to other already full surgery's.

8/14/2022 11:01 AM

Screen Name Redacted

Inconvenient and high fuel costs

8/14/2022 03:45 PM

Screen Name Redacted

Would have to drive to any appointments

8/15/2022 08:23 AM

Screen Name Redacted

Time. Money. Convenient All surgeries are full possible and real problem accessing the service when you want it which would lead to more health issues and serious problems being delayed in being seen /treated

8/15/2022 10:46 AM

Screen Name Redacted

It would be an inconvenience

8/15/2022 06:15 PM

Screen Name Redacted

I have mobility issues and if I am unable to drive for any reason I would not be able to get there.

8/15/2022 06:25 PM

Screen Name Redacted

8/15/2022 07:38 PM

Not everyone in Neyland drives or has access to a car. Having to rely on public transport, that is not as frequent as larger towns and cities, makes the thought of travelling an extra stress/worry to add to possible ill health.

Screen Name Redacted

8/15/2022 10:59 PM

It would mean travelling outside the area (wherever our designated GP would be based) to access necessary appointments. Moving into the 60 age group, that would prove to have additional concerns, pending on health issues.

Screen Name Redacted

8/16/2022 10:09 AM

Travel could be an issue and if this means combining with another surgery then access would be even more challenging

Screen Name Redacted

8/16/2022 05:11 PM

Travelling to the surgery for tests and treatment.

Screen Name Redacted

8/17/2022 04:56 PM

Losing continuity of care. Having to start over again at a new surgery and the logistics of getting to the surgery may be an issue for some.

Screen Name Redacted

8/17/2022 08:22 PM

Can not travel

Screen Name Redacted

8/17/2022 08:31 PM

Waiting times for appointments etc.

Screen Name Redacted

8/17/2022 08:57 PM

Harder to get appointments and I work for a GP surgery so would have to be careful as to where me and my family are registered in case of conflict of interest

Screen Name Redacted

8/17/2022 09:13 PM

I suffer with mental health issues so I'd like to have a certain doctor that can deal with my issues cause I have to explain my situation to a different doctor when I see them! I wouldn't like to travel to a doctors when neyland surgery is local and it's only up the road for patients.

Screen Name Redacted

8/18/2022 12:07 AM

I find it difficult as it is being housebound and public transport is not very good as I live just outside neyland and I have a child too. Making it even further away again would make it very difficult :

Screen Name Redacted

8/18/2022 12:16 AM

Not able to drive or access public transport after 5 o'clock in the evening Not everyone has the luxury of affording taxi's to and from

out of town surgeries

Screen Name Redacted

8/18/2022 01:04 AM

I cant drive, and no local taxi company so I would have to relay on a family or friend to take me

Screen Name Redacted

8/18/2022 07:11 AM

Hugely. Lack of public transport and no way of getting around taxis are to expensive (one of the highest prices in wales) by closing or moving the surgery I would no longer be able to access the JP service.

Screen Name Redacted

8/18/2022 09:08 AM

Working full time with two children in school, would be a nightmare to have to travel and book appointments based around work/ school

Screen Name Redacted

8/18/2022 10:12 AM

Would be difficult

Screen Name Redacted

8/18/2022 10:31 AM

At present I would be able to go to a surgery in another area if I needed an appointment - this may not always be the case. Would a GP in another area be prepared to do a home visit if needed is the question?

Screen Name Redacted

8/18/2022 11:22 AM

Transport would be difficult.

Screen Name Redacted

8/18/2022 11:42 AM

As someone with Epilepsy I cannot drive, I would be unable to access services outside of the village without support

Screen Name Redacted

8/18/2022 12:21 PM

I would find it very difficult to go elsewhere as I care for my wife

Screen Name Redacted

8/18/2022 01:15 PM

I do have a car but wouldn't want to drive much further from home as I currently have to.

Screen Name Redacted

8/18/2022 01:59 PM

Difficulty in travelling to access services

Screen Name Redacted

8/18/2022 04:01 PM

i would probably die

Screen Name Redacted

8/18/2022 04:07 PM

Would not

Screen Name Redacted

8/18/2022 04:09 PM

More difficult to get an appointment and ti an appointment.

Screen Name Redacted

8/18/2022 04:22 PM

Fortunately, I would be able to travel locally should that become a last resort, but it would be interesting to know what surgeries in the area would have the spare capacity to take on an extra 7000 people, as I understand that some practices have closed books, and are not able to register any new patients.

Screen Name Redacted

8/18/2022 08:19 PM

I am disabled and would find public transport out of area very stressful and not meeting my needs due to poor mobility

Screen Name Redacted

8/18/2022 08:18 PM

That depends on where the service is sited

Screen Name Redacted

8/18/2022 09:33 PM

This would be acceptable to me at present as I am able to drive but if I had to use public transport I am not so sure I would be able to access services else where

Screen Name Redacted

8/18/2022 11:18 PM

I would not be able to. I have not been able to see a GP at Neyland when I have needed to for over four years. Even when I had a stroke, the GP totally ignored me. I know that the level of service from Neyland has been very poor for longer than that.

Screen Name Redacted

8/19/2022 10:46 AM

Poor mobility, insufficient transport links and, following the last time Neyland patients had to have Argyle Street Practice, bridge closures over the winter.

Screen Name Redacted

8/19/2022 10:51 AM

Very unhappy - this has been tried before at Argyle Street Surgery and proved to be extremely difficult - poor transport links to the surgery/ bridge closures over the winter.

Screen Name Redacted

8/19/2022 10:53 AM

Would not be happy without our local services

Screen Name Redacted

8/19/2022 10:58 AM

I would be fine if I could go to Manchester House in Milford Haven, it is closer than Neyland. Closing the Johnston practice has caused

issues.

Screen Name Redacted

8/19/2022 08:28 PM

No good for me I don't drive and the buses are very unreliable

Screen Name Redacted

8/20/2022 02:00 PM

I think this would affect me and many others, its hard enough now trying to see a doctor, but think it will only get worse if they close. Will take even longer if the other surgeries have to take on even more patients.

Screen Name Redacted

8/20/2022 12:16 PM

It would create significant challenges if the services are removed from the local area. My wife doesn't drive and I work overseas for extended periods. Local public transport is not particularly good or regular. Travel to surgeries further afield result in unnecessary travel by car and induce additional stress when trying to obtain appointments which fit in with available transport.

Screen Name Redacted

8/20/2022 02:43 PM

There has already been a reduction of services at Johnston surgery, meaning having to travel to Neyland. Although I am currently fit and healthy and drive, I am concerned by the travel distances in the future.

Screen Name Redacted

8/20/2022 02:43 PM

I would not have a problem but as I am able to drive but many in the community do not drive and the public transportation is limited

Screen Name Redacted

8/22/2022 10:35 AM

Wife has short term memory loss that is getting worse. If I needed GP services, she would have difficulty managing.

Screen Name Redacted

8/22/2022 12:09 PM

It depends where 'elsewhere' is! Locally in Neyland it would not be an issue.

Screen Name Redacted

8/22/2022 02:08 PM

It would not be a particular problem; having access to a better service is a much higher priority for me than its proximity.

Screen Name Redacted

8/23/2022 01:59 PM

It would be hard

Screen Name Redacted

8/23/2022 02:10 PM

I would have to travel 7 miles to either Haverfordwest or Milford Haven to visit a doctor, meaning I would have to drive there or ask

someone to take me as there is no regular public transport to those areas. That's presuming either practice would take me on. However, as I'm now in my 70s & the state of our health service is in decline, I am seriously considering moving away from the area to access better health care.

Screen Name Redacted

8/23/2022 02:17 PM

As we live in this rural area, I would find it very difficult to travel a great distance to avail myself of a GP service elsewhere!!

Screen Name Redacted

8/23/2022 04:34 PM

Building relationship with new practice. Travel concerns.

Screen Name Redacted

8/24/2022 01:03 PM

Transport costs and time could be affected

Screen Name Redacted

8/24/2022 05:39 PM

I already have to pay £30 a visit via taxi to either surgery. I would only avoid this if I was registered in Haverfordwest surgery.

Screen Name Redacted

8/24/2022 08:18 PM

I work full time as a manager and it is not easy to access appointments in normal working hours let alone having to travel to make an appointment outside of my catchment area!! Further more, why have a pharmacy in a catchment area without a GP close by?!

Screen Name Redacted

8/25/2022 07:32 AM

It would take up more time and resources to travel further afield

Screen Name Redacted

8/25/2022 08:59 PM

Travelling would be decidedly inconvenient/ dangerous when unwell. It would be nigh on impossible to get an appointment if we have to join another surgery in another town, they are hard pressed as it is to see the patients currently registered there, a documented fact.

Screen Name Redacted

8/26/2022 06:02 AM

It would become more expensive if I had to use the car, or take a taxi or bus. It would also take more time out of the day. I think the bottom line is we'd like our surgery to stay local. I care for an aged relative, who would find it more exhausting to travel greater distances ...

Screen Name Redacted

8/26/2022 09:36 AM

I would have to travel further to get to a GP

Screen Name Redacted

Could not get there, I'm disabled, don't drive nor computer. I am OAP.

8/26/2022 03:40 PM

Need surgery in Neyland. Absolutely a must.

Screen Name Redacted

8/26/2022 03:45 PM

Could not get there. Don't drive, don't go by bus, too far to walk for bus. This is out of the question. We need our surgery here in Neyland . Oh yes!!!

Screen Name Redacted

8/26/2022 03:49 PM

Would not be able to get there. Out of the question. Please think about that!! This is a lot of people at Neyland could not get there. No!!

Screen Name Redacted

8/26/2022 03:53 PM

Could not get there. Period. You do know how desperate the people are of Neyland town. Very in fact!!

Screen Name Redacted

8/26/2022 03:57 PM

I am 81 years old, recently widowed. I do not drive, so would find it extremely difficult if I had to travel further a field. One cannot always rely on the buses. It is vital to retain the services.

Screen Name Redacted

8/26/2022 03:59 PM

I would be greatly affected if my GP services were elsewhere. I do not drive, my family lives a great distance away.

Screen Name Redacted

8/26/2022 04:02 PM

It would have a major affect on myself. I don't drive, my walking is very limited and very concerned to other (??) access to other services (do they want me)

Screen Name Redacted

8/26/2022 04:03 PM

I am a pensioner living on my own I cant drive so I would have to catch a bus to see a doctor if we loose Neyland Surgery

Screen Name Redacted

8/26/2022 04:05 PM

Because of my health condition, I would benefit from a practice that isn't a distance away, which would only add to my condition.

Screen Name Redacted

8/26/2022 04:05 PM

As a non driver, a surgery in Neyland is essential for me as I have ongoing health issues and need to give blood regularly.

Screen Name Redacted

8/26/2022 04:06 PM

As a pensioner it would be problematic - added issues are not what I need

Screen Name Redacted

8/26/2022 04:09 PM

Unfortunately, I am a patient that needs our local surgery regularly and have no complaints with service received from our existing

surgery with either the Doctors or Nurses. Both my wife and I are in our late 70's and would find access to other surgery very difficult.

Screen Name Redacted

8/26/2022 04:11 PM

Lack of transport - my family all live abroad. I don't drive.

Screen Name Redacted

8/26/2022 04:12 PM

Greatly, at present we are able to access Neyland quite easily and would find it very difficult to go anywhere else. Neyland needs their own surgery.

Screen Name Redacted

8/26/2022 04:15 PM

We are now in our late 70s. My wife has just had a severe stroke, so it would affect us greatly.

Screen Name Redacted

8/26/2022 04:21 PM

disabled. access to traveling, making appointments visiting surgery

Screen Name Redacted

8/26/2022 04:23 PM

Got no transport.

Screen Name Redacted

8/26/2022 04:25 PM

Whilst I can drive I don't see a problem

Screen Name Redacted

8/26/2022 04:29 PM

I am 74 and currently in good health and able to drive, however going forward this may not continue so local provision is important as there is very little public transport from Burton.

Screen Name Redacted

8/26/2022 04:30 PM

Just a general inconvenience

Screen Name Redacted

8/26/2022 04:32 PM

I feel Neyland is far enough to travel.

Screen Name Redacted

8/26/2022 04:33 PM

I am fortunate I drive and have a car not everybody locally has

Screen Name Redacted

8/26/2022 04:36 PM

I don't drive. It would be very difficult for me, I'm an elder person who suffer with bad nerves and walking problems.

Screen Name Redacted

8/26/2022 04:38 PM

Inconvenient

Screen Name Redacted My nerves could not stand it. I need my doctors to be close at hand.
8/26/2022 04:38 PM

Screen Name Redacted It would a massive inconvenience as I have a 2yr old plus pregnant. I accessed the GP at Neyland regularly in the first few months of my daughter being born. It was invaluable.

Screen Name Redacted Distressed. Uncomfortable. Possibility of lack of transport.
8/26/2022 04:44 PM

Screen Name Redacted I would struggle
8/26/2022 04:50 PM

Screen Name Redacted It would be difficult.
8/26/2022 04:47 PM

Screen Name Redacted With difficulty - aged 80 years. Would have to drive to Johnston surgery.
8/26/2022 04:51 PM

Screen Name Redacted Got no transport
8/26/2022 04:52 PM

Screen Name Redacted Depends on how far away. Fuel costs, carbon footprint etc. But is travelling is the only option would have to arrange accordingly.
8/26/2022 04:55 PM

Screen Name Redacted I am 87 years old, I cannot walk very far due to my heart condition. I will be very restricted.
8/26/2022 04:58 PM

Screen Name Redacted Would be severely affected due to mobility and transport issues.
8/27/2022 12:45 PM

Screen Name Redacted Transport is going to be a major problem sometime soon - I am approaching 90
8/27/2022 05:10 PM

Screen Name Redacted Cannot drive - dependent on family etc
8/27/2022 05:32 PM

Screen Name Redacted Very much so, I suffer from sever anxiety and find it very difficult to

8/28/2022 02:03 AM

leave my house and be around strangers, neither me nor my carer drive which means taking expensive taxi's to get to any other surgery in the 'nearby' towns. I am also disabled and use a wheelchair while outside, which makes travel even more difficult. I am also very very anxious about having to talk to new doctors that I have never met and may not read, look into or understand my rather complex medical history.

Screen Name Redacted

8/28/2022 05:01 PM

Prefer not to travel when unwell. More impersonal service with potentially much larger patient list.

Screen Name Redacted

8/28/2022 09:25 PM

not able to have the access to the service locally and have to travel out of town to miles away is expensive and costly, when feeling ill and not able to see the GP locally.

Screen Name Redacted

8/29/2022 11:21 AM

Would need to travel by vehicle to access already overloaded services elsewhere

Screen Name Redacted

8/29/2022 11:10 PM

It depends on what is meant by elsewhere. Seeing a local Pharmacist would be ok for minor problems/ailments, but if elsewhere means travelling out of the area, that would be extremely difficult as it would require arranging longer time off work to travel to appointments, the cost of travelling would be a worry, and getting to appointments could be difficult e.g. if too unwell to drive myself. Also I have only driven locally and never on a Motorway.

Screen Name Redacted

8/29/2022 11:49 PM

That depends on what elsewhere means, obviously it is more difficult and costly to have to travel further to access services.

Screen Name Redacted

8/30/2022 09:20 AM

I have a car so could access another surgery however they are all so oversubscribed that I am sure this would then mean even longer waiting times to be seen

Screen Name Redacted

8/30/2022 09:32 AM

It would affect us because we do not have to travel to far.

Screen Name Redacted

8/30/2022 09:34 AM

The staff is wonderful as well we have a lot to thank them for as they saved my life last November and we don't want to travel too far.

Screen Name Redacted

Would have all hassle of changing GPs - medication and a new GP

8/30/2022 09:37 AM

would not initially know you and your health needs. Most inconvenient!

Screen Name Redacted

8/30/2022 09:39 AM

Inconvenience - Neyland and Johnston are easy to park. The pharmacy is close by and other pharmacies wouldn't know initially your requirements causing delays.

Screen Name Redacted

8/30/2022 09:43 AM

Greatly affected as I strongly disagree having to access services elsewhere. GPs in other practices are already under pressure and to have to cope with more patients would put them under greater pressure

Screen Name Redacted

8/30/2022 09:46 AM

Greatly affected because why should I go elsewhere when Neyland already has a GP Practice. Other surgery's are currently under insane amounts of pressure without adding thousands more patients putting more strain on doctors/nurses

Screen Name Redacted

8/30/2022 09:48 AM

That this is a big concern for me. I am a widow. I do not drive and what will happen to our Chemist

Screen Name Redacted

8/30/2022 09:49 AM

I don't know. I do not drive. My close family do not live locally. I would need transport.

Screen Name Redacted

8/30/2022 09:51 AM

I do not drive and bus service not easy

Screen Name Redacted

8/30/2022 09:54 AM

I would be greatly affected as I don't drive and it would be very worrying to think that I may have to go elsewhere. I have grown up in Neyland and to think that there will be no surgery is very distressful for the community. Disgusting.

Screen Name Redacted

8/30/2022 10:02 AM

It would be more expensive as an OAP to afford to travel elsewhere.

Screen Name Redacted

8/30/2022 10:03 AM

Old aged pensioner, can't afford to travel

Screen Name Redacted

8/30/2022 10:04 AM

Difficult

Screen Name Redacted

8/30/2022 10:06 AM

OK for now. Difficult if no longer able to drive

Screen Name Redacted

8/30/2022 10:11 AM

Issues with cost and time travelling. Over burdened GPs having to take on the patient lists. Lack of continuity and trust issues with seeing different GPs and having to repeat everything, thus much more time consuming and distressing for patients and the new GP. Considering moving now to an area with a GP surgery locally.

Screen Name Redacted

8/30/2022 10:07 AM

Struggle with public transport. Very poor where I live

Screen Name Redacted

8/30/2022 10:07 AM

No buses where I live

Screen Name Redacted

8/30/2022 10:09 AM

Difficult to get to other surgeries

Screen Name Redacted

8/30/2022 10:11 AM

We are elderly. Husband has Parkinson's. I'm his carer, makes it hard travelling. Neyland is on the doorstep

Screen Name Redacted

8/30/2022 10:11 AM

Will have to travel considerable distance to be seen

Screen Name Redacted

8/30/2022 10:18 AM

Longer wait times, financially dereimental if further distance

Screen Name Redacted

8/30/2022 10:13 AM

If I needed a service I do not know how I would be able to attend. I do not drive

Screen Name Redacted

8/30/2022 10:16 AM

At the moment I can drive but at 78, that won't continue forever. Bus stop distance in Neyland and possibly other end for Surgery could be a problem. I am single and live on my own.

Screen Name Redacted

8/30/2022 10:22 AM

I would not be happy to have to travel further, it is difficult enough anyway these days.

Screen Name Redacted

8/30/2022 10:22 AM

Travel would cause difficulty because of getting there

Screen Name Redacted

8/30/2022 10:24 AM

The journey to access services would be trickier. I'm more worried about waiting times in other surgeries. I have built a good relationship with all members of staff at the surgery. Already I have been affected by the closure of most services at Johnston moving to Neyland. My mum doesn't drive, therefore relies on her family more, which means taking time out of work to take her to appointments. She has Neuroendocrine Cancer which is very rare so often has blood tests and also need regular B12 injections. The closure and move of the surgery would cause transport issues.

Screen Name Redacted

8/30/2022 10:29 AM

It depends where 'elsewhere' is. I work in Milford Haven so I could attend there but going to Pembroke Dock or Haverfordwest would mean taking a day off work. Employers will soon be annoyed if that happens. My mother is 93 and doesn't drive. Can't access an appointment now so moving surgeries further away means even less chance of being seen.

Screen Name Redacted

8/30/2022 10:32 AM

At present it wouldn't be too much of a problem as we drive, but as we get older it would be even less convenient

Screen Name Redacted

8/30/2022 10:30 AM

This would be a problem due to transport to other areas

Screen Name Redacted

8/30/2022 10:33 AM

Not on a bus route so if I couldn't drive I wouldn't be able to get to surgery. Would have to ring an ambulance which are already and overload service

Screen Name Redacted

8/30/2022 10:39 AM

I have recently been ill and had to walk to the surgery - approx. 1.5 miles on a couple of occasions as I couldn't get a lift and a taxi cost £24!!

Screen Name Redacted

8/30/2022 10:43 AM

It would be an inconvenience to travel further than Neyland/Johnston. Also I am not getting any younger and prefer familiar situations.

Screen Name Redacted

8/30/2022 10:45 AM

It would affect me greatly as my illness and disability means that I cannot travel for when my symptoms are worse.

Screen Name Redacted

8/30/2022 10:48 AM

It would affect me greatly as I need assistance to travel, get in and out of care as i cannot sit comfortable for over approx. 7 minutes due to my spinal fusion operation and other ailments I suffer

Screen Name Redacted

8/30/2022 10:52 AM

If I could no longer drive my car then it would be difficult unless there was a good bus service. I have no family living close by that could take me. In certain circumstances it could put more pressure on the emergency services who are already struggling.

Screen Name Redacted

8/30/2022 10:53 AM

With great difficulty

Screen Name Redacted

8/30/2022 10:55 AM

(blank)

Screen Name Redacted

8/30/2022 10:56 AM

Difficulty in getting appointment as I work shifts

Screen Name Redacted

8/30/2022 10:58 AM

Distance might be a problem but I would drive.

Screen Name Redacted

8/30/2022 11:02 AM

Its hard enough to see a GP as it is. I have to take time off work.

Screen Name Redacted

8/30/2022 11:05 AM

Would be very affected by this. Other GPs in the area are already feeling under pressure and strained so to add more patients to their surgeries is insane

Screen Name Redacted

8/30/2022 11:09 AM

With working full time, it would be a struggle to get to doctors elsewhere. Also my father in law needs regular prescriptions and would not be suitable for him to access services outside of neyland

Screen Name Redacted

8/30/2022 11:10 AM

Greatly as the staff know my issues and I feel I can chat openly with them

Screen Name Redacted

8/30/2022 11:13 AM

My son is diabetic and my husband is on heart medication the surgery being close means that they are able to get there so easily but with 1 car it would affect us if they had to go elsewhere and I would then have to take time off work to take them

Screen Name Redacted

8/30/2022 11:15 AM

The surgery could be retained on one site but service the two communities. It is hard to visualize which other surgery would be able to provide accessible, local services. I know many patient would not be able to reach another surgery.

Screen Name Redacted
8/30/2022 11:17 AM
it would be difficult to get to. Paeds have already been re-allocated to Glangwili, 40 minutes away. Healthcare is becoming inaccessible.

Screen Name Redacted
8/30/2022 11:19 AM
I would struggle to attend. There NEEDS to be a primary healthcare in a town of Neyland's size

Screen Name Redacted
8/30/2022 11:21 AM
I am a single parent on benefits so would struggle to go elsewhere for an appointments.

Screen Name Redacted
8/30/2022 11:22 AM
We would be affected if we have to move out of our area

Screen Name Redacted
8/30/2022 11:24 AM
We would be affected if we have to travel out of our area

Screen Name Redacted
8/30/2022 11:26 AM
I can drive but I feel it is ridiculous to send patients on long journeys to access medical care to what becomes over subscribed services

Screen Name Redacted
8/30/2022 11:47 AM
We do not have access to a vehicle so would have to rely on elderly family to drive as local transport not good.

Screen Name Redacted
8/30/2022 11:49 AM
I don't drive and have a husband with mental issues. I would find it a massive problem if it was anywhere else.

Screen Name Redacted
8/30/2022 12:20 PM
It would mean taxis and buses and waiting around in all types of weather as we do not have our own transport. Also as I have long time lung complaint more trips to accident and emergency

Screen Name Redacted
8/30/2022 12:21 PM
travelling would be an inconvenience

Screen Name Redacted
8/30/2022 12:24 PM
'Not a happy bunny' I am 82 years and I don't like change. I have restricted mobility and travelling outside the town causes anxiety

Screen Name Redacted
8/30/2022 12:25 PM
Inconvenience

Screen Name Redacted

8/30/2022 12:30 PM

It would mean travelling further with limited public transport. This is not acceptable! At my time in life, it would cause great concern. If we were transferred to another surgery as explained above, the worry of being able to see a doctor etc. would be very worrying.

Screen Name Redacted

8/30/2022 12:32 PM

I cannot drive so my access to a GP would be significantly limited.

Screen Name Redacted

8/30/2022 12:36 PM

Pissed off if honest!

Screen Name Redacted

8/30/2022 12:38 PM

It would naturally be inconvenient

Screen Name Redacted

8/30/2022 12:41 PM

I would consider having to travel to see a doctor most inconvenient especially if I was feeling unwell. My late father would have suffered unnecessarily - he was in constant pain and needed the toilet frequently.

Screen Name Redacted

8/30/2022 12:41 PM

Longer travel

Screen Name Redacted

8/30/2022 12:42 PM

Negatively

Screen Name Redacted

8/30/2022 12:43 PM

You can't access services anywhere almost impossible to get an appointment

Screen Name Redacted

8/30/2022 12:44 PM

(blank)

Screen Name Redacted

8/30/2022 12:46 PM

Travelling would be a problem to me

Screen Name Redacted

8/30/2022 12:56 PM

It would hardly make any difference at the moment, but if we had to travel much further and still be treated so inadequately then it would be an even bigger nightmare.

Screen Name Redacted

8/30/2022 01:01 PM

"It would be a nightmare if I had to access gp in any other area as my long term medical conditions mean I have to have regular blood tests

and appointments. I also suffer from anxiety and just the thought of having to move to another busier practice fills me with dread! Will I be able to get an appointment? Will I be able to park? How long will it take to get there?"

Screen Name Redacted

8/30/2022 01:00 PM

I would feel very stressed and extremely anxious having to travel further to see a Dr especially when you are feeling poorly. So stressed about would I be able to park near by, would it be a busy waiting room. I feel stressed now thinking about it

Screen Name Redacted

8/30/2022 01:05 PM

I'd need transport. Currently I can walk to the Johnston surgery.

Screen Name Redacted

8/30/2022 01:09 PM

Husband has p p multiple sclerosis

Screen Name Redacted

8/30/2022 01:12 PM

A lot wouldn't cope I'm lucky I can drive but what if your really poorly

Screen Name Redacted

8/30/2022 02:38 PM

We would miss the uncrowded doctors surgery. The friendliness & privacy offered. Having to travel further away for appointments and getting to know new staff.

Screen Name Redacted

8/30/2022 02:39 PM

The travel distance to our nearest provider would limit our access to health services.

Screen Name Redacted

8/30/2022 02:45 PM

I don't drive. Therefore I wouldn't be able to go or my 3 children

Screen Name Redacted

8/30/2022 02:41 PM

I can not drive

Screen Name Redacted

8/30/2022 02:43 PM

Availability of appointments + distance to travel.

Screen Name Redacted

8/30/2022 02:44 PM

TRAVEL PROBLEMS UNABLE TO WALK ANY DISTANCE E.G. 100 YARDS

Screen Name Redacted

8/30/2022 02:46 PM

WHAT A DISGRACE

Screen Name Redacted

8/30/2022 02:49 PM

I would struggle to travel to a practice further away and other practices are so full and busy I don't think they can cope with any more patients.

Screen Name Redacted

8/30/2022 02:47 PM

very inconvenienced + depressed

Screen Name Redacted

8/30/2022 02:48 PM

it would be difficult for me to TRAVEL any distance

Screen Name Redacted

8/30/2022 02:52 PM

It would be catastrophic for me, my family and my extended family. This service is imperative for Neyland residents.

Screen Name Redacted

8/30/2022 02:50 PM

I AND HUNDREDS OF OTHER ELDERLY PATIENTS WILL FIND IT HARDER TO HAVE FACE TO FACE WITH A G.P.

Screen Name Redacted

8/30/2022 02:58 PM

Personally it wouldn't affect me as I have means of travel, not everyone is as fortunate as myself though

Screen Name Redacted

8/30/2022 03:00 PM

With work commitments and carering commitments, I would no be able to travel outside the area and as such would probably not contact a GP when needed and try to carry on resulting in conditions detereating.

Screen Name Redacted

8/30/2022 03:01 PM

Due to work it would be difficult if they were moved out of town

Screen Name Redacted

8/30/2022 03:03 PM

I would find it extremely problematic to access services outside of Neyland. Having to rely solely on public transport and taxis. Accessing a public transport system that at its best is adequate but in winter months is often not reliable due to bad weather and bridge restrictions. Many people will struggle with the additional travel costs to access a G.P. facility out of town--IT JUST ISNT ACCEPTABLE!!

Screen Name Redacted

8/30/2022 03:04 PM

Transportation may be a problem as I am 88 and disabled

Screen Name Redacted

8/30/2022 03:05 PM

Further distance to travel

Screen Name Redacted

8/30/2022 03:09 PM

It's difficult enough as it is now to get an appointment that fits around my work

Screen Name Redacted

8/30/2022 03:09 PM

I will be severely affected as I have two life limiting serious conditions. As I ?????? I don't drive and I have mobility problems. I physically struggle to get to the Neyland surgery, on very hot or very cold/windy days - so it would be impossible for me to attend anywhere else without severe ?????? hardship.

Screen Name Redacted

8/30/2022 03:08 PM

Worries that it would involve further travelling also ability to obtain face to face appointments and prescriptions

Screen Name Redacted

8/30/2022 03:10 PM

Will be badly affected. My husband is 86 years old and I am 79 years

Screen Name Redacted

8/30/2022 03:10 PM

AT MY AGE TRANSPORTATION WILL BA A MAJOR ISSUE. I DON'T HAVE A SMARTPHONE - NOR ACCESS TO ONLINE TECHNOLOGY.

Screen Name Redacted

8/30/2022 03:12 PM

It would be very difficult because of transport and mobility problems, at the moment I can walk to Johnston surgery

Screen Name Redacted

8/30/2022 03:11 PM

I changed medication to reduce INR appointments

Screen Name Redacted

8/30/2022 03:13 PM

Negatively, we have a wonderful relationship with our local pharmacy, so services elsewhere would destroy this.

Screen Name Redacted

8/30/2022 03:12 PM

Mobility and travel would be not advisable

Screen Name Redacted

8/30/2022 03:13 PM

Mobility and travel would be impossible

Screen Name Redacted

8/30/2022 03:13 PM

PROVIDING ACCESS TO TRANSPORT, AND DISTANCE WOULD BE TAKEN INTO CONSIDERATION IF FAR AWAY FROM CURRENT HOME

Screen Name Redacted
8/30/2022 03:15 PM

Seriously affected - have severe osteoarthritis so driving is difficult at times. Also husband is 85 years and again may not be available at times

Screen Name Redacted
8/30/2022 03:15 PM

Travel will become more difficult as I get older (now 70), I also have to transport my wife who requires a wheelchair to go out.

Screen Name Redacted
8/30/2022 03:16 PM

I would find this difficult- I have a severely autistic son who struggles with change so to have to find another GP would be very stressful.

Screen Name Redacted
8/30/2022 03:19 PM

I am an 84 years old widower who does not drive. I have mobility difficulties, constant sciatica, diabetes and blood-clotting problems. To get to Neyland requires a three quarter mile walk to the bus, a walk at the other end, and the same coming back. The alternative is a taxi costing at least £25 (£12.50 each way). This is not sustainable for me and a visit to the doctor is becoming increasingly difficult. In effect, I am being cut off from medical care.

Screen Name Redacted
8/30/2022 03:19 PM

Would severely affect us with us having 4 children under the age of 7

Screen Name Redacted
8/30/2022 03:17 PM

I would be devastated as I no longer drive as I have to have regular INR checks

Screen Name Redacted
8/30/2022 03:18 PM

Very difficult- have to rely on help to travel to doctors. Use a wheelchair to go out.

Screen Name Redacted
8/30/2022 03:19 PM

Travelling will become extremely difficult. Public transport is limited and taxis expensive on a pensioners fixed income.

Screen Name Redacted
8/30/2022 03:20 PM

Transport issues

Screen Name Redacted
8/30/2022 03:22 PM

It would be more difficult to receive adequate health care and would result in a larger wait to receive care in an already over subscribed practices in Milford and Haverfordwest.

Screen Name Redacted
8/30/2022 03:25 PM

Do not drive. would have to rely on public transport

Screen Name Redacted

8/30/2022 03:26 PM

I would not be happy having to travel or move to another service

Screen Name Redacted

8/30/2022 03:27 PM

Travelling, more time consuming harder to get appointments, other GPs in South Pems are already very busy without Neyland residents joining.

Screen Name Redacted

8/30/2022 03:26 PM

1. GREATLY INCONVENIENCED 2. CONCERN AT POSSIBLY LOSING ACCESS TO GREAT TEAM CURRENTLY AT NEYLAND.

Screen Name Redacted

8/30/2022 03:26 PM

The impact would be great. Other GP services are already busy and adding several thousand extra patients will make a bad situation worse for everyone. PLEASE do not add Neyland and Johnston patients to Argyle Street. We were previously with Argyle and it was incredibly difficult to access GP services.

Screen Name Redacted

8/30/2022 03:29 PM

It's hard enough getting an appointment on your doorstep but having to travel further afield would be terrible. Not to mention lots more patients fighting for appointments where the surgery is bursting at the seams already.

Screen Name Redacted

8/30/2022 03:30 PM

We would be affected badly every GP surgery in Pembrokeshire is short staffed, to loose one would affect everybody in Pembrokeshire

Screen Name Redacted

8/30/2022 03:30 PM

The current staff are amazing they know you when you call and listen to you. A different surgery would just see you as another number. It is hard enough to get through and book an appointment let alone trying to get booked in with a completely new surgery. We are a family of 6 with no serious illnesses so we try not to use the service unless we really need too.

Screen Name Redacted

8/30/2022 03:33 PM

It would be detrimental to my husband who has Posterior Cortical Atrophy, a rare dementia. I really appreciate having the surgery within minutes with staff that know us.

Screen Name Redacted

8/30/2022 03:34 PM

I was with a different surgery, but I decided to go with Neyland Surgery because they are closer for me with my condition.

Screen Name Redacted

Not everyone drives I do my husband doesn't. When you are unwell it

8/30/2022 03:34 PM

is difficult to drive or get transport to another location. Having a surgery in Neyland is essential not just for me but for the whole community. Last year, I had to go to the surgery daily for a month + see the nurse then weekly etc. I would have found that extremely difficult going elsewhere as I was having chemotherapy at the time.

Screen Name Redacted

8/30/2022 03:36 PM

Pembrokeshire Surgeries already have excesses numbers of patients I cannot see how increases in their patient numbers will solve any problems in particular in facilitating appointments for patients, we need new surgeries not less.

Screen Name Redacted

8/30/2022 03:36 PM

Getting to the surgery would be a problem

Screen Name Redacted

8/30/2022 03:39 PM

It would cost me a lot more in transport costs and loss of income through a bigger time lost in travelling

Screen Name Redacted

8/30/2022 03:39 PM

Huge impact considering transport in Pembrokeshire

Screen Name Redacted

8/30/2022 03:37 PM

I don not drive

Screen Name Redacted

8/30/2022 03:38 PM

VERY BADLY LET DOWN

Screen Name Redacted

8/30/2022 03:42 PM

I don't drive so would have to rely on others

Screen Name Redacted

8/30/2022 03:42 PM

It would be harder to get appointment, It would financially cost me having to go to another area. It would affect the environment as more fumes from extra travel

Screen Name Redacted

8/30/2022 03:42 PM

Very much affected as I do not have transport and with a few different illnesses could not afford to pay for transport on a regular basis

Screen Name Redacted

8/30/2022 03:44 PM

Depending on the issue/need I prefer to be seen at my local surgery

Screen Name Redacted

I have young children and they have always used this surgery getting

8/30/2022 03:44 PM

into another practice is going to be impossible

Screen Name Redacted

Not badly as I have my own transport.

8/30/2022 03:47 PM

Screen Name Redacted

Obviously its harder to get appointments further away from home as you have to take travelling into account, not the easiest with young children

8/30/2022 03:46 PM

Screen Name Redacted

It would be a struggle for my family as we don't drive, so would have to use public transport. problem being timings, won't always fit in

8/30/2022 03:48 PM

Screen Name Redacted

Being Asthmatic and have severe Ezcema I require many appts...as does my elderly father who is Diabetic and has had a tripple heart bypass. Staying local is paramount .

8/30/2022 03:50 PM

Screen Name Redacted

Transport difficulties and cost

8/30/2022 03:50 PM

Screen Name Redacted

Travel difficulty

8/30/2022 03:52 PM

Screen Name Redacted

I don't drive so will make it hard to get to a surgery outside of Neyland

8/30/2022 03:52 PM

Screen Name Redacted

At the moment it wouldn't effect me but who knows what the future holds. What about people who can't drive?

8/30/2022 03:51 PM

Screen Name Redacted

I think that it would be very difficult with the bus services to be able to get to a doctor elsewhere

8/30/2022 03:53 PM

Screen Name Redacted

unpreferable

8/30/2022 03:54 PM

Screen Name Redacted

The cost of living is bad enough as it is now! If we had to travel further to see gp or nurse it would make it harder

8/30/2022 03:55 PM

Screen Name Redacted

It would mean travelling further and probably not able to get

8/30/2022 03:54 PM

appointment very easily due to large numbers of patients in other local practices

Screen Name Redacted

8/30/2022 03:56 PM

I'm lucky I drive however some don't

Screen Name Redacted

8/30/2022 03:56 PM

It would be very difficult for me and my family

Screen Name Redacted

8/30/2022 03:58 PM

Hugely affected as I don't drive and have a 1 year old son we would both have to travel unnecessary distances to get to the doctor

Screen Name Redacted

8/30/2022 03:57 PM

We are at present able to drive and would be able to travel, of course we would prefer not to.

Screen Name Redacted

8/30/2022 03:57 PM

Yes - A nearby local smaller practice works best for me and my family

Screen Name Redacted

8/30/2022 04:00 PM

If appointments were not easy to get and quickly if needed. Ease of parking would be essential

Screen Name Redacted

8/30/2022 04:00 PM

Very effected, it would be a pain in the neck

Screen Name Redacted

8/30/2022 04:01 PM

Can't drive

Screen Name Redacted

8/30/2022 04:04 PM

It would depend on where the services were available and what was wrong with me. Main concerns would be. 1. availability of parking 2. availability of public transport 3. availability of appointments/access to Doctor

Screen Name Redacted

8/30/2022 04:04 PM

With difficulty as I have no transport (e.g I don't drive)

Screen Name Redacted

8/30/2022 04:07 PM

It will be difficult to register at another surgery. It will be difficult to get my regular prescription

Screen Name Redacted

depends where they are

8/30/2022 04:07 PM

Screen Name Redacted

8/30/2022 04:10 PM

Currently live in Johnston so close to the surgery if needed. Travelling could be a problem in the future

Screen Name Redacted

8/30/2022 04:13 PM

Transport

Screen Name Redacted

8/30/2022 04:15 PM

I have to rely entirely upon local bus service for my travel needs and if faced with having to meet future medical appointments outside of Neyland, could present difficulties

Screen Name Redacted

8/30/2022 04:17 PM

Would be affected by it a great deal, not got transport to go anywhere else

Screen Name Redacted

8/30/2022 04:18 PM

Depends on distance

Screen Name Redacted

8/30/2022 04:19 PM

It depends where the other surgery would be

Screen Name Redacted

8/30/2022 04:20 PM

no

Screen Name Redacted

8/30/2022 04:25 PM

You would not

Screen Name Redacted

8/30/2022 04:29 PM

petrol! wife does not drive. If I am away she would have to use bus service or re-schedule

Screen Name Redacted

8/30/2022 04:33 PM

no car- non driver. If husband away (he is a car driver), public transport would have to used

Screen Name Redacted

8/30/2022 04:37 PM

Not too bad, still drive a car

Screen Name Redacted

8/30/2022 04:40 PM

Arrange for someone to take me there and back. Not always guaranteed to attend the appointment

| | |
|--|---|
| Screen Name Redacted 8/30/2022 04:46 PM | Very. Winch Lane - is ridiculously busy. St. Thomas - the same cannot say for other GP Practices |
| Screen Name Redacted 8/30/2022 04:49 PM | Have not seen a doctor for years - if need attention I go to Witherbush Hospital |
| Screen Name Redacted 8/30/2022 04:51 PM | OK |
| Screen Name Redacted 8/30/2022 04:57 PM | cost more in fuel |
| Screen Name Redacted 8/30/2022 05:10 PM | Significantly badly-lacking own transport & having to rely on local bus networks, availability of convenient appointment times relevant to transport possibilities is a significant issue. Telephone links though over-loaded, possibly initial contact. Digital communication maybe useful for some, but smart phone, broadband etc not everybody has or can afford! |
| Screen Name Redacted 8/31/2022 08:18 AM | It would be near impossible to get to them |
| Screen Name Redacted 8/31/2022 08:19 AM | I wouldn't be able to get to another surgery out of the town |
| Screen Name Redacted 8/31/2022 08:22 AM | Used to familiar faces and surroundings would not feel as comfortable if elsewhere |
| Screen Name Redacted 8/31/2022 08:23 AM | I wouldn't be able to travel to another out of neyland |
| Screen Name Redacted 8/31/2022 08:25 AM | Neyland can not lose another doctors surgery |
| Screen Name Redacted 8/31/2022 08:26 AM | I wouldn't be able to . I don't drive . Bus service is not good |
| Screen Name Redacted 8/31/2022 08:27 AM | Travel would affect me |

| | |
|--|---|
| Screen Name Redacted 8/31/2022 08:30 AM | "Totally unable to go I'm 91 years old " |
| Screen Name Redacted 8/31/2022 08:34 AM | It would be inconvenient and I believe we wouldnt be able to access them due to demand outstripping supply in our area. |
| Screen Name Redacted 8/31/2022 08:37 AM | Not affected if given the option to select location. |
| Screen Name Redacted 8/31/2022 09:08 AM | TRANSPORT AND AVAILABILITY OF DOCTOR |
| Screen Name Redacted 8/31/2022 09:09 AM | DIFFICULTY WITH TRANSPORT FOR AN APPOINTMENT AND MEDICATION. |
| Screen Name Redacted 8/31/2022 09:11 AM | Transport issues will effect people |
| Screen Name Redacted 8/31/2022 09:12 AM | There would be an issue with travelling |
| Screen Name Redacted 8/31/2022 09:14 AM | I am 84 years of age and additional travelling distance would not be acceptable |
| Screen Name Redacted 8/31/2022 09:16 AM | -Further to travel to] -Would need to get to know a whole new practice |
| Screen Name Redacted 8/31/2022 09:19 AM | IT MUST BE WITHIN A BUS RIDE AND A VERY LITTLE WALK FROM THE BUS STOP |
| Screen Name Redacted 8/31/2022 09:20 AM | UNABLE TO SAY NOT KNOWING WHERE ELSEWHERE WOULD BE? |
| Screen Name Redacted 8/31/2022 09:23 AM | I regularly visit the Neyland surgery for INR blood test and also give samples for PSA and ET monitoring. I also order repeat prescriptions via the local pharmacy and am advised when the prescription is ready. Any change will lead to additional travel distance. |

Screen Name Redacted The travel distance to our nearest provider would limit our access to health services
8/31/2022 09:23 AM

Screen Name Redacted I WOULD HAVE TO TRAVEL BY BUS 'ACCORDING' TO BUS TIMES BEONG AVAILABLE
8/31/2022 09:26 AM

Screen Name Redacted I do not drive, the bus service isn't very good to attend and appointment. Taxis are expensive also the bus doesn't go anywhere near near Pembroke Dock Surgery or a Milford one
8/31/2022 09:26 AM

Screen Name Redacted Difficulty in travelling
8/31/2022 09:27 AM

Screen Name Redacted GREAT DIFFICULTY. I AM 74 + HAVE VISUAL IMPAIRMENT +CANNOT DRIVE. I GET VERY STRESSED OUTSIDE MY NORMAL LOCATION.
8/31/2022 09:27 AM

Screen Name Redacted ADDITIONAL TRAVEL EXPENSE
8/31/2022 09:29 AM

Screen Name Redacted I would probably be the same as I am now as it is extremely difficult to get a nurse or doctor. The Neyland practice has been very ineffective for years
8/31/2022 09:30 AM

Screen Name Redacted I don't know
8/31/2022 09:31 AM

Screen Name Redacted WOULD BE VERY INCONVENIENT/DIFFICULT
8/31/2022 09:31 AM

Screen Name Redacted COST OF TRAVEL
8/31/2022 09:33 AM

Screen Name Redacted Longer travel, wasted time + energy (fuel). Possible added delays to treatment.
8/31/2022 09:36 AM

Screen Name Redacted Distance + transport
8/31/2022 09:37 AM

Screen Name Redacted At age 79 with no vehicle I would depend entirely on a local location
8/31/2022 09:37 AM

Screen Name Redacted Upset because I would have to go out of my way
8/31/2022 09:39 AM

Screen Name Redacted Distance + transport
8/31/2022 09:39 AM

Screen Name Redacted It would be hard to get transport to other locations
8/31/2022 09:40 AM

Screen Name Redacted TRANSPORT ISSUES
8/31/2022 09:40 AM

Screen Name Redacted unable UNABLE TO ACCESS SERVICES ELSEWHERE
8/31/2022 09:41 AM

Screen Name Redacted It would be difficult having to travel further and enduring longer waiting times. One member of my family has a chronic long term condition, we rely on the excellent facility that is St Clements
8/31/2022 09:42 AM

Screen Name Redacted I access the services regularly for chronic asthma, travel and delays not good, past experience of Argyle Pembroke Dock NOT GOOD.
8/31/2022 09:43 AM

Screen Name Redacted I would be unable to attend
8/31/2022 09:45 AM

Screen Name Redacted Don't drive, be very hard to travel as I am 86years old
8/31/2022 09:46 AM

Screen Name Redacted At the age of 70 and still driving. Travelling wouldn't be a problem but how long I will continue to drive etc. Then problems would start as regards to transport
8/31/2022 09:49 AM

Screen Name Redacted I can drive but it would be inconvenient
8/31/2022 09:50 AM

Screen Name Redacted Our alternatives would be to seek medical services in surgeries either in Pembroke Dock - 3 miles or Milford Haven - 7 miles where both
8/31/2022 09:54 AM

surgeries are already under immense pressure and the addition of thousands of new patients cannot be a good thing for the existing patients and any new ones - Stories of the problems experienced at Argyle St are well documented and more patients would cause more problems. It's a decision that can be stopped if the people with the power want it to stop- decisions with health are now becoming political and the squeeze on pembrokehire is being orchestrated! Don't let Neyland lose the surgery without putting up a genuine fight to keep the service here!

Screen Name Redacted

8/31/2022 09:53 AM

It simply means I would have to drive to another town

Screen Name Redacted

8/31/2022 09:55 AM

I depend on my wife to take me anywhere as I am registered blind! so if it is close by it is fine otherwise I would be badly affected depending on others!

Screen Name Redacted

8/31/2022 09:54 AM

Cost of fuel and travelling when unwell

Screen Name Redacted

8/31/2022 09:56 AM

Depends on how far we will need to go

Screen Name Redacted

8/31/2022 09:56 AM

As i have to have regular INR tests e.g. (monthly) transport could be a problem due to fuel etc. Also due to my heart condition how long will i Still be allowed to drive

Screen Name Redacted

8/31/2022 09:58 AM

That's fine

Screen Name Redacted

8/31/2022 09:59 AM

It's not convenient for many. Most other surgeries are full so moving people would only other surgeries suffer.

Screen Name Redacted

8/31/2022 09:57 AM

In some circumstances, might be too ill to drive longer distance and husband doesn't drive

Screen Name Redacted

8/31/2022 09:59 AM

Now it's on my doorstep. Anywhere else I would need to travel to. Not ideal the older I get

Screen Name Redacted

Could be a bit awkward, would have to go to Haverfordwest or

8/31/2022 09:59 AM

Pembroke Dock

Screen Name Redacted

Concerned about getting there

8/31/2022 10:02 AM

Screen Name Redacted

Very Difficult

8/31/2022 10:05 AM

Screen Name Redacted

Very Difficult

8/31/2022 10:06 AM

Screen Name Redacted

I am severley disabled and housebound

8/31/2022 10:06 AM

Screen Name Redacted

I WOULD HAVE TO WALK FURTHER OR DRIVE THERE

8/31/2022 10:07 AM

Screen Name Redacted

DISTANCE COULD PROVE DIFFICULT

8/31/2022 10:07 AM

Screen Name Redacted

Unable to go as no transport, at present daughter does medication online with Boots App then Boots deliver it

8/31/2022 10:08 AM

Screen Name Redacted

It would be difficult with out transport

8/31/2022 10:11 AM

Screen Name Redacted

EXTREMELY EFFECTED AS I MAY BE REQUIRED TO BE IN A WHEEL CHAIR FULL TIME, SO WOULD STRUGGLE TO REACH SERVICES ELSEWHERE

8/31/2022 10:09 AM

Screen Name Redacted

It would be more convenient if I moved to Milford Practice as per above

8/31/2022 10:10 AM

Screen Name Redacted

Massively. Apart from having a young family of 3 children I myself have Crohn's disease. Having a local gp who I can access with ease and also who know me well is imperative. I feel having no local gp surgery will have a hugely negative impact on my life

8/31/2022 10:12 AM

Screen Name Redacted

I would not be able to go

8/31/2022 10:11 AM

Screen Name Redacted

8/31/2022 10:13 AM

Disasterous

Screen Name Redacted

8/31/2022 10:12 AM

I DO DRIVE BUT MY MOTHE RIN LAW + PARTNER (WHO I LIVE WITH), DO NOT SO I WOULD BE RELIED UPON TO TRANSPORT THEM TO SERVICES ELSEWHERE

Screen Name Redacted

8/31/2022 10:15 AM

I currently am not able to drive and have to rely on someone to take me to the doctors and taking the service further away from neyland would make it even more difficult to access appointments as my family and I live in hazelbeach and it difficult now transport wise as there is limited bus service.

Screen Name Redacted

8/31/2022 10:14 AM

Obviously the travel, especially when feeling unwell. My wife and I have a car but could be a real issue for others

Screen Name Redacted

8/31/2022 10:15 AM

Travel - Non Driver

Screen Name Redacted

8/31/2022 10:14 AM

Being 83 and having COPD it would not be ideal. Public services are not great in this area for travel to appointments

Screen Name Redacted

8/31/2022 10:15 AM

Badly

Screen Name Redacted

8/31/2022 10:15 AM

Haverfordwest ok

Screen Name Redacted

8/31/2022 10:16 AM

Greatly

Screen Name Redacted

8/31/2022 10:18 AM

Difficulty of travelling to somewhere outside Neyland. Less chance of actually accessing a GP as much greater / higher numbers likely on patient list.

Screen Name Redacted

8/31/2022 10:17 AM

not always able to rely on transport

Screen Name Redacted
8/31/2022 10:19 AM
I am in my 80's and have poor mobility, dont drive anymore so would have to use buses. which is not a good idea in the winter months and in poor weather.

Screen Name Redacted
8/31/2022 10:17 AM
Great difficulty due to my learning disability and mobility

Screen Name Redacted
8/31/2022 10:18 AM
It would be very awkward as I don't drive

Screen Name Redacted
8/31/2022 10:20 AM
Very much so. My children, parents and grandparents are all registered here. I don't know we'd all do should we have to access services elsewhere. It's hard enough to access medical care/medication as it is. Neyland is a well established local community, it should never be thought of that the people of Neyland haven't got direct access to medical attention.

Screen Name Redacted
8/31/2022 10:19 AM
Going elsewhere would add waiting time and the expense of transport to another area

Screen Name Redacted
8/31/2022 10:20 AM
I would find it difficult for transport reasons

Screen Name Redacted
8/31/2022 10:20 AM
NO TRANSPORT

Screen Name Redacted
8/31/2022 10:22 AM
Well that would mean having to travel as I can walk to my surgery here!

Screen Name Redacted
8/31/2022 10:26 AM
No Transport

Screen Name Redacted
8/31/2022 10:23 AM
Would have to use public transport or find a lift, rather than be able to walk. Less likly to use the GP

Screen Name Redacted
8/31/2022 10:26 AM
Badly. It is not acceptable. All the current staff at Neyland are brilliant and provide a quality service.

Screen Name Redacted
8/31/2022 10:29 AM
Going elsewhere is not an option we should be looking at. Just fix the problem of a doctor

| | |
|--|---|
| Screen Name Redacted 8/31/2022 10:31 AM | Transport Appointments Availability of services |
| Screen Name Redacted 8/31/2022 10:30 AM | most affected |
| Screen Name Redacted 8/31/2022 10:31 AM | we wouldn't have much choice, we would have to travel |
| Screen Name Redacted 8/31/2022 10:33 AM | with great difficulty |
| Screen Name Redacted 8/31/2022 10:33 AM | Suffering with severe anxiety this change would be substantially stressful and would impact my mental/physical health dramatically! |
| Screen Name Redacted 8/31/2022 10:36 AM | Would be quite inconvenient |
| Screen Name Redacted 8/31/2022 10:36 AM | Totally devastated, we seem to be going back in time. So many new homes here now. Lots of elderly who can't drive. We would all be affected |
| Screen Name Redacted 8/31/2022 10:39 AM | Thankfully I drive so would be able to get to elsewhere but many in my street rely on lifts as they no longer drive due to their age. |
| Screen Name Redacted 8/31/2022 10:40 AM | I am very worried about this I am on weekly medication from the Doctors at Neyland I cant drive low money! |
| Screen Name Redacted 8/31/2022 10:38 AM | I would worry if I had to go somewhere else as it very hard getting appointments and you can't always rely on transport |
| Screen Name Redacted 8/31/2022 10:44 AM | Travel time and access |
| Screen Name Redacted 8/31/2022 10:43 AM | as a pensioner, it would be a large inconvenience - especially if there was some attempt to reconnect with Argyle St |

Screen Name Redacted I am not disabled but have poor mobility and travelling anywhere else
8/31/2022 10:44 AM would be a no

Screen Name Redacted Quite abit as I have epilepsy so I don't drive and I either have to have
8/31/2022 10:46 AM someone with me or my dog and as my dog isn't officially trained as a
service dog they can't come to a doctors appointment with me

Screen Name Redacted Due to health, I would find this very hard
8/31/2022 10:46 AM

Screen Name Redacted I would find it difficult, if faced with having to attend GP appointments
8/31/2022 10:48 AM further afield, because I have no transport of my own, and have to
rely upon the local bus service for travel purposes.

Screen Name Redacted Transportation and cost.
8/31/2022 10:48 AM

Screen Name Redacted Competing against other areas for an appointment would be an issue
8/31/2022 10:48 AM as all other local surgeries are busy and full with patients competing
for GPs time! Getting to a surgery outside of Neyland would be a
problem as we only have 1 vehicle that my partner uses for work

Screen Name Redacted I would have to drive there
8/31/2022 10:51 AM

Screen Name Redacted I would realy struggle
8/31/2022 10:51 AM

Screen Name Redacted I dont drive so wld b very difficult for me
8/31/2022 10:53 AM

Screen Name Redacted Loss of relationship and trust built up with my current GP
8/31/2022 10:52 AM

Screen Name Redacted I can not drive so need them close
8/31/2022 10:55 AM

Screen Name Redacted I am able to commute as I drive
8/31/2022 10:54 AM

Screen Name Redacted
8/31/2022 10:56 AM

Very affected, trying to get an appt at present is problematic moving to another surgery will compound that problem further as competing with existing patients

Screen Name Redacted
8/31/2022 10:55 AM

With difficulty if unable to drive

Screen Name Redacted
8/31/2022 10:57 AM

Surgeries elsewhere will not be able to cope with the added extra patients which will then lead to illnesses being untreated

Screen Name Redacted
8/31/2022 10:57 AM

As a none driver this would make it very difficult to get to

Screen Name Redacted
8/31/2022 10:58 AM

I would find it most difficult and inconvenient to have to travel to a surgery outside of Neyland, I have no transport and as mentioned above could ill afford it.

Screen Name Redacted
8/31/2022 11:00 AM

All depends how far you have to travel

Screen Name Redacted
8/31/2022 11:00 AM

I work full time and also care for my disabled mother I would find it impossible to travel for doctors appointments

Screen Name Redacted
8/31/2022 11:00 AM

I AM ALRIGHT ATM, BUT IF I BECOME FRAIL OR VERY DISABLED (FAR AHEAD IN THE FUTURE I HOPE) THEN I WOULD PROBABLY TRY TO GO BACK TO ARGYLE STREET, PEMBROKE DOCK.

Screen Name Redacted
8/31/2022 11:03 AM

i just dont know how i will cope, i have 4 children and suffer with medical needs which i am waiting for 2 operations and to see a consultant regarding gall stones. my husband is registered disabled. having to travel to a different town will be horrendous and could put my families life at risk

Screen Name Redacted
8/31/2022 11:03 AM

WITH DIFFICULTY. I LIVE ON MY OWN SINCE PARTNER PASSED AWAY. CAN'T DRIVE ANY MORE, SO RELY ON FRIENDS TO TAKE ME ANYWHERE

Screen Name Redacted
8/31/2022 11:04 AM

It's hard enough to get a GP appointment now, pushing Neyland and Johnston's patients elsewhere will just create more chaos. I am

currently pregnant and need the reassurance of a local surgery.

Screen Name Redacted

8/31/2022 11:04 AM

If I was in pain or ill the travelling would not be good for someone of my age group.

Screen Name Redacted

8/31/2022 11:05 AM

We would struggle due to travel expenses and physical situations

Screen Name Redacted

8/31/2022 11:06 AM

It would be so stressful just live by the surgery and depend on it.

Screen Name Redacted

8/31/2022 11:07 AM

It would be inconvenient and if shared with another practice I expect it would cause long delays

Screen Name Redacted

8/31/2022 11:08 AM

I WOULD FIND IT VERY DIFFICULT I HAVE A SEVERE BREATHING PROBLEM COPD

Screen Name Redacted

8/31/2022 11:11 AM

It would be very inconvenient if I had to travel further for these services

Screen Name Redacted

8/31/2022 11:20 AM

IT IS WHAT IT IS?

Screen Name Redacted

8/31/2022 11:22 AM

I would have to drive, take a bus, and less likely to access services

Screen Name Redacted

8/31/2022 11:23 AM

VERY MUCH

Screen Name Redacted

8/31/2022 11:24 AM

WELL I WOULD NOT BE ABLE TO GO

Screen Name Redacted

8/31/2022 11:29 AM

I don't drive and would not be able to get anywhere.

Screen Name Redacted

8/31/2022 11:32 AM

I would have to travel further which would make booking an appointment harder because I would have to factor in travel time.

Screen Name Redacted

8/31/2022 11:35 AM

NOT ABLE TO TRAVEL

Screen Name Redacted

8/31/2022 11:39 AM

With Difficulty

Screen Name Redacted

8/31/2022 11:39 AM

1. HAVING TO FUND GETTING 'ELSEWHER' 2. TIME TAKEN TO GET 'ELSEWHERE' MAY LIMIT READINESS TO GO TO APPOINTMENTS

Screen Name Redacted

8/31/2022 11:40 AM

A LITTLE DIFFICULTY

Screen Name Redacted

8/31/2022 11:41 AM

This would be very difficult as I am disabled

Screen Name Redacted

8/31/2022 11:46 AM

would go anywhere in the county

Screen Name Redacted

8/31/2022 11:48 AM

Not too bad at the moment if its not if its not further than p dock or m haven

Screen Name Redacted

8/31/2022 11:49 AM

It would be difficult to have to travel with my health issues

Screen Name Redacted

8/31/2022 11:51 AM

Difficult with lack of transport

Screen Name Redacted

8/31/2022 11:54 AM

This would stress me very much I have built a trust and feel safe with gp at Neyland

Screen Name Redacted

8/31/2022 11:59 AM

This would be very differcult as I am disabled.

Screen Name Redacted

8/31/2022 12:02 PM

Would go anywhere in the County.

Screen Name Redacted

8/31/2022 12:02 PM

Depending on where

| | |
|--|---|
| Screen Name Redacted 8/31/2022 12:04 PM | Can not walk far |
| Screen Name Redacted 8/31/2022 12:07 PM | Driving longer distances if ill |
| Screen Name Redacted 8/31/2022 12:05 PM | It would be difficult to have to travel with my health issues |
| Screen Name Redacted 8/31/2022 12:07 PM | I would be deeply concerned. |
| Screen Name Redacted 8/31/2022 12:07 PM | Difficult with lack of transport |
| Screen Name Redacted 8/31/2022 12:10 PM | With difficulty due to my age |
| Screen Name Redacted 8/31/2022 12:10 PM | This would stress me very much I have built a trust and feel safe with gp at Neyland |
| Screen Name Redacted 8/31/2022 12:14 PM | If it is Milford Haven, P.dock or H.west wouldn't effect but any further would be difficult. |
| Screen Name Redacted 8/31/2022 12:18 PM | As we are getting older & our Health is up and down it will be a great ????? |
| Screen Name Redacted 8/31/2022 12:27 PM | GPs are already busy so for such a large area of people to re-locate will add pressure to other surgeries/services. |
| Screen Name Redacted 8/31/2022 12:27 PM | no good, as if not wel would not like to use a bus/train or taxi |
| Screen Name Redacted 8/31/2022 12:29 PM | Not really as mobile and have a car |
| Screen Name Redacted 8/31/2022 12:30 PM | It would have an adverse affect on me I have mobility issues and a long time health issue |

| | |
|--|--|
| Screen Name Redacted 8/31/2022 12:32 PM | would be difficult, have a disability |
| Screen Name Redacted 8/31/2022 12:34 PM | ditto |
| Screen Name Redacted 8/31/2022 12:35 PM | Not sure what surgeries that I will be able to attend |
| Screen Name Redacted 8/31/2022 12:35 PM | ditto |
| Screen Name Redacted 8/31/2022 12:37 PM | Very affected. It's hard enough getting an appointment in Neyland, let alone if another surgery would take Neyland patients |
| Screen Name Redacted 8/31/2022 12:38 PM | Travel |
| Screen Name Redacted 8/31/2022 12:40 PM | It would cause massive anxiety on having to travel further to a doctors, especially when poorly. Will you get seen quickly on a service already over-run and would you be able to park closely? Be horrendous! |
| Screen Name Redacted 8/31/2022 12:41 PM | Parking. Husband can't walk far |
| Screen Name Redacted 8/31/2022 12:40 PM | It is already very difficult to get an appointment in Neyland and face to face appointments are non-existent. I would be even worse off at another surgery with an increased number of patients. |
| Screen Name Redacted 8/31/2022 12:40 PM | I would manage for now |
| Screen Name Redacted 8/31/2022 12:41 PM | I don't have transport |
| Screen Name Redacted 8/31/2022 12:41 PM | Work all day so would be evenings and don't want to travel |
| Screen Name Redacted | Not affected. Its vehicle and car access to the surgery |

8/31/2022 12:44 PM

Screen Name Redacted

8/31/2022 12:44 PM

It would mean my mum would have to drive me to a doctors appointment - she would then have to have time off work.

Screen Name Redacted

8/31/2022 12:43 PM

Harder to get to, longer wait times

Screen Name Redacted

8/31/2022 12:44 PM

I don't drive!

Screen Name Redacted

8/31/2022 12:45 PM

That would depend on how far I would have to travel and available transport as I was unable to drive

Screen Name Redacted

8/31/2022 12:46 PM

I don't drive so I would find it hard to get to appointments

Screen Name Redacted

8/31/2022 12:47 PM

I don't drive so I would find it hard to get to appointments

Screen Name Redacted

8/31/2022 12:48 PM

It would depend on how far away these services were. Local transport is very infrequent where I live. It would also be dependent on the issues I had, healthwise and how I was expected to access said services. This question is perhaps "too vague" to offer you a substantial ??????for your data.

Screen Name Redacted

8/31/2022 12:49 PM

It depends on where "elsewhere" is! It would impact upon travel time and costs.

Screen Name Redacted

8/31/2022 12:50 PM

I rely on my wife for transport and she now has a long term medical condition. Services further away would therefore be a problem

Screen Name Redacted

8/31/2022 12:49 PM

It would be very stressful and extremely anxious having to travel further to a Dr's when you are felling poorly. Panicing if there would be a packed waiting room.

Screen Name Redacted

8/31/2022 12:52 PM

Don't know

| | |
|--|---|
| Screen Name Redacted 8/31/2022 12:51 PM | Find it difficult as cannot walk far. Have no transport |
| Screen Name Redacted 8/31/2022 12:53 PM | I would have difficulty getting me repeat prescription and accessing healthcare |
| Screen Name Redacted 8/31/2022 12:57 PM | This would greatly affect us in many ways a) Transport to and from the surgery b) we have always had access to our local Doctors who are very reliable even through the Pandemic. |
| Screen Name Redacted 8/31/2022 12:57 PM | Difficult for continuity of care. |
| Screen Name Redacted 8/31/2022 12:57 PM | Someone would have to transport me as they have to now |
| Screen Name Redacted 8/31/2022 12:59 PM | Work in Haverfordwest so that would be good. |
| Screen Name Redacted 8/31/2022 12:58 PM | We are losing so many services! |
| Screen Name Redacted 8/31/2022 12:58 PM | not really |
| Screen Name Redacted 8/31/2022 01:00 PM | As i can no longer drive and am subject to panic attacks when travelling, i would be adversely affected if i had to go further. |
| Screen Name Redacted 8/31/2022 01:00 PM | Put out a bit. |
| Screen Name Redacted 8/31/2022 01:01 PM | Problematic |
| Screen Name Redacted 8/31/2022 01:04 PM | Developed a good trusting relationship with GP |
| Screen Name Redacted 8/31/2022 01:07 PM | I am a stroke victim so will always need help |

Screen Name Redacted
8/31/2022 01:06 PM
Cost of petrol to drive any distance. Not able to use buses due to my husband's inability to walk far and needs me to drive even short distances

Screen Name Redacted
8/31/2022 01:10 PM
i don't drive so would be awkward to get to Neyland. Also old people can't get there if they don't have transport.

Screen Name Redacted
8/31/2022 01:09 PM
Lack of historical knowledge of my medical state and quantity of medication

Screen Name Redacted
8/31/2022 01:10 PM
transport would be compromised depending on likely new locations

Screen Name Redacted
8/31/2022 01:16 PM
inconvenient

Screen Name Redacted
8/31/2022 01:12 PM
NOT GOOD BUT WILL TRAVEL IF NESSECARY

Screen Name Redacted
8/31/2022 01:14 PM
My wife has thinning of spinal cord and several other issues (69 years old). I myself have a throat condition and at our age would find different surgery very stressful to visit (70 years old)

Screen Name Redacted
8/31/2022 01:15 PM
Transport might be a problem. Buses are useless. I live 2 miles from Neyland. Have to go further away might mean having to use a taxi

Screen Name Redacted
8/31/2022 01:17 PM
Can travel but local surgery has been admirable

Screen Name Redacted
8/31/2022 01:18 PM
I live just outside neyland and I find it difficult as it is to get into neyland as i am unable to drive and I have to have my husband take me in. Moving further away would make it even more difficult.

Screen Name Redacted
8/31/2022 01:18 PM
wound not get there

Screen Name Redacted
8/31/2022 01:20 PM
bad

Screen Name Redacted

8/31/2022 01:20 PM

Access - not everyone has or uses a smart phone

Screen Name Redacted

8/31/2022 01:21 PM

I don't drive and bus service is not great. My parents would find it difficult to get me to doctors if it isn't still in Neyland in an emergency!

Screen Name Redacted

8/31/2022 01:24 PM

Very inconvenient as may not be able to travel far

Screen Name Redacted

8/31/2022 01:23 PM

I'M FORTUNATE THAT I CAN DRIVE BUT NOT EVERYBODY IS IN THE SAME POSITION

Screen Name Redacted

8/31/2022 01:25 PM

Travelling would be difficult but would be undertaken if required

Screen Name Redacted

8/31/2022 01:24 PM

I would have to drive further and any provision elsewhere might not have the capacity to deal with an increase in patients numbers making it even harder to get an appointment although a well-resourced walk in centre in the area might be a solution

Screen Name Redacted

8/31/2022 01:29 PM

With great difficulty

Screen Name Redacted

8/31/2022 01:27 PM

There would be further to travel, but of greater concern would be the possibility of not being able to see a doctor quickly if needed, because of a shortage of appointments

Screen Name Redacted

8/31/2022 01:29 PM

This would be less convenient because of the travelling, but appropriate if care could be offered/provided earlier.

Screen Name Redacted

8/31/2022 01:29 PM

Lack of transport would make it difficult as public transport is practically non existent in pembs

Screen Name Redacted

8/31/2022 01:29 PM

At the moment I can still drive but obviously that can change. I firmly believe GPs should visit the elderly people at home.

Screen Name Redacted

8/31/2022 01:31 PM

It would be inconvenient but manageable.

Screen Name Redacted

8/31/2022 01:33 PM

I would potentially have to travel further, personally I work in Pembroke Dock so could go there (Argyle Street).

Screen Name Redacted

8/31/2022 01:36 PM

As I live on my own I would have to catch a bus to see a GP and that would take up a whole day.

Screen Name Redacted

8/31/2022 01:36 PM

am 71 years of age don't drive. will be affected very bad if i go elsewhere

Screen Name Redacted

8/31/2022 01:39 PM

I am a pensioner living on my own and I would have to catch the bus to see a doctor.

Screen Name Redacted

8/31/2022 01:42 PM

I work from home which for services in the community works well, but any increase to travel time would make accessibility difficult. Neyland has a large elderly population and whilst I am 35 and healthy, I worry about access for others.

Screen Name Redacted

8/31/2022 01:42 PM

As i wear a stoma bag, i am worried that my suppliers will not be able to access my prescription. to enable them to supply me with these necessities. These cannot be bough over the counter.

Screen Name Redacted

8/31/2022 01:44 PM

No transport, we have to go by bus

Screen Name Redacted

8/31/2022 01:45 PM

No transport, would have to use bus service do not drive

Screen Name Redacted

8/31/2022 01:44 PM

BECAUSE OF POOR TRANSPORT SERVICES IN OUR AREA IT COULD MEAN HAVING TO USE TAXIS OR ASKING NEIGHBOURS. NOT VERY GOOD AS PRACTICE IS ON OUR DOORSTEP.

Screen Name Redacted

8/31/2022 01:48 PM

It would affect me because I would have to use local transport

Screen Name Redacted

8/31/2022 01:48 PM

no transport, we have to go by bus

Screen Name Redacted

At present I shall drive, but this mat change due to my age and

8/31/2022 01:48 PM

condition.

Screen Name Redacted

8/31/2022 01:48 PM

I DON'T DRIVE AND BUSAES ARE ONLY EVERY HOUR SO NOT THE BEST SERVICE REALLY. ABLE TO ACCESS A SURGERY BY FOOT NEARBY WOULD BE BETTER OBVIOUSLY.

Screen Name Redacted

8/31/2022 01:51 PM

Am getting older, so travelling could be a problem in later life

Screen Name Redacted

8/31/2022 01:50 PM

At present I am still driving, but this could change due to my age.

Screen Name Redacted

8/31/2022 01:52 PM

Problem with transport

Screen Name Redacted

8/31/2022 01:54 PM

i would probably die as i have an ??? disease and need medical help

Screen Name Redacted

8/31/2022 01:54 PM

At present both my husband and I are able to drive but we are both in our late 70's so not sure how long before we would not be able to access services elsewhere

Screen Name Redacted

8/31/2022 01:55 PM

Probably transferred to another surgery. Less chance of obtaining appointments for services provided, and therefore missing life threatening medical problems. Also more travelling for surgery appointments and prescriptions.

Screen Name Redacted

8/31/2022 01:57 PM

I am 83 years old, cannot walk without aid, cannot drive a car, so I could not got to a surgery.

Screen Name Redacted

8/31/2022 01:57 PM

Not being able to register elsewhere, lack of places, travel times. Increase worry for Neyland Chemist being redundant

Screen Name Redacted

8/31/2022 01:59 PM

I would be affected a lot as I am unable to drive and would have to rely on someone in family or taxi to get elsewhere. That's why I registered with Johnston as I live here.

Screen Name Redacted

8/31/2022 02:02 PM

Inconvenient due to living and working areas. Would require time off work UNPAID!

Screen Name Redacted

8/31/2022 02:03 PM

We drive so not hugely but it's more inconvenient if we have to go to Pembroke Dock or Haverfordwest

Screen Name Redacted

8/31/2022 02:06 PM

With the state and the amount of people coming into the area it would be very difficult going elsewhere

Screen Name Redacted

8/31/2022 02:08 PM

at my age not very good

Screen Name Redacted

8/31/2022 02:07 PM

I'm 84, travelling is difficult

Screen Name Redacted

8/31/2022 02:09 PM

I do not always have access to a car so would have to get to the bus or cycle - this option may be difficult depending on the reason I need GP advice

Screen Name Redacted

8/31/2022 02:09 PM

No happy too

Screen Name Redacted

8/31/2022 02:10 PM

I am 80 have surcalocal disorder, cannot drive and this has caused me great anxiety.

Screen Name Redacted

8/31/2022 02:10 PM

not happy at all

Screen Name Redacted

8/31/2022 02:11 PM

very inconvenient at my age

Screen Name Redacted

8/31/2022 02:12 PM

No transport so couldn't get there.

Screen Name Redacted

8/31/2022 02:12 PM

To use public transport when unwell is not a good idea

Screen Name Redacted

8/31/2022 02:13 PM

Would be very distressing for me.

Screen Name Redacted

8/31/2022 02:13 PM

Extra travel

Screen Name Redacted

8/31/2022 02:14 PM

Crossing bridge if shut. parking in Milford

Screen Name Redacted

8/31/2022 02:15 PM

i would have to travel miles

Screen Name Redacted

8/31/2022 02:14 PM

If in Pembroke Dock if the bridge is closed

Screen Name Redacted

8/31/2022 02:15 PM

NOT HAPPY. IN THE MODERN CLIMATE, WHEN PRICES ARE RISING FOR FUEL, FODD, ETC, ETC. WITH MORE HOMES BEING BUILT IN NEYLAND, WHICH IS A GOOD THING. I FEEL THE ELDERLY ARE NOT BEING SUPPORTED.

Screen Name Redacted

8/31/2022 02:16 PM

It would be very difficult for me as I would have to use public transport

Screen Name Redacted

8/31/2022 02:17 PM

No access to go anywhere else. Would affect me a great deal

Screen Name Redacted

8/31/2022 02:19 PM

i drive so i can drive to other surgeries but it is not ideal happy to go to argyle pembroke dock

Screen Name Redacted

8/31/2022 02:19 PM

I have to rely on family and a friend to take me to the GP and this would be difficult for me and my physical condition to travel far and have my family and friend to travel distances.

Screen Name Redacted

8/31/2022 02:18 PM

travel costs

Screen Name Redacted

8/31/2022 02:21 PM

Badly as I have no transport and do not dirve and I would have to loose my good doctor.

Screen Name Redacted

8/31/2022 02:23 PM

It is very important that we continue our local Surgery and vital for the whole community of Neyland and have access to a local surgery and not have to travel great distances

Screen Name Redacted

I would have to rely on family or friends to take me.

8/31/2022 02:24 PM

Screen Name Redacted

8/31/2022 02:25 PM

Travel would be difficult due to lack of local services/buses. it would not be possible to guarantee appointment times

Screen Name Redacted

8/31/2022 02:26 PM

Not very happy. I can walk to Johnston surgery and all my needs are sorted there. Travelling would be a problem for me.

Screen Name Redacted

8/31/2022 02:26 PM

with difficulty due to mobility

Screen Name Redacted

8/31/2022 02:27 PM

Travelling would be a problem due to eyesight and mobility

Screen Name Redacted

8/31/2022 02:30 PM

I would need to have a car driving licence or easy access public transport without incurring large taxi fare payments. Centralising hospitals and surgeries to overcome staff and equipment shortages as is the solution being provided by Hywel Dda is not the magic bullet solution HD thinks it is for it's patient treatments.

Screen Name Redacted

8/31/2022 02:30 PM

I am recently widowed, I do not drive so would find it extremely hard to access medical services outside Neyland. The bus service is not always reliable. it is essential that we are able to access our GP surgery

Screen Name Redacted

8/31/2022 02:31 PM

Access, travel, transport, convenient time

Screen Name Redacted

8/31/2022 02:32 PM

Much more difficult as I am ageing and my wife is disabled

Screen Name Redacted

8/31/2022 02:35 PM

This would have a severe impact on my health as I have INR checks regularly and also suffer with asthma making travelling very difficult as I am over 80 years old.

Screen Name Redacted

8/31/2022 02:34 PM

It is a good surgery and I have built a relationship of trust with my GP

Screen Name Redacted

8/31/2022 02:38 PM

I do not drive. I have family with disabilities, so it is worrying for us.

| | |
|--|--|
| Screen Name Redacted 8/31/2022 02:39 PM | Anxious. |
| Screen Name Redacted 8/31/2022 02:42 PM | I would not like to go elsewhere. I don't think there should be any need to do so. Neyland should have it's own surgery. |
| Screen Name Redacted 8/31/2022 02:44 PM | Would not suit would not travel out of Neyland area as we have now. |
| Screen Name Redacted 8/31/2022 02:46 PM | It would be very difficult to access anywhere else if you are a non driver. |
| Screen Name Redacted 8/31/2022 02:46 PM | problem with transport |
| Screen Name Redacted 8/31/2022 02:47 PM | At 73 any further travel could be a problem |
| Screen Name Redacted 8/31/2022 02:48 PM | Greatly, logistically, costly, and overloading other local surgeries. |
| Screen Name Redacted 8/31/2022 02:47 PM | To far away from home |
| Screen Name Redacted 8/31/2022 02:48 PM | at 84 |
| Screen Name Redacted 8/31/2022 02:50 PM | Very worried about elderly patients with no transport. At the moment I can drive, but in the future perhaps not. |
| Screen Name Redacted 8/31/2022 02:50 PM | At the moment little disruption. However the present situation would be altered drastically if one of us was unable to drive |
| Screen Name Redacted 8/31/2022 02:52 PM | adding the patients of Neyland to another existing service will mean reduction in the service to neyland patients and increase of pressure on any other service they join. All this will mean poorer service, longer waiting times and extra stress for staff. |
| Screen Name Redacted | Inconvenienced. Any withdrawal of existing services is concerning |

8/31/2022 02:52 PM

especially given the increase in demand with new houses built in Neyland

Screen Name Redacted

8/31/2022 02:55 PM

i do not drive so would have to use public transport

Screen Name Redacted

8/31/2022 02:55 PM

It is nearly impossible to see a GP in Neyland without having access one further away.

Screen Name Redacted

8/31/2022 02:56 PM

Disaster - no local transport

Screen Name Redacted

8/31/2022 02:57 PM

I am 79 and have no access to transport

Screen Name Redacted

8/31/2022 02:59 PM

It would mean travelling

Screen Name Redacted

8/31/2022 03:01 PM

very difficult at my age 92yrs

Screen Name Redacted

8/31/2022 03:00 PM

Difficult

Screen Name Redacted

8/31/2022 03:04 PM

As a pensioner, travelling would be a problem

Screen Name Redacted

8/31/2022 03:06 PM

As far as I am aware there is nowhere else that has any availability so this would be a denial of medical services

Screen Name Redacted

8/31/2022 03:10 PM

It depends where? What are the options? It would need time, travel (available care and fuel) Where might 'elsewhere' be? Without knowledge of options, opinion cannot be given

Screen Name Redacted

8/31/2022 03:11 PM

very difficult/transport wise/time wise/cost

Screen Name Redacted

8/31/2022 03:15 PM

Transport problems

| | |
|--|---|
| Screen Name Redacted 8/31/2022 03:12 PM | difficult as have an 89 year old mother with disabilities |
| Screen Name Redacted 8/31/2022 03:13 PM | Would find it difficult to be outside Neyland |
| Screen Name Redacted 8/31/2022 03:14 PM | Would be unable to access. Can't drive and can't use public transport |
| Screen Name Redacted 8/31/2022 03:16 PM | Absolutely not only for myself but for my mother |
| Screen Name Redacted 8/31/2022 03:17 PM | It would mean a substantial journey and would mean difficulty getting my prescription |
| Screen Name Redacted 8/31/2022 03:18 PM | Don't drive so it would be difficult |
| Screen Name Redacted 8/31/2022 03:21 PM | very difficult at my age 80yrs |
| Screen Name Redacted 8/31/2022 03:19 PM | Haverfordwest area would be more convenient to me as I live there |
| Screen Name Redacted 8/31/2022 03:20 PM | It would be difficult to get transport to a surgery elsewhere as if my partner has our car for work I would have to rely on public transport. |
| Screen Name Redacted 8/31/2022 03:22 PM | Inconvenient, transport difficulty, etc. |
| Screen Name Redacted 8/31/2022 03:25 PM | i would have to drive i am in walking distance to the practice at present |
| Screen Name Redacted 8/31/2022 03:24 PM | With great difficulty. It isn't always possible to get someone to drive you as I have no family in Pembrokeshire. |
| Screen Name Redacted 8/31/2022 03:24 PM | Problem of transport. I do not drive and my husband prefers not to. |

Screen Name Redacted
8/31/2022 03:26 PM

Not affected too much at the moment as I drive but if I was unable to drive as I get older, it ay effect me getting elsewhere.

Screen Name Redacted
8/31/2022 03:26 PM

Transportation, no car, no bus services horrendous, taxi expensive, pensioners find travelling on buses no assistant also cost

Screen Name Redacted
8/31/2022 03:27 PM

If it meant I have to travel further, it may make it difficult to fit appointment in with work.

Screen Name Redacted
8/31/2022 03:28 PM

It would be very inconvenient

Screen Name Redacted
8/31/2022 03:29 PM

Very badly as I have mental problems

Screen Name Redacted
8/31/2022 03:30 PM

It would be inconvenient but not impossible.

Screen Name Redacted
8/31/2022 03:31 PM

very difficult as disabled and have to depend on my daughter

Screen Name Redacted
8/31/2022 03:32 PM

We moved from Haverfordwest to Neyland as it has an improved practice. We would nor like to go to Haverfordwest OR Milford Haven, which would be the options.

Screen Name Redacted
8/31/2022 03:33 PM

Not happy.

Screen Name Redacted
8/31/2022 03:33 PM

DO NOT DRIVE DO NOT TRUST PUBLIC TRANSPORT IN LOCAL AREA

Screen Name Redacted
8/31/2022 03:33 PM

I can walk to my GP surgery it is accessible to all our community some people don't have transport! What if I feel poorly I don't want to drive, bus or taxi to another GP

Screen Name Redacted
8/31/2022 03:34 PM

Travelling to a surgery out of Neyland

Screen Name Redacted

Cost of fuel if I had to travel further to a surgery

8/31/2022 03:34 PM

Screen Name Redacted

Closer to Merlins Bridge

8/31/2022 03:36 PM

Screen Name Redacted

i would need to have transport

8/31/2022 03:38 PM

Screen Name Redacted

Very much so, I do not drive, walking limited

8/31/2022 03:37 PM

Screen Name Redacted

It would make things difficult as I would have to get transport. at the moment I can walk to Johnston

8/31/2022 03:37 PM

Screen Name Redacted

very affected not able to get to a doctor

8/31/2022 03:39 PM

Screen Name Redacted

Very much so, no transport.

8/31/2022 03:40 PM

Screen Name Redacted

because i am in reasonable health and i can still drive it is inconvenient

8/31/2022 03:41 PM

Screen Name Redacted

Waiting list and engagement with GP's is already dreadful to gain an appointment.

8/31/2022 03:42 PM

Screen Name Redacted

i would have to travel and with buses 1 per hour this is not sustainable

8/31/2022 03:43 PM

Screen Name Redacted

You cannot register elsewhere, they are full and unable to get appointments.

8/31/2022 03:43 PM

Screen Name Redacted

that would entail using public transport if available or taxi services - which would mean more expensive especially under the present

8/31/2022 03:44 PM

Screen Name Redacted

HAPPY TO TRAVEL TO PEMBROKE DOCK ARGYLE STREET

8/31/2022 03:44 PM

Screen Name Redacted

It's so important to be able to still access these services. Moving

8/31/2022 03:45 PM

would put stress on the GP surgery and lower my chances of getting appointments.

Screen Name Redacted

8/31/2022 03:47 PM

It would be awful. I certainly could not afford a taxi and buses are few and far between. Since Covid you have to take appointments allocated to you. Getting elsewhere would be a nightmare

Screen Name Redacted

8/31/2022 03:48 PM

Would have to pay for more high price fuel for car & bad for OAP's (busses are no good in my village).

Screen Name Redacted

8/31/2022 03:49 PM

It would be on all the time. I have a car, but in a few years time may prove very difficult as public transport is so limited.

Screen Name Redacted

8/31/2022 03:49 PM

I'm disabled so going a long distance for a DR as I would really struggle

Screen Name Redacted

8/31/2022 03:51 PM

I would be affected if I had to access services elsewhere as my GP knew my history.

Screen Name Redacted

8/31/2022 03:53 PM

Travelling costs and also would I be able to drive in the future.

Screen Name Redacted

8/31/2022 03:55 PM

I would not be able to get anywhere else. No bus, and I can't afford taxi.

Screen Name Redacted

8/31/2022 03:56 PM

Any change would cause me considerable upset.

Screen Name Redacted

8/31/2022 03:59 PM

Would need to have a car as it is difficult to get around as public transport in the area is poor and taxi expensive.

Screen Name Redacted

8/31/2022 03:59 PM

I would really struggle going to another surgery. With my lung problem I have trouble with my breathing.

Screen Name Redacted

8/31/2022 04:01 PM

Greatly as if not well would need access to facilities locally (in home town)

| | |
|--|--|
| Screen Name Redacted 8/31/2022 04:05 PM | I would and don't drive so this would be a problem for me. Public transport isn't reliable either and runs every hour. If you're unwell surely it's not right to travel to see a GP. |
| Screen Name Redacted 8/31/2022 04:06 PM | NEYLAND/JOHNSTON IS PRACTICALLY ON MY DOORSTEP, VERY CONCERNED ABOUT THE CARE I WOULD GET ELSEWHERE |
| Screen Name Redacted 8/31/2022 04:07 PM | It would be very inconvenient. |
| Screen Name Redacted 8/31/2022 04:06 PM | MOBILITY ISSUES |
| Screen Name Redacted 8/31/2022 04:07 PM | No problem with 5 miles Haverfordwest would suit us |
| Screen Name Redacted 8/31/2022 04:09 PM | Much less convenient. |
| Screen Name Redacted 8/31/2022 04:10 PM | It would be difficult to access elsewhere, due to work commitments/ time off. |
| Screen Name Redacted 8/31/2022 04:11 PM | Restricted transport. |
| Screen Name Redacted 8/31/2022 04:13 PM | Travelling to another surgery would cause problems as I do not drive and would have to find a way to access a new option. |
| Screen Name Redacted 8/31/2022 04:14 PM | I would find it difficult to travel. |
| Screen Name Redacted 8/31/2022 04:14 PM | Transport would be a major issue- being reliant on buses etc. |
| Screen Name Redacted 8/31/2022 04:15 PM | Transport problems |
| Screen Name Redacted 8/31/2022 04:16 PM | Would have to use a bus or taxi. But - walk to the bus stop and wait. Taxi - expensive to an OAP. |

Screen Name Redacted

8/31/2022 04:18 PM

Would not be able to due to health problems.

Screen Name Redacted

8/31/2022 04:20 PM

I would be unable to travel as I have no vehicle.

Screen Name Redacted

8/31/2022 04:21 PM

Out of pocket, with fuel costs.

Screen Name Redacted

8/31/2022 04:36 PM

I am 82 years old and would have to take a bus. And buses only run every hour so there would be a lot of hanging around, waiting, which is not a good idea in bad weather.

Screen Name Redacted

8/31/2022 04:38 PM

Very much affected - as all the patients in the Neyland area would be.

Screen Name Redacted

8/31/2022 04:40 PM

Depends on how far away I have to travel to see a dr? Absolutely not an option for our older generation.

Screen Name Redacted

8/31/2022 04:43 PM

Greatly affected as a town the size of Neyland should have it's own GP surgery to avoid travelling long distances costing more time and money we don't have

Screen Name Redacted

8/31/2022 04:44 PM

I have no driving licence so i wouldn't be able to get to any other doctors outside of Neyland.

Screen Name Redacted

8/31/2022 04:46 PM

I do not drive so an out of town surgery would be difficult for me to get to.

Screen Name Redacted

8/31/2022 04:47 PM

My wife has long term health concerns that require Dr's care, I worry if it was moved we wouldn't get the same care.

Screen Name Redacted

8/31/2022 04:49 PM

I have to rely on friends or taxi's so would be expensive and inconvenient.

Screen Name Redacted

8/31/2022 04:50 PM

It would be a preference but I do drive.

Screen Name Redacted

8/31/2022 04:52 PM

I don't drive.

Screen Name Redacted

8/31/2022 04:55 PM

I would prefer to stay in Neyland but if you have to go elsewhere I'm not sure so have to cross that bridge if it happens.

Screen Name Redacted

8/31/2022 04:58 PM

It would cause difficulties both in transport and additional stress considering the Health Board is closing our local hospital soon and transport by ambulance is difficult.

Screen Name Redacted

8/31/2022 05:01 PM

At present this wouldn't pose a problem as I'm able to drive.

Screen Name Redacted

8/31/2022 05:03 PM

I have my own transport, so unless my issue meant I couldn't drive I would be able to travel a short distance.

Screen Name Redacted

8/31/2022 05:05 PM

Transport, petrol, extra tome. Neyland is my home town.

Screen Name Redacted

8/31/2022 05:06 PM

Would have to travel.

Screen Name Redacted

8/31/2022 05:07 PM

Availability of appointments.

Screen Name Redacted

8/31/2022 05:09 PM

No transport

Screen Name Redacted

8/31/2022 05:11 PM

I would have problems as I am nearly 94yrs old and have to rely on other people.

Screen Name Redacted

9/01/2022 08:28 AM

If it moves out of Neyland it would be difficult and inconvenient to access as needing transport

Screen Name Redacted

9/01/2022 08:30 AM

Transport may be difficult

Screen Name Redacted

9/01/2022 08:31 AM

Transport could be an issue

| | |
|--|---|
| Screen Name Redacted 9/01/2022 08:33 AM | Alternative location could mean more travel for my family and I. Neyland Surgery is located equidistance between work and home |
| Screen Name Redacted 9/01/2022 08:34 AM | I would have to move to surgery in Milford Haven area |
| Screen Name Redacted 9/01/2022 08:35 AM | Getting further than 5 miles is very difficult |
| Screen Name Redacted 9/01/2022 08:36 AM | DO NOT DRIVE |
| Screen Name Redacted 9/01/2022 08:37 AM | Currently have use of a company vehicle but will retire in 2025. Partner is a non driver |
| Screen Name Redacted 9/01/2022 08:39 AM | It would be totally inconvenient and unacceptable |
| Screen Name Redacted 9/01/2022 08:41 AM | No local provision for a significant population. All other doctor surgeries are over subscribed in the area. Two chronically ill people in my household |
| Screen Name Redacted 9/01/2022 08:45 AM | Would have to rely on taxi services which I cannot afford |
| Screen Name Redacted 9/01/2022 08:46 AM | Have to drive to access another surgery |
| Screen Name Redacted 9/01/2022 08:52 AM | I AM BLIND AND HAVE DIFFICULTY ACCESSING SERVICES ELSEWHERE. I DO NOT DRIVE AND RELY ON PUBLIC TRANSPORT. TAXI'S ARE NOT ALWAYS AVAILABLE IN NEYLAND. IF MY HUSBAND IS ILL HOW WOULD WE ACCESS THE G.P? |
| Screen Name Redacted 9/01/2022 09:00 AM | ONLY OTHER OPTIONS WOULD BE TO TRAVEL 6-8 MILES. AT PRESENT ABLE TO DRIVE. THERE IS ALSO GREAT CO-OPERATION BETWEEN OUR LOCAL PHARMACY AND DOCTORS SURGERY. |

| | |
|--|---|
| Screen Name Redacted 9/01/2022 09:03 AM | I'm disabled and would find it hard to go elsewhere |
| Screen Name Redacted 9/01/2022 09:12 AM | I'm in my late 70's + unable to travel to another doctors |
| Screen Name Redacted 9/01/2022 09:14 AM | Transport and cost of fuel would be a problem |
| Screen Name Redacted 9/01/2022 09:15 AM | Very difficult because of my age |
| Screen Name Redacted 9/01/2022 09:16 AM | I'M A WIDOW, LIVING ALONE, FAMILY LIVE ABROAD. I DON'T DRIVE AND PUBLIC TRANSPORT IS MINIMAL. |
| Screen Name Redacted 9/01/2022 09:17 AM | It may be harder to order medication as I have to hand in a slip to the surgery It would take longer to see a GP I would have to get someone to take me further to see a GP |
| Screen Name Redacted 9/01/2022 09:17 AM | time and expense |
| Screen Name Redacted 9/01/2022 09:19 AM | It depends how far you expect us to travel. I am not happy to travel further than 10 miles. Will our local pharmacy still be able to look after my family's prescriptions? |
| Screen Name Redacted 9/01/2022 09:19 AM | I rely on my children who both work & I would probably use hospital cars more if I had to travel to appointments further away. |
| Screen Name Redacted 9/01/2022 09:20 AM | Would have to travel to get my prescriptions sorted out |
| Screen Name Redacted 9/01/2022 09:21 AM | Ok |
| Screen Name Redacted 9/01/2022 09:21 AM | Struggle to afford extra cost of travel. Unpaid carer with no income |
| Screen Name Redacted 9/01/2022 09:22 AM | Would need expensive taxi |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 09:23 AM | No |
| Screen Name Redacted 9/01/2022 09:24 AM | I wouldn't manage to go elsewhere |
| Screen Name Redacted 9/01/2022 09:25 AM | Argyle St has more patients then they can deal with now. Are they accepting new patients |
| Screen Name Redacted 9/01/2022 09:26 AM | Having to travel, difficulties commuting, time involved, cost endured, parking issues. All the more difficult if unwell and isolated, Totally impossible for some. |
| Screen Name Redacted 9/01/2022 09:26 AM | Would be a detrimental to my family |
| Screen Name Redacted 9/01/2022 09:28 AM | Would hate to travel to another surgery out of town. |
| Screen Name Redacted 9/01/2022 09:29 AM | I would need a doctor to visit me at home. |
| Screen Name Redacted 9/01/2022 09:32 AM | Extra travelling and expenses. |
| Screen Name Redacted 9/01/2022 09:32 AM | Massive affect on my family and all of the town in Neyland. |
| Screen Name Redacted 9/01/2022 09:35 AM | Greatly. it would not be possible for me to access services anywhere else as I linne in Neyland. |
| Screen Name Redacted 9/01/2022 09:35 AM | Very inconvenient |
| Screen Name Redacted 9/01/2022 09:37 AM | I am generally reliant on a bus, so to be able to walk to a doctor is quite important. |
| Screen Name Redacted 9/01/2022 09:37 AM | Time and money. Travel would be further. The GP services in this county are already under pressure to add us to an existing surgery |

would mean longer waiting times

Screen Name Redacted

9/01/2022 09:38 AM

My daughter will drive me. I have no other way to get to the surgery

Screen Name Redacted

9/01/2022 09:39 AM

Wouldn't be able to make appointments no one drives in the family.

Screen Name Redacted

9/01/2022 09:40 AM

Currently we can drive and have a car, but that could change at any time. We would want to be able to walk to our surgery still please.

Screen Name Redacted

9/01/2022 09:40 AM

Yes!!!

Screen Name Redacted

9/01/2022 09:40 AM

I wouldn't be able to make no vehicle in our family

Screen Name Redacted

9/01/2022 09:41 AM

Inconvenient.

Screen Name Redacted

9/01/2022 09:41 AM

At the moment no problem but I am not getting any younger plus rising petrol costs need to be addressed

Screen Name Redacted

9/01/2022 09:43 AM

Potentially higher travelling costs

Screen Name Redacted

9/01/2022 09:43 AM

My biggest concern for me would be my age 80+ and the transport to me there

Screen Name Redacted

9/01/2022 09:44 AM

Distance to travel to see Doctor

Screen Name Redacted

9/01/2022 09:45 AM

Very badly. Suffer from anxiety and the thought of going to a strange place where your dr, nurses and reception staff don't know you.

Screen Name Redacted

9/01/2022 09:45 AM

My relationship with my GP and could not have the same doctor to build a good relationship

Screen Name Redacted

costly taking longer

9/01/2022 09:45 AM

Screen Name Redacted

9/01/2022 09:46 AM

At the moment its ok! if they moved then and we have to travel it would be very hard

Screen Name Redacted

9/01/2022 09:47 AM

I have staff to drive me to an appointment

Screen Name Redacted

9/01/2022 09:48 AM

If it's too far, it is very hard to travel very far. We need to take everyone to see a doctor, can't leave them at the house. Sometimes it will take a while to see a doctor.

Screen Name Redacted

9/01/2022 09:48 AM

I have always been with this surgery. I wouldn't like to have have to go to another as this is all I have known.

Screen Name Redacted

9/01/2022 09:50 AM

Difficult - costly to travel - no transport

Screen Name Redacted

9/01/2022 09:51 AM

We have to travel with a baby to another hospital.

Screen Name Redacted

9/01/2022 09:51 AM

I don't think that's possible

Screen Name Redacted

9/01/2022 09:53 AM

Would probably not go

Screen Name Redacted

9/01/2022 09:54 AM

We have transport so not so much but many older people in the area don't

Screen Name Redacted

9/01/2022 09:55 AM

I am very concerned that other practices are already at capacity and I won't get an appointment. I have an excellent relationship with the GP team, so this change is causing me considerable stress.

Screen Name Redacted

9/01/2022 09:56 AM

Would have to travel.

Screen Name Redacted

9/01/2022 09:57 AM

Depends where it is.

Screen Name Redacted

9/01/2022 09:57 AM

I would have to travel a greater distance and there is little public transport where I live. This is a rural county, travel times between towns take longer. Cost of living is going up as are fares and fuel

Screen Name Redacted

9/01/2022 09:57 AM

I AM 94! I WILL NOT EASILY BE ABLE TO ACCESS SERVICES ELSEWHERE!

Screen Name Redacted

9/01/2022 09:57 AM

Could not get to them

Screen Name Redacted

9/01/2022 09:58 AM

More difficult to get a doctor

Screen Name Redacted

9/01/2022 09:59 AM

Mobility

Screen Name Redacted

9/01/2022 10:00 AM

If people don't have access to transport how do they travel to appointments? Bus service may not provide transport at appointment times. Taxi costs are high. People can not afford to travel to appointments.

Screen Name Redacted

9/01/2022 10:01 AM

I think it will be a massive amount of pressure on us to try register and transfer to another practice - where exactly is the question??

Screen Name Redacted

9/01/2022 10:02 AM

Unable to attend Neyland surgery as I am unable to walk to the bus stop and down the road to Neyland surgery, nor get on a bus to attend either Winch Lane/ St Thomas' or either Milford Practices.

Screen Name Redacted

9/01/2022 10:03 AM

I'm 80. At present I still drive - not sure I can continue for long. Bus in winter would be difficult. Taxi expensive

Screen Name Redacted

9/01/2022 10:04 AM

Very affected as unable to travel distance due to illness

Screen Name Redacted

9/01/2022 10:06 AM

I HAVE BEEN WITH THE PRACTICE FOR MANY YEARS, BEING ABLE TO ATTEND THE SURGERY THAT IS ACCESSIBLE TO ME IS A NECESSITY AND AS I GET OLDER EVEN MORE SO.

Screen Name Redacted
9/01/2022 10:07 AM

With great difficulty. Milford Haven Surgery have had me on the list for 20 years. Can not accept Haverfordwest surgeries due to transport links. very worried pensioner.

Screen Name Redacted
9/01/2022 10:08 AM

DIFFICULTY TO TRAVEL

Screen Name Redacted
9/01/2022 10:09 AM

Time and travel constraints would make visits more difficult

Screen Name Redacted
9/01/2022 10:09 AM

WITH DIFFICULTY DUE TO MY LACK OF MOBILITY

Screen Name Redacted
9/01/2022 10:10 AM

I would find it quite traumatic as I have been registered with this practice since I was 3 years old and have confidence in the practice even though the doctors have obviously changed over the years.

Screen Name Redacted
9/01/2022 10:10 AM

transport would be a big problem

Screen Name Redacted
9/01/2022 10:11 AM

Depends on distance

Screen Name Redacted
9/01/2022 10:13 AM

If i have to travell, i would be worried that might trigger my anxiety, eg leaving house.

Screen Name Redacted
9/01/2022 10:14 AM

The few times I do visit the GO I would like it to be local and easily accessible. It would have an adverse effect if I had to travel far

Screen Name Redacted
9/01/2022 10:17 AM

transport would be a problem

Screen Name Redacted
9/01/2022 10:18 AM

Very willing to go back to Barlow House in Milford Haven

Screen Name Redacted
9/01/2022 10:19 AM

AT MY AGE AND STATE OF HEALTH, GOING FURTHER AFIELD WOULD BE DIFFICULT WITH THE WINTER MONTHS

Screen Name Redacted
9/01/2022 10:23 AM

Currently as a driver I would be OK - but would be much affected if NOT + as I get older (74 at moment)

| | |
|--|--|
| Screen Name Redacted 9/01/2022 10:23 AM | Inconvenience of travel |
| Screen Name Redacted 9/01/2022 10:24 AM | I would need to travel further. |
| Screen Name Redacted 9/01/2022 10:24 AM | Transport problems |
| Screen Name Redacted 9/01/2022 10:24 AM | No problem for me |
| Screen Name Redacted 9/01/2022 10:25 AM | DON'T DRIVE WOULD HAVE TO ACCESS BUSES. WHICH ARE NOT REGULAR SO WOULD MORE THAN LIKELY HAVE NO DOCTOR |
| Screen Name Redacted 9/01/2022 10:28 AM | Depends what 'elsewhere' mean. I'm 75, in time it could be difficult to travel. |
| Screen Name Redacted 9/01/2022 10:30 AM | It would mean travelling further + other surgeries locally do not have the same opening hours |
| Screen Name Redacted 9/01/2022 10:39 AM | Transportation would be difficult to arrange if outside locality. |
| Screen Name Redacted 9/01/2022 10:42 AM | It depends partly on where "elsewhere" is. At the moment I can drive - but not for much longer. How would I and others of a similar age access a GP miles from their home? |
| Screen Name Redacted 9/01/2022 10:47 AM | As a non-driver, this would be difficult |
| Screen Name Redacted 9/01/2022 10:51 AM | Dr would not know me. If I needed a home call, I wouldn't know the doctor. Would I get to see a doctor if I was in a different practice with too many patients? |
| Screen Name Redacted 9/01/2022 10:56 AM | As an elderly person, I would prefer not to have to travel so far to access services (5 miles?) |

| | |
|--|---|
| Screen Name Redacted 9/01/2022 10:57 AM | yes |
| Screen Name Redacted 9/01/2022 10:59 AM | I do not drive. M Haven would be easier for travel. |
| Screen Name Redacted 9/01/2022 11:00 AM | No affect. |
| Screen Name Redacted 9/01/2022 11:05 AM | As someone with mobility issues it would be more difficult that it already is. |
| Screen Name Redacted 9/01/2022 11:06 AM | Greatly. |
| Screen Name Redacted 9/01/2022 11:07 AM | Travelling distance - 10 miles. |
| Screen Name Redacted 9/01/2022 11:10 AM | A reasonable travelling distance (10-15 miles) |
| Screen Name Redacted 9/01/2022 11:15 AM | Depending on distance, any increase in travel could be inconvenient and/ or difficult for my age group (80+). |
| Screen Name Redacted 9/01/2022 11:17 AM | difficulty in travelling |
| Screen Name Redacted 9/01/2022 11:17 AM | I am unable to drive or use public transport without assistance. This would make it very hard to travel elsewhere. |
| Screen Name Redacted 9/01/2022 11:19 AM | cant get to surgery due to limited mobility. dependent on doctor coming to house |
| Screen Name Redacted 9/01/2022 11:24 AM | i would struggle as i would need my husband to drive me. the transport is not very good. difficult to get a bus to match appointment time. long waiting times for return transport. |
| Screen Name Redacted | Transportation - bus service unreliable. I have no care, taxi too |

9/01/2022 11:27 AM

expensive. Old people unable to use transportation due to disability

Screen Name Redacted

9/01/2022 11:28 AM

have you seen the : price of fuel, poor public transport,

Screen Name Redacted

9/01/2022 11:27 AM

I don't drive

Screen Name Redacted

9/01/2022 11:29 AM

cost of fuel if i had to travel to a further surgery

Screen Name Redacted

9/01/2022 11:29 AM

Costs and time of going further. Less access to GP is too many patients on GP list

Screen Name Redacted

9/01/2022 11:30 AM

I don't drive and can't use public transport on my own and would have to rely on my granddaughter to drive me and she works full time and it's hard to get the time off work

Screen Name Redacted

9/01/2022 11:31 AM

driving, more ques and patients. if not johnston then routine patient milford haven

Screen Name Redacted

9/01/2022 11:31 AM

yes - more travelling

Screen Name Redacted

9/01/2022 11:34 AM

It can take up to 2 hours to get my husband ready to have to travel further on top would be difficult. I drive when i am well enough, would be very difficult to travel further on days I am unwell. I am unable to use the bus due to mobility.

Screen Name Redacted

9/01/2022 11:32 AM

All services are oversubscribed already! Very difficult to get an appointment already

Screen Name Redacted

9/01/2022 11:33 AM

speaking to other people the GP service around the country its hard to get an appointment with long waiting lists.

Screen Name Redacted

9/01/2022 11:34 AM

Everywhere is already oversubscribed. My husband has a chronic illness and I have 2 small children and need to have access to a GP

Screen Name Redacted

9/01/2022 11:35 AM

NOT happy.

Screen Name Redacted

9/01/2022 11:35 AM

disaster not suitable

Screen Name Redacted

9/01/2022 11:36 AM

do not drive it means going by bus

Screen Name Redacted

9/01/2022 11:36 AM

More inconvenient than anything else but a repour is built up with your health care professionals when your surgery is 'local'

Screen Name Redacted

9/01/2022 11:36 AM

Unless support from friends/ family were available it would be incredibly difficult, a sick person can not drive and public transport is inadequate.

Screen Name Redacted

9/01/2022 11:39 AM

Unless support from friends/ family were available it would be incredibly difficult. A sick person can not drive and public transport is inadequate.

Screen Name Redacted

9/01/2022 11:44 AM

It would mean more time off work because I would need ot travel further ot access a doctor

Screen Name Redacted

9/01/2022 11:44 AM

Travel

Screen Name Redacted

9/01/2022 11:46 AM

Given my age (Over 80) this would be difficult when unable to drive and impossible for many in the area

Screen Name Redacted

9/01/2022 11:48 AM

transportation, bus service unreliable, i have no car, taxi to expensive, old people who unable to use transportation due to disability

Screen Name Redacted

9/01/2022 11:49 AM

i dont drive

Screen Name Redacted

9/01/2022 11:48 AM

It would take us a lot longer to travel to the GP. All the other GP surgeries are struggling to cope with their patient load too

| | |
|--|--|
| Screen Name Redacted 9/01/2022 11:49 AM | Not at all I have transport |
| Screen Name Redacted 9/01/2022 11:51 AM | cost and time of going futher. loss of access to GP if too many patients on GP list |
| Screen Name Redacted 9/01/2022 11:53 AM | I have just been affected I had a slight stroke and the stress of the prescription alongside no transport apart from 'voluntary'. The ambulance was fast |
| Screen Name Redacted 9/01/2022 11:53 AM | I would if I have to but not be happy |
| Screen Name Redacted 9/01/2022 11:54 AM | No affect |
| Screen Name Redacted 9/01/2022 11:55 AM | It would be difficult as I am the main carer of my disabled son who is house bound. |
| Screen Name Redacted 9/01/2022 12:03 PM | Yes as I have mobility issues. |
| Screen Name Redacted 9/01/2022 12:07 PM | Not unduly, as long as there is increased capacity in the new surgeries to accommodate an influx of additional patients from Neyland/ Johnston. This is unlikely or we wouldn't find ourselves in the position we are now losing a practice. |
| Screen Name Redacted 9/01/2022 12:07 PM | i dont drive and can't use public transport on my own and would have to rely on my granddaughter to drive me and she works full time and its hard to get the time off work |
| Screen Name Redacted 9/01/2022 12:09 PM | I would be confused and could deteriorate. (As his carer - I know it would confuse him), |
| Screen Name Redacted 9/01/2022 12:09 PM | yes more travelling |
| Screen Name Redacted 9/01/2022 12:10 PM | all services are over subscribed already. very difficult to get an appointment already |

Screen Name Redacted

9/01/2022 12:10 PM

No transport, so rely on bus service!

Screen Name Redacted

9/01/2022 12:12 PM

everywhere is already over subscribed. my husband has a chronic illness and i have 2 small children and need to have access to a GP

Screen Name Redacted

9/01/2022 12:12 PM

Have access to my own transport so travelling a short distance wouldn't be an issue.

Screen Name Redacted

9/01/2022 12:14 PM

more inconvenience than anything else but a repour is built with your health care professionals when your surgery is local

Screen Name Redacted

9/01/2022 12:17 PM

Further to travel. Other surgeries are already full and are poorly run (e.g. can't get through on the phone) so it would be a stressful nightmare.

Screen Name Redacted

9/01/2022 12:18 PM

awkward and more backlog there!

Screen Name Redacted

9/01/2022 12:18 PM

I will be affected dramatically as I always seen Dr Tobain.

Screen Name Redacted

9/01/2022 12:19 PM

that depends on new location

Screen Name Redacted

9/01/2022 12:20 PM

If I'm too ill, I may not be able to travel, so I would like the service to remain in Neyland.

Screen Name Redacted

9/01/2022 12:20 PM

with great difficulty as i have Parkinson's and depend on others for transport

Screen Name Redacted

9/01/2022 12:21 PM

Transportation would be difficult as a full time carer to a disabled person.

Screen Name Redacted

9/01/2022 12:21 PM

it would be hard

Screen Name Redacted Expenses would be a factor if I had to travel further - more time off
9/01/2022 12:24 PM work - no public transport.

Screen Name Redacted Cost of transport to "elsewhere".
9/01/2022 12:26 PM

Screen Name Redacted It would be difficult to travel.
9/01/2022 12:27 PM

Screen Name Redacted would not be able to access services elsewhere due to age and
9/01/2022 12:29 PM health conditions, very worrying

Screen Name Redacted more to travel and not so good opening hours
9/01/2022 12:30 PM

Screen Name Redacted i dont drive and having to travel further would be an issue for me
9/01/2022 12:32 PM

Screen Name Redacted my family has had wonderful treatment and help from st clements
9/01/2022 12:34 PM surgery and we are worried about our future care at another practice

Screen Name Redacted Very affected.
9/01/2022 12:36 PM

Screen Name Redacted further to travel but i have a car and work in pembroke dock. i also
9/01/2022 12:37 PM have to travel to milford haven to the dentist or haverfordwest to go to the bank

Screen Name Redacted This would be very difficult as I have a dependant older husband with
9/01/2022 12:37 PM mobility problems.

Screen Name Redacted transportation
9/01/2022 12:37 PM

Screen Name Redacted Having a very sick son, one needs to know a doctor is on call?
9/01/2022 12:39 PM

Screen Name Redacted Travel/ wait times/ getting an appointment.
9/01/2022 12:41 PM

Screen Name Redacted

9/01/2022 12:42 PM

I would find that very stressful.

Screen Name Redacted

9/01/2022 12:43 PM

Not happy.

Screen Name Redacted

9/01/2022 12:45 PM

It is bad enough not, so god help us.

Screen Name Redacted

9/01/2022 12:55 PM

It would be a big problem

Screen Name Redacted

9/01/2022 01:00 PM

Very difficult, I have no immediate family to call on. Don't understand why Neyland's yet again in this problem when we had an excellent Dr surgery

Screen Name Redacted

9/01/2022 01:01 PM

depends how far

Screen Name Redacted

9/01/2022 01:02 PM

We wouldn't have a designated Dr and it would put more strain on other practices having the extra patients

Screen Name Redacted

9/01/2022 01:03 PM

It would greatly affect me. I use the surgery regularly for myself and 2 children

Screen Name Redacted

9/01/2022 01:04 PM

As I am unaware of proposals I am unsure

Screen Name Redacted

9/01/2022 01:05 PM

Its an inconvenience mainly as having a doctor surgery in the Neyland community means the service is within walking distance for many, therefore making it more practical

Screen Name Redacted

9/01/2022 01:06 PM

Hugely... Johnston & Neyland surgery are always helpful and able to accommodate their patients needs, especially our children. To move to another practice which is over populated would change our level of care!

Screen Name Redacted

9/01/2022 01:06 PM

I don't drive and my walking is limited

| | |
|--|---|
| Screen Name Redacted 9/01/2022 01:08 PM | Having repeat medication i worry about receiving these promptly |
| Screen Name Redacted 9/01/2022 01:09 PM | no way of getting elsewhere/to any other surgery as no transport and can't walk far |
| Screen Name Redacted 9/01/2022 01:11 PM | Would not be able to attend so would have to go without medical attention |
| Screen Name Redacted 9/01/2022 01:11 PM | While I can drive this is possible |
| Screen Name Redacted 9/01/2022 01:15 PM | I do not drive so I would have to rely on someone for a lift or having to catch the bus which sometimes doesn't even run |
| Screen Name Redacted 9/01/2022 01:19 PM | It would be very difficult, I have limited mobility & require assistance when going out and having to arrange for this further away would be very inconvenient. |
| Screen Name Redacted 9/01/2022 01:22 PM | It would have an adverse effect on my ability to access services if the surgery closed or was moved from Neyland. |
| Screen Name Redacted 9/01/2022 01:23 PM | Getting myself to see a doctor |
| Screen Name Redacted 9/01/2022 01:27 PM | it would be dependant on how far away the services were |
| Screen Name Redacted 9/01/2022 01:28 PM | access to travel would be a problem |
| Screen Name Redacted 9/01/2022 01:28 PM | Inconvenient |
| Screen Name Redacted 9/01/2022 01:29 PM | would need to travel |
| Screen Name Redacted 9/01/2022 01:31 PM | no effect as i have to drive to neyland at the moment |

Screen Name Redacted

9/01/2022 01:33 PM

I LIVE IN THE SAME STREET AS NEYLAND SURGERY, BUT I AM A CAR OWNER + WORK IN MILFORD HAVEN . I FOUND BARLOW HOUSE FAR SUPERIOR IN EVERY WAY + WOULD BE PLEASED TO RETURN. I DO NOT WANT TO GO TO ANY PEMBROKE OR PEMROKE DOCK SURGERIES.

Screen Name Redacted

9/01/2022 01:33 PM

with my particular illness i wouldnt be able to talk openly about it with any other dr other than Dr phillips. it would take me a long time to trust another GP

Screen Name Redacted

9/01/2022 01:34 PM

I would have much further to travel.

Screen Name Redacted

9/01/2022 01:39 PM

i have been with johnston and neyland surgeries since i was married in 1973! i have got to know the drs, nurses, practitioners and other staff very well and now at the age of 73 years I DO NOT WISH TO HAVE TO MOVE DRS. they know me!!!

Screen Name Redacted

9/01/2022 01:41 PM

i could cope with this as i live my daughter + partner and they have cars

Screen Name Redacted

9/01/2022 01:41 PM

MOBILITY IS POOR - DOCTORS HAVE GIVEN HOME VISITS, WORRIED I WOULD NO LONGER RECEIVE HOME VISITS WHEN NEEDED.

Screen Name Redacted

9/01/2022 01:43 PM

provided it is a good service it would be no problem as we have a mobility vehicle

Screen Name Redacted

9/01/2022 01:43 PM

Very affected

Screen Name Redacted

9/01/2022 01:46 PM

i am very concerned as i know bothy h'west and milford GP services are already over subscribed & struggling. i cannot see how local practices can absorb such a vast amount of patients.

Screen Name Redacted

9/01/2022 01:48 PM

greatly as i look after my grandchildren for my children and also take care of my parents who are elderly and to fit in everything is difficult now but if i have to travel further would put added pressure, especially as they live with me and i share same drs.

Screen Name Redacted

9/01/2022 02:02 PM

It would be very difficult

Screen Name Redacted

9/01/2022 02:02 PM

NOT ONLY MYSELF, BUT EVERYONE WOULD BE AFFECTED BY ACCESSING SERVICES ELSEWHERE - WAITING TIME TO SPEAK OR SEE A G.P. BECAUSE THERE IS NOT ENOUGH HOURS IN THE DAY TO FIT YOU IN, SLOTS TO SEE G.P.SARE FULL EACH TIME YOU TRY TO RING. HAVING SPOKEN TO PEOPLE FROM OTHER SURGERIES THEY ARE EXTREMELY CONCERNED ABOUT NOT BEING ABLE TO SEE THEIR G.P.

Screen Name Redacted

9/01/2022 02:03 PM

depends where

Screen Name Redacted

9/01/2022 02:04 PM

WITH VERY GREAT DIFFICULTY

Screen Name Redacted

9/01/2022 02:04 PM

At 87 years old - no transport, very affected

Screen Name Redacted

9/01/2022 02:05 PM

Would not be able to go to alternative locations

Screen Name Redacted

9/01/2022 02:15 PM

I can't get to any other surgery. Husband takes car to work.

Screen Name Redacted

9/01/2022 02:07 PM

As OAP local services mean a lot to us

Screen Name Redacted

9/01/2022 02:11 PM

dr phillips has been our dr for 17 years and understands our needs, to start anew would be distressing at our age

Screen Name Redacted

9/01/2022 02:12 PM

not able to get there

Screen Name Redacted

9/01/2022 02:13 PM

travelling issue

Screen Name Redacted

9/01/2022 02:13 PM

Given that were both pensioners and the high cost of fuel and the low state pension compared to the high cost of fuel and food. We may

not be able to afford to go to see a doctor too far away

Screen Name Redacted

9/01/2022 02:15 PM

provided service was not too fa away not a problem

Screen Name Redacted

9/01/2022 02:20 PM

People have more complex health issues find it harder to travel to a set time. With a smaller practice it has a more intimate service you are more lively to see the same doctor who knows your problem going a faster service

Screen Name Redacted

9/01/2022 02:20 PM

As long as the surgery is within a 10 miles radius, and there is adequate parking when you get there.

Screen Name Redacted

9/01/2022 02:20 PM

it would depend on how far

Screen Name Redacted

9/01/2022 02:23 PM

Transport links in the area are poor to get to an appointment further away, would be costly and difficult. Would cost more money when the cost of living is rising so fast

Screen Name Redacted

9/01/2022 02:24 PM

It would be an inconvenience

Screen Name Redacted

9/01/2022 02:25 PM

DEPENDS ON DISTANCE I WOULD HAVE TO TRAVEL AS YOU GET OLDER THIS WOULD BECOME A PROBLEM.

Screen Name Redacted

9/01/2022 02:26 PM

Not sure untill advised what was being offered. I would prefer local services

Screen Name Redacted

9/01/2022 02:26 PM

I can drive and have a car so could get to Milford Haven and Haverfordwest

Screen Name Redacted

9/01/2022 02:27 PM

I would have to travel too far to access other services

Screen Name Redacted

9/01/2022 02:28 PM

Potentially the cost to travel there depending upon the new location

| | |
|--|---|
| Screen Name Redacted 9/01/2022 02:28 PM | Travelling |
| Screen Name Redacted 9/01/2022 02:29 PM | Travelling would be difficult |
| Screen Name Redacted 9/01/2022 02:29 PM | Travel/Parking |
| Screen Name Redacted 9/01/2022 02:30 PM | Difficulty with travel + parking |
| Screen Name Redacted 9/01/2022 02:31 PM | Don't always have access to a car so would be costly to travel elsewhere e.g. bus fair £10 return, taxi £15.20 return |
| Screen Name Redacted 9/01/2022 02:31 PM | I would find it difficult |
| Screen Name Redacted 9/01/2022 02:32 PM | Just as long as in Milford or Haverfordwest I'm fine |
| Screen Name Redacted 9/01/2022 02:33 PM | It would depend on what services were offered i.e. telephone appointment and facetime appointment |
| Screen Name Redacted 9/01/2022 02:34 PM | It would be very inconvenient as a working person needing access locally and being able to call in during working hours |
| Screen Name Redacted 9/01/2022 02:34 PM | Very affected - do not drive and cannot walk far |
| Screen Name Redacted 9/01/2022 02:36 PM | Limited bus service available but able to travel by car mostly so suitable parking (free) would be helpful |
| Screen Name Redacted 9/01/2022 02:38 PM | Very bad |
| Screen Name Redacted 9/01/2022 02:40 PM | If I become unable to drive it would be difficult to get to a bus stop because of the distance |

Screen Name Redacted
9/01/2022 02:42 PM

CONCERNED ABOUT LACK OF LOCAL CARE AND TREATMENT FOR MY ASTHMA AND GP APPOINTMENT IF REQUIRED

Screen Name Redacted
9/01/2022 02:44 PM

neyland and johnston and surrounding areas should be entitled to have their own surgery

Screen Name Redacted
9/01/2022 02:45 PM

travel problem

Screen Name Redacted
9/01/2022 02:47 PM

depending on distance could cause difficulties for my age group and the other 80s

Screen Name Redacted
9/01/2022 02:49 PM

why should we have to go elsewhere, i have paid my Ni stamp for these services

Screen Name Redacted
9/01/2022 02:50 PM

difficult as i am disabled and housebound

Screen Name Redacted
9/01/2022 02:54 PM

TO BE AS I AM ON A LOT OF MEDICINE AND NEED TO BE ABLE TO GET THIS. I ALSO FROM TIME-TIME NEED TO SEE MY G.P. MY DAUGHTER WORK FULL TIME AND I DEPEND ON THEM TO BE ABLE TO BE ABLE TO TAKE ME TO SEE A GP.

Screen Name Redacted
9/01/2022 02:58 PM

GREATLY

Screen Name Redacted
9/01/2022 03:04 PM

With limited mobility it would mean isolation, rely on public transport to access care and being restricted as to when that care can be sort

Screen Name Redacted
9/01/2022 03:04 PM

difficulty in travelling

Screen Name Redacted
9/01/2022 03:09 PM

It would be extremely difficult, and my health condition is going to get worse, long term its important that we have a local surgery in a community in the size of Johnston!

Screen Name Redacted
9/01/2022 03:11 PM

WOULD FIND IT VERY DIFICULT WITHOUT TRANSPORT

Screen Name Redacted
9/01/2022 03:16 PM
At the moment not too badly, but my concern is that we aren't able to attract GPs to the area. Will we eventually have to travel further + further afield to get medical attention.

Screen Name Redacted
9/01/2022 03:20 PM
EXTRA TIME TO ATTEND THE CENTRE EXTRA TRAVEL COSTS, ESPECIALLY WITH FUEL COSTS AS THEY ARE

Screen Name Redacted
9/01/2022 03:22 PM
TIME AND EXTRA EXPENSE

Screen Name Redacted
9/01/2022 03:23 PM
problem travelling

Screen Name Redacted
9/01/2022 03:30 PM
travel difficulties

Screen Name Redacted
9/01/2022 03:31 PM
Very difficulty in all respects inclusive of picking up prescription

Screen Name Redacted
9/01/2022 03:32 PM
not possible due to transport issues

Screen Name Redacted
9/01/2022 03:32 PM
CONCERNED TO THE POINT THAT I HAVE NO ACCESS TO A VEHICLE AND FIND IT DIFFICULT TO WALK.

Screen Name Redacted
9/01/2022 03:33 PM
Already am out of my local area so going further afield would be bad

Screen Name Redacted
9/01/2022 03:34 PM
massive inconvenience

Screen Name Redacted
9/01/2022 03:37 PM
with ageing health problems, having to travel miles for normal health care is terrifying!!

Screen Name Redacted
9/01/2022 03:39 PM
it would mean id have trouble with transport. i dont drive and bus services are not very good any appointment would not be in line with bus services.

Screen Name Redacted
9/01/2022 03:40 PM
At my age I would find it difficult to access facilities outside the immediate area. I live in Burton and currently able to drive however

this could easily change

Screen Name Redacted

9/01/2022 03:40 PM

all depends on how far away from here

Screen Name Redacted

9/01/2022 03:41 PM

I have no car and no bus service

Screen Name Redacted

9/01/2022 03:41 PM

Depends how far away. If I could get repeat prescriptions from local pharmacy, that would be ok.

Screen Name Redacted

9/01/2022 03:42 PM

I am a non driver

Screen Name Redacted

9/01/2022 03:42 PM

I would not be happy

Screen Name Redacted

9/01/2022 03:43 PM

would be forced to drive, more stressful when possibly ill

Screen Name Redacted

9/01/2022 03:44 PM

Increase in cost, increase in time, increase in anxiety, would make life more difficult

Screen Name Redacted

9/01/2022 03:45 PM

More cars on the road! I can walk to surgery in Neyland

Screen Name Redacted

9/01/2022 03:47 PM

i, like all the other patients would be detrimentally affected by this

Screen Name Redacted

9/01/2022 03:48 PM

awkward neyland is locally good

Screen Name Redacted

9/01/2022 03:48 PM

Travelling to another surgery may be an issue if too far away or illness prevents longer travel due to symptoms

Screen Name Redacted

9/01/2022 03:49 PM

difficulty in getting to alternative location. no car would have to use taxi/ bus poor mobility

Screen Name Redacted

I AM FOTUNATE THAT I DRIVE. MANY IN THE TOWN DO NOT

9/01/2022 03:51 PM

EVEN THOUGH I DO HAVE ACCESS TO A VEHICLE, BEING REQUIRED TO DRIVE WHEN ILL ISN'T IDEAL. ALSO, I KNOW THAT LOCAL GP PRACTICES TO NEYLAND ARE STRETCHED TO CAPACITY. I DO NOT RELISH HAVING TO COMPLETE WITH EVEN MORE PATIENTS FOR AN APPOINTMENT.

Screen Name Redacted

9/01/2022 03:51 PM

At the moment I can drive but if I couldn't access to services elsewhere would be difficult. Neyland is close enough to warrant the cost of taxi but I could not afford transport to travel further.

Screen Name Redacted

9/01/2022 03:52 PM

I'm not a person to go anywhere

Screen Name Redacted

9/01/2022 03:54 PM

At the moment I able to walk to the surgery but could not do so if the Neyland Surgery closed

Screen Name Redacted

9/01/2022 03:58 PM

Travel would be difficult, would this mean less appointments access?

Screen Name Redacted

9/01/2022 03:59 PM

Imponderable. Access would need to have no effect

Screen Name Redacted

9/01/2022 04:02 PM

We would have to travel for appointments. My little boys age 6 and 4 won't have the vital care of the drs surgery on our doorstep, they have always been amazing with our children

Screen Name Redacted

9/01/2022 04:03 PM

It would affect us as my daughter attends the surgery regularly as she has a condition which needs blood tests carried out.

Screen Name Redacted

9/01/2022 04:03 PM

I am 88 years old and have Macular Degeneration and Atrial Fibrillation and would have problems to travel too far

Screen Name Redacted

9/01/2022 04:04 PM

It would be difficult

Screen Name Redacted

9/01/2022 04:05 PM

It would be very inconvenient to have to travel further to the doctors

Screen Name Redacted

9/01/2022 04:08 PM

As a 87 year old female who does not drive a car it would be very difficult to travel further. I have arthritis and hold a blue badge

Screen Name Redacted
9/01/2022 04:08 PM
Personally I could travel, but many people couldn't if they have to be accommodated I would not appreciate any association with Pembroke Dock - they were hopeless before

Screen Name Redacted
9/01/2022 04:11 PM
Greatly don't go there

Screen Name Redacted
9/01/2022 04:14 PM
My fear of services elsewhere that its easy to be missed when needing follow ups. As having had breast cancer, personal contact with the GP is important

Screen Name Redacted
9/01/2022 04:15 PM
It would be hard when not driving

Screen Name Redacted
9/01/2022 04:17 PM
As I have access to transport - can drive to required surgeries - would prefer Barlow House, Milford if I had to go elsewhere

Screen Name Redacted
9/01/2022 06:58 PM
It would be an inconvenience

Screen Name Redacted
9/01/2022 07:23 PM
At the moment we are OK, however if either of us couldn't drive it would be very difficult.

Screen Name Redacted
9/02/2022 08:20 AM
Travel is challenging and inconvenience. Cost would be greater.

Screen Name Redacted
9/02/2022 08:27 AM
Difficulty travelling and I dont see how this would provide same or better service when P/Dock surgery has already been deemed below acceptable and Milford Haven is at full capacity.

Screen Name Redacted
9/02/2022 08:29 AM
More difficult to organise as I cant drive and have to rely on other people.

Screen Name Redacted
9/02/2022 08:33 AM
IT WOULD BE VERY COSTLY IF I HAD TO TRAVEL TO ACCESSTHESE SERVICES OUT OF NEYLAND, I HAVE NO TRANSPORT OF MY OWN, I ATTEND THE SURGERY ON A REGULAR BASIS DUE TO MULTI ILLNESSES

Screen Name Redacted
9/02/2022 08:48 AM

-IT WOULD BE DIFFICULT TO TRAVEL TO OTHER TOWNS FOR ASSISTANCE. -IT FEELS AS IF IT WILL BE DIFFICULT TO ACCESS SERVICES IF YOU ARE PART OF A LARGER SURGERY AS IT IS I HAVE NOT SEEN A GP ABOUT A PROBLEM THAT THE HOSPITAL HAS RECOMMENDED I HAVE MONITORED!

Screen Name Redacted
9/02/2022 08:50 AM

This would have ramification on household budget and accessibility

Screen Name Redacted
9/02/2022 08:52 AM

I'm able to drive, but can not access transport the elderly

Screen Name Redacted
9/02/2022 08:54 AM

Greatly

Screen Name Redacted
9/02/2022 08:57 AM

Could be difficult to travel, and harder to get an appointment

Screen Name Redacted
9/02/2022 08:58 AM

Further to travel

Screen Name Redacted
9/02/2022 09:03 AM

YES BECAUSE I DO NOT DRIVE AND CANNOT AFFORD A TAXI. ALSO, BUS SERVICES ARE INFREQUENT.

Screen Name Redacted
9/02/2022 09:04 AM

WITH DIFFICULTY

Screen Name Redacted
9/02/2022 09:05 AM

transport issues

Screen Name Redacted
9/02/2022 09:07 AM

I have staff to drive me to appointments

Screen Name Redacted
9/02/2022 09:11 AM

WILL AFFECT TRAVEL WHEN ITS ON MY DOORSTEP NOW

Screen Name Redacted
9/02/2022 09:15 AM

IT WOULD BE EXTREMELY DIFFICULT TRAVEL IS DIFFICULT AND EXPENSIVE I AM 85 WITH LIMITED MOBILITY MY WIFE IS DISABLED WITH THE SURGERY IN NEYLAND WE CAN MANAGE WITHOUT ASSISTANCE- ELSEWHERE WOULD BE VERY DIFFICULT

| | |
|--|---|
| Screen Name Redacted 9/02/2022 09:16 AM | Would be very difficult as I am disabled |
| Screen Name Redacted 9/02/2022 09:18 AM | I DO NOT OWN A CAR SO DIFFICULTY IN GOING OUT OF NEYLAND |
| Screen Name Redacted 9/02/2022 09:22 AM | The cost of fuel to go further do not want to go to H'West of Milford |
| Screen Name Redacted 9/02/2022 09:27 AM | -I'm happy to talk the a doctor over the phone irrespective of location but would prefer the same doc -Travel would need to be reasonable eg 10 miles Milford Haven is fine |
| Screen Name Redacted 9/02/2022 10:18 AM | I am able to drive and have a car so would have no problem travelling elsewhere. |
| Screen Name Redacted 9/02/2022 10:21 AM | it would be very difficult for me1 |
| Screen Name Redacted 9/02/2022 10:24 AM | we would have to travel at least 3 miles nearest surgery, which is a worry with having one car for our working class household. |
| Screen Name Redacted 9/02/2022 10:24 AM | mentally aggrieved |
| Screen Name Redacted 9/02/2022 10:25 AM | i would just have to get on with it |
| Screen Name Redacted 9/02/2022 10:25 AM | The GP service should I have to go further to access, means I have to rely on driving or public transport. The reason I registered with a local GP is because its local to me and I prefer the service to remain local. |
| Screen Name Redacted 9/02/2022 10:30 AM | Yes I would be effected economically and environmentally by cost of travel. Less exercise more road use. Time wasted. Social heart of Neyland eroded. All degrading health and wellbeing. |
| Screen Name Redacted | if i have further to travel, it makes life awkward but not impossible. |

9/02/2022 10:30 AM

currently i cannot drive, and neyland surgery is within walking distance. any other GP surgery is a bus ride and more time out of a working day. not ideal but not impossible.

Screen Name Redacted

IT WOULD BE DIFFICULT

9/02/2022 10:31 AM

Screen Name Redacted

i am happy to drive anywhere, within a 2-3 mile radius.

9/02/2022 10:32 AM

Screen Name Redacted

NO BUS SERVICES. TAXI TO NEYLAND IS £10 RETURN. HAVERFORDWEST -£20 EACH WAY, PEMBROKE DOCK £20 EACH WAY. I AM A PENSIONER AND DO NOT DRIVE. I WOULD BE UNABLE TO ACCESS ANY SERVICESQ

9/02/2022 10:34 AM

Screen Name Redacted

as i am in a wheel chair and cannot travel very fast in a car this would be a problem

9/02/2022 10:36 AM

Screen Name Redacted

It would affect us massively

9/02/2022 10:36 AM

Screen Name Redacted

i dont want to go elsewhere because is too far away for me and my family

9/02/2022 10:37 AM

Screen Name Redacted

I WORK FULL TIME SO IT WOULD BE NOT ADVANTAGEOUS FOR ME TO GO ELSEWHERE

9/02/2022 10:37 AM

Screen Name Redacted

with difficulty

9/02/2022 10:38 AM

Screen Name Redacted

yes, i would like to know if i want to see the dr where i can go

9/02/2022 10:39 AM

Screen Name Redacted

would not be able to go elsewhere

9/02/2022 10:39 AM

Screen Name Redacted

NO MONEY TO TRAVEL NO GOING TO SEE DOCTORS

9/02/2022 10:42 AM

Screen Name Redacted

not able to go any distance no access to transport

9/02/2022 10:49 AM

Screen Name Redacted

9/02/2022 10:49 AM

BECAUSE OF MY DISABILITY AND BEING HOUSEBOUAND IT
WOULD BE IMPOSSIBLE TO ACCESS SERVICES ELSEWHERE. I
WOULD NEED A HOME VISIT IF IT BECAME ABSOLUTELY
NECESSARY

Screen Name Redacted

9/02/2022 10:49 AM

would not be able to go elsewhere

Screen Name Redacted

9/02/2022 10:50 AM

would not be able to go elsewhere

Screen Name Redacted

9/02/2022 10:50 AM

Access, distance, transport difficulties

Screen Name Redacted

9/02/2022 10:51 AM

potentially longer waiting times, travel also may be an issue

Screen Name Redacted

9/02/2022 10:51 AM

Difficulty getting there Do not drive

Screen Name Redacted

9/02/2022 10:54 AM

Distance will no doubt be a problem access if without transport

Screen Name Redacted

9/02/2022 10:58 AM

at the moment i can still drive if it moves away to another area the
catchment numbers increase and appointments will be harder to get.
eventually i may not be able to get to the drs

Screen Name Redacted

9/02/2022 11:00 AM

depending on where services are allocated - getting to places is
always a problem unless you have a car - i live in a small village and
bus services are limited - not everyone can afford a taxi

Screen Name Redacted

9/02/2022 11:00 AM

can't travel, wheelchair bound

Screen Name Redacted

9/02/2022 11:01 AM

don't know

Screen Name Redacted

transport difficulties

9/02/2022 11:01 AM

Screen Name Redacted

Being of restricted mobility I cannot think how I would be able to access the services elsewhere.

9/02/2022 11:09 AM

Screen Name Redacted

i am disabled ad transportation to a different area would be difficult

9/02/2022 11:02 AM

Screen Name Redacted

I have to travel 10 miles to get to the surgery and would not want to travel any further

9/02/2022 11:04 AM

Screen Name Redacted

DEPENDS WHERE

9/02/2022 11:05 AM

Screen Name Redacted

Alright within a 10 mile radius as long as I can still drive. After that, impossible.

9/02/2022 11:08 AM

Screen Name Redacted

Find it hard to travel No transport and got to rely on others when available

9/02/2022 11:10 AM

Screen Name Redacted

ACCESSIBILITY FIT AROUND EMPLOYMENT IF REQUIRED TO TRAVEL

9/02/2022 11:11 AM

Screen Name Redacted

I WOULD BE AFFECTED

9/02/2022 11:16 AM

Screen Name Redacted

It depends where it would be. There would be added inconvenience of travelling but I'm also mindful that other practices may be at capacity and struggle to take on the whole population of Neyland

9/02/2022 02:03 PM

Screen Name Redacted

Providing services remain close by within a few miles.

9/02/2022 02:29 PM

Screen Name Redacted

Providing services remain ideal, then no issues.

9/02/2022 02:33 PM

Screen Name Redacted

Would have to travel- Expence- I'm retiring so would not afford it.

9/02/2022 02:37 PM

| | |
|--|--|
| Screen Name Redacted 9/02/2022 02:41 PM | No problem if it was in Milford. |
| Screen Name Redacted 9/02/2022 02:45 PM | Travel costs. Going to a surgery that is already at capacity. |
| Screen Name Redacted 9/02/2022 02:48 PM | We live in Neyland so would be nice to still have Dr surgery in Neyland. |
| Screen Name Redacted 9/02/2022 02:52 PM | Difficulty to get to appointments when actually managing to get GP. If we have to join another surgery it will be difficult to get an appt. |
| Screen Name Redacted 9/02/2022 02:54 PM | Not sure. |
| Screen Name Redacted 9/02/2022 03:08 PM | I can get to present surgery by using a travelling frame. If surgery was moved further away, i could not get there because i have no transport- no car- and no one who can give me a lift. |
| Screen Name Redacted 9/02/2022 03:10 PM | Wouldn't know until had to. |
| Screen Name Redacted 9/02/2022 03:29 PM | As long as i cant drive that's fine. Bus service is not reliable. trying to contact the surgery by phone in the morning is almost impossible. Its easier to walk down to make an appointment. |
| Screen Name Redacted 9/02/2022 03:33 PM | Travelling and the upheaval of going elsewhere. |
| Screen Name Redacted 9/02/2022 03:40 PM | Impossible. I need a local GP who can call at my home when i am ill. I cannot walk far and cannot access any Gp practice. I doubt another towns GP will have the time or inclination to visit. Services will be too stretched. |
| Screen Name Redacted 9/02/2022 03:43 PM | No car also can't afford bus so very difficult. |
| Screen Name Redacted 9/02/2022 03:47 PM | Depends on where "elsewhere" is. |

Screen Name Redacted If "elsewhere" is in a different county then the answer would be a lot!!
9/02/2022 03:50 PM

Screen Name Redacted I would not be affected.
9/02/2022 04:00 PM

Screen Name Redacted We already suffer from most major services carried out from Neyland with Johnston being almost a part time office. Any further geographical relocation would be very inconvenient.
9/02/2022 04:05 PM

Screen Name Redacted It would depend if it involved much travelling.
9/02/2022 04:12 PM

Screen Name Redacted Probably even less chance to see a Doctor.
9/02/2022 04:15 PM

Screen Name Redacted it would not be a problem as long as a practice had sufficient staff to deal with additional patients.
9/02/2022 04:21 PM

Screen Name Redacted I would not be able to access medical care, as i am a vulnerable disabled person.
9/02/2022 04:24 PM

Screen Name Redacted Definitely
9/02/2022 04:26 PM

Screen Name Redacted Have difficulty going as do not drive and public transport out of the question due to back problems and nerve disability.
9/02/2022 04:30 PM

Screen Name Redacted With Great Difficulty. transport cost.
9/02/2022 04:33 PM

Screen Name Redacted It would be very difficult as it is hard enough to get an appointment on our own doorstep. what on earth would it be like if we had to travel and join a different surgery.
9/02/2022 04:37 PM

Screen Name Redacted I do not believe that thousands of people will be safely accommodated at other practices as services are stretched already. People will die as a result of not being able to get an appointment for acute illnesses i.e cancer.
9/02/2022 04:44 PM

| | |
|--|---|
| Screen Name Redacted 9/02/2022 04:46 PM | Getting myself + wife to see a doctor. |
| Screen Name Redacted 9/02/2022 04:49 PM | Due to responsibilities and travel provision, i may require treatment or service at home. |
| Screen Name Redacted 9/03/2022 04:19 PM | Extremely disappointed and very worried as I have ongoing medical conditions that needs constant medical attention and the fear of what's going to happen next |
| Screen Name Redacted 9/06/2022 11:25 AM | Obviously, i would have to travel further, this would take more time and probably more waiting time - This is not how Johnston & Newland are run. |
| Screen Name Redacted 9/06/2022 11:39 AM | I costly do travel long distance. I would prefer a doctor close by that i can get to know and not be a "number" ! |
| Screen Name Redacted 9/06/2022 11:47 AM | If needing emergency help for myself or my children, i fear that travelling further may hinder my family. The uncertainty of not knowing when i am able to be seen for check up , smear tests & backlogs. |
| Screen Name Redacted 9/06/2022 11:52 AM | Currently not a problem, but i'm in my late 70s and if became unable to drive, this would be difficult. |
| Screen Name Redacted 9/06/2022 11:54 AM | Location of services elsewhere. |
| Screen Name Redacted 9/06/2022 11:56 AM | Would have to travel further. |
| Screen Name Redacted 9/06/2022 11:59 AM | Would have to travel further. |
| Screen Name Redacted 9/06/2022 12:01 PM | Would have to travel further. |
| Screen Name Redacted 9/06/2022 12:03 PM | Transport difficulty due to poor public transport. |

| | |
|--|---|
| Screen Name Redacted 9/06/2022 01:07 PM | Location of services elsewhere. |
| Screen Name Redacted 9/06/2022 01:13 PM | Could not attend unless transport is provided. |
| Screen Name Redacted 9/06/2022 01:16 PM | It would be awkward. |
| Screen Name Redacted 9/06/2022 01:22 PM | I work shifts in Carmarthen, so being able to make appointments in advance if preferable. |
| Screen Name Redacted 9/06/2022 01:27 PM | I have angina and other medical issues. If i had to get to other locations, it would be problematic. I don't drive and walking up hills or great distances is not an option. The local bus service is not an option for me. |
| Screen Name Redacted 9/06/2022 01:29 PM | No difference. |
| Screen Name Redacted 9/06/2022 01:31 PM | Limited access to car |
| Screen Name Redacted 9/06/2022 01:34 PM | No car and don't go anywhere. |
| Screen Name Redacted 9/06/2022 01:36 PM | I would be affected as i don't drive. |
| Screen Name Redacted 9/06/2022 01:41 PM | I may struggling to travel to see a doctor. |
| Screen Name Redacted 9/06/2022 01:51 PM | I am 85 and at present still able to drive. However, i do have some mobility issues amd require disabled facilities for parking. I do not live on a bus route. It would be extremely difficult for me to access services outside Neyland. |
| Screen Name Redacted 9/06/2022 01:54 PM | Time consuming and more difficult to organise. |

Screen Name Redacted
9/06/2022 01:57 PM
Problem_ then other people will have to put themselves out for me at my age.

Screen Name Redacted
9/06/2022 02:01 PM
It's hard for me as i have mental health issues. I wouldn't want change as i am comfortable and know my doctors as they know me.

Screen Name Redacted
9/06/2022 02:05 PM
I am house bound and unable to leave the house.

Screen Name Redacted
9/06/2022 02:07 PM
Mobility problems.

Screen Name Redacted
9/06/2022 02:14 PM
Don't know how i would manage, i try not to phone the Dr, but i've been shielding from Covid since the year it started.

Screen Name Redacted
9/06/2022 02:18 PM
I am currently pregnant and do not want to access services elsewhere for myself or my unborn child.

Screen Name Redacted
9/06/2022 02:23 PM
Massively. I have children, parents, elderly relatives. Obviously money is more important than patient care needs. Neyland's population is constantly growing !.

Screen Name Redacted
9/06/2022 02:52 PM
I can drive or have transport but time travelling further to any appointment would make it more difficult owing to work commitment.

Screen Name Redacted
9/06/2022 02:57 PM
Badly.

Screen Name Redacted
9/06/2022 03:29 PM
IT would be much harder. I am 69 and i care for my father who is 94. The logistics of getting him any distance takes its toll. We cannot access what we have never mind access to services eslewhere.

Screen Name Redacted
9/06/2022 03:39 PM
With being pregnant and having children, having easy access to GP care is very important to have locally in the village for convenience.

Screen Name Redacted
9/06/2022 03:42 PM
I'm willing and able to travel to see a GP.

| | |
|--|--|
| Screen Name Redacted 9/06/2022 03:45 PM | It would be a major setback. |
| Screen Name Redacted 9/06/2022 03:48 PM | It would depend if it involved travelling. |
| Screen Name Redacted 9/06/2022 03:50 PM | Not too bad as i have transport. |
| Screen Name Redacted 9/06/2022 03:54 PM | As the service is very local, it will be really awkward to have to travel further afield. |
| Screen Name Redacted 9/06/2022 03:57 PM | With rising fuel prices, having to drive to a (local) GP would affect greatly. |
| Screen Name Redacted 9/07/2022 11:07 AM | At the moment it is a telephone conversation and no face to face, so unless this changes i will not be affected. |
| Screen Name Redacted 9/07/2022 11:10 AM | Very badly, who can take on 6500 new patients |
| Screen Name Redacted 9/07/2022 11:14 AM | Very difficult in all respects. Inclusive of picking of prescriptions. |
| Screen Name Redacted 9/07/2022 11:17 AM | Cannot drive and public service bus not always reliable. |
| Screen Name Redacted 9/07/2022 11:20 AM | Have to catch a bus, the service isn't good. |
| Screen Name Redacted 9/07/2022 11:23 AM | I am now 84 years of age and have been a patient all my life at Neyland starting with Dr Douglas. |
| Screen Name Redacted 9/07/2022 11:27 AM | I work 9-5pm, i would have to take extra time off to reach another GP. |
| Screen Name Redacted 9/07/2022 11:29 AM | Harder to get to clinic. |

| | |
|--|---|
| Screen Name Redacted 9/07/2022 11:31 AM | It would be hard for me to get to services elsewhere (cannot drive). |
| Screen Name Redacted 9/07/2022 11:36 AM | I am on blood pressure tablets and i am concern if i have to travel elsewhere to get a prescription or even make a visit to see a GP. |
| Screen Name Redacted 9/07/2022 11:44 AM | I have/had heart attack and stents put in. I have to take my wife every where because of her angina and vertigo. |
| Screen Name Redacted 9/07/2022 11:47 AM | I drive it shouldn't be an issue. |
| Screen Name Redacted 9/07/2022 11:50 AM | Transport could be a problem. |
| Screen Name Redacted 9/07/2022 11:54 AM | IF we had to join somewhere else it would stretch the doctor's surgery more. |
| Screen Name Redacted 9/07/2022 11:58 AM | Local surgery would be best. |
| Screen Name Redacted 9/07/2022 12:01 PM | I would have to rely on the busses. |
| Screen Name Redacted 9/07/2022 12:03 PM | IT wouldn't be practical as don't drive. |
| Screen Name Redacted 9/07/2022 12:07 PM | Who would provide transport? We need a local surgery. |
| Screen Name Redacted 9/07/2022 12:09 PM | Need transport Problems for home visits. |
| Screen Name Redacted 9/07/2022 12:13 PM | I would be disappointed to have to travel far to a GP service- especially as public transport is not good. You get to know the staff/receptionist at your local surgery. |
| Screen Name Redacted 9/07/2022 06:04 PM | Potential delays on seeing GP as they'd have much bigger patient list which will have consequences for health cost, time inconvenience! My husband has heart condition and has to see GP regularly. |

Screen Name Redacted

9/08/2022 10:07 AM

IT would depends where it was, we do have a car so can travel, but others do not so would struggle more.

Screen Name Redacted

9/08/2022 10:18 AM

I do not drive and have to rely on others to get to Doctor. As Withybush Hospital is to be downgraded it is not an option for service. Surely money could be saved by scrapping the foolish idea (and expensive) of building a new hospital geography of no benefit to Pembrokeshire.

Screen Name Redacted

9/08/2022 10:20 AM

I may not be able to get to other areas.

Screen Name Redacted

9/08/2022 10:26 AM

It would be a nightmare to have to move to another practice within Pembrokeshire. These practices are already struggling with the number of patients they have, so to take more would make seeing a GP even harder.

Screen Name Redacted

9/08/2022 10:28 AM

Not very good.

Screen Name Redacted

9/08/2022 10:57 AM

We already must travel to Neyland from Johnston to see a GP which is inconvenient. I would be quite unhappy if i had to travel even further especially if i had to rely on the existing poor public transport provision. My poor mobility makes using public transport very difficult and GP provision further away would probably result in resorting to using taxis and mean additional expense.

Screen Name Redacted

9/08/2022 11:00 AM

I would have to travel by car to the surgery. There is already very limited parking in the Haverfordwest surgeries.

Screen Name Redacted

9/08/2022 11:03 AM

Travel if the surgery i'm allocated is too far.

Screen Name Redacted

9/08/2022 11:14 AM

We would obviously have to travel to see a Dr, which is extremely worrying with having two young children, and extremely elderly grandparents who do not drive. With constant rising in fuel prices and bills, we would be expected to fork out on means of travel for basic and vital care.

Screen Name Redacted
9/08/2022 11:22 AM
I have registered in Johnston and Neyland surgery because it is local for me and my family, and logistically this has an impact on accessing services elsewhere. I prefer the services to stay local especially with an aging population.

Screen Name Redacted
9/08/2022 11:27 AM
I moved here in Dec to be close to a GP. No public transport nearby.

Screen Name Redacted
9/08/2022 11:30 AM
Difficult due to my age + mobility.

Screen Name Redacted
9/08/2022 11:39 AM
Travelling might be a problem.

Screen Name Redacted
9/08/2022 11:42 AM
I would have to travel to gain access to services of GP.

Screen Name Redacted
9/08/2022 11:44 AM
It would affect me as i don't have transport to access services elsewhere.

Screen Name Redacted
9/08/2022 11:48 AM
At the moment i can drive but this may change.

Screen Name Redacted
9/08/2022 11:56 AM
I would find it very inconvenient if i had to travel much further to access services than i do at present.

Screen Name Redacted
9/08/2022 12:02 PM
I would find it very inconvenient if i had to travel much further to access services than i do at present.

Screen Name Redacted
9/08/2022 12:04 PM
Travel problems

Screen Name Redacted
9/08/2022 12:07 PM
Further to travel and public transport makes it difficult to attend appointments.

Screen Name Redacted
9/08/2022 02:15 PM
Because i have mobility issues, travelling anywhere is a problem.

Screen Name Redacted
9/08/2022 02:21 PM
Not Convenient to go to Pembroke or Milford.

Screen Name Redacted
9/08/2022 02:24 PM

I believe there would be no continuity of service and do not believe any other practices have the capacity.

Screen Name Redacted
9/08/2022 02:29 PM

GPs are already full

Screen Name Redacted
9/08/2022 02:36 PM

Would have to rely o someone to take me there.

Screen Name Redacted
9/08/2022 02:41 PM

It would be very difficult to attend appointments which are not on my doorstep.

Screen Name Redacted
9/08/2022 02:44 PM

I Wouldn't be able to attend a surgery by myself, i would have to have transport as i do not drive.

Screen Name Redacted
9/08/2022 02:48 PM

It would impact on my ability to attend due to working hours. This could have an impact on my independence.

Screen Name Redacted
9/08/2022 02:50 PM

Would not be able to.

Screen Name Redacted
9/08/2022 02:54 PM

At the moment it's ok as i drive and own a car, however, i have massive concerns for the future if my health and mobility deteriorate.

Screen Name Redacted
9/08/2022 02:59 PM

That would depend on how big the other services are? ie excessive waiting for an appointment or even the receptionist picking the phone up.

Screen Name Redacted
9/08/2022 03:02 PM

Longer waits Increased stress

Screen Name Redacted
9/08/2022 03:05 PM

Would be more costly on our already swindling budget as pensioners, fuel for transport etc.

Screen Name Redacted
9/08/2022 03:08 PM

Would have to drive. Not convenient and expensive.

Screen Name Redacted

9/08/2022 03:10 PM

Travel.

Screen Name Redacted

9/08/2022 03:49 PM

I live alone so that could be very difficult.

Screen Name Redacted

9/08/2022 03:51 PM

Great difficulty.

Screen Name Redacted

9/08/2022 03:54 PM

It would be very difficult to access GP services if this surgery was moved.

Screen Name Redacted

9/08/2022 03:57 PM

Extremely affected.

Screen Name Redacted

9/08/2022 04:02 PM

Given that other local surgeries are also overstretched and struggling to cope with demand, i honestly think that i would struggle to get proper care in the event that i needed it.

Screen Name Redacted

9/08/2022 04:09 PM

I would not be able to access GP care nor access the surgery. I would have little to no healthcare.

Screen Name Redacted

9/08/2022 04:14 PM

I have significant health issues . My GP and all the staff are fantastic. They know their patients. All are brilliant at their respective jobs. I have mobility issues, how am i going to get to see a doctor if they're not local?

Screen Name Redacted

9/08/2022 04:20 PM

Health inequalities because of transport difficulties. Cost of taxis. We have a wonderful chemist in Neyland.

Screen Name Redacted

9/08/2022 04:23 PM

Would need a taxi. No bus services. Taxi Pembroke Dock £11 one way.

Screen Name Redacted

9/08/2022 04:27 PM

Added stress from travelling further to a place i'm unfamiliar with and great concerns over healthcare becoming less accessible to the most vulnerable in society.

Screen Name Redacted

9/09/2022 10:08 AM

Would not be able to travel.

Screen Name Redacted

9/09/2022 10:21 AM

At present, i can drive, but as i am getting older and worrying about the time when i cannot drive. As i live on my own, this obviously concern me. I am retired and have not seen a doctor for several years. BUT PAID into NHS services.

Screen Name Redacted

9/09/2022 10:23 AM

Travelling to another surgery - actually getting an appointment around my job.

Screen Name Redacted

9/09/2022 10:26 AM

Travel expenses.

Screen Name Redacted

9/09/2022 10:28 AM

Would have difficulty getting to surgery.

Screen Name Redacted

9/09/2022 10:31 AM

It would cost a lot in fuel to have to travel further, especially in these economic times, and affect work.

Screen Name Redacted

9/09/2022 10:35 AM

Would have to travel a bit further, its nice to have a surgery local.

Screen Name Redacted

9/09/2022 10:37 AM

May be difficult to get transport to an appointment without one day notice.

Screen Name Redacted

9/09/2022 10:41 AM

I have complex needs- heart issues, diabetes, thyroid etc. I would like to see same doctor.

Screen Name Redacted

9/09/2022 10:43 AM

This would depend on distance, more than 8 miles would be difficult!

Screen Name Redacted

9/09/2022 10:51 AM

Travelling to another town could be very inconvenient and almost impossible if a car was not available.

Screen Name Redacted

9/09/2022 10:54 AM

Yes, longer waits for access to medical appointments.

Screen Name Redacted

9/09/2022 10:56 AM

I would have to rely on taxis to make appointments.

| | |
|--|--|
| Screen Name Redacted 9/09/2022 11:01 AM | Greatly affected. GP surgeries elsewhere are at bursting point. Thousands more added to their books will make everything worse than they are. It's common to wait 40 mins to phone them. |
| Screen Name Redacted 9/09/2022 11:03 AM | OK |
| Screen Name Redacted 9/09/2022 11:06 AM | No problem, could use bus-train or taxi if needed. |
| Screen Name Redacted 9/09/2022 11:09 AM | Public transport won't meet needs and worry i won't be able to attend regular check ups. |
| Screen Name Redacted 9/09/2022 11:11 AM | Very worrying with young children. |
| Screen Name Redacted 9/09/2022 11:14 AM | Its hard enough to get appointments now let alone having to join another surgery. |
| Screen Name Redacted 9/09/2022 11:16 AM | At present- no problem. |
| Screen Name Redacted 9/09/2022 11:46 AM | Considering that all the other local practices are struggling, i don't think this is a viable option. |
| Screen Name Redacted 9/09/2022 11:49 AM | I am unable to drive and have to rely on family to take me to appointments. There is a limited bus service to Haverfordwest only. |
| Screen Name Redacted 9/09/2022 11:53 AM | Greatly. Waiting times are ridiculous and it would be difficult to make appointments. |
| Screen Name Redacted 9/09/2022 11:58 AM | It would be difficult, inconvenient, and more expensive. |
| Screen Name Redacted 9/09/2022 11:59 AM | Yes |
| Screen Name Redacted 9/09/2022 12:04 PM | Do not drive, taxis are expensive, bus services can not use due to anxiety. |

Screen Name Redacted

9/09/2022 12:07 PM

Be more difficult to get to a service outside Neyland.

Screen Name Redacted

9/09/2022 12:08 PM

Transport difficulties.

Screen Name Redacted

9/09/2022 12:10 PM

Will be dire if access services elsewhere.

Screen Name Redacted

9/09/2022 02:54 PM

It probably wouldn't affect me now as i drive but would affect me as i get older and don't drive.

Screen Name Redacted

9/09/2022 02:58 PM

It would no longer be local. Already it takes nearly 300 phone calls just to get an appointment if we got transferred surely that would go up as we would have to compete with the locals.

Screen Name Redacted

9/09/2022 03:01 PM

Longer wait times, further to travel.

Screen Name Redacted

9/09/2022 03:05 PM

Longer waiting times and further to travel.

Screen Name Redacted

9/09/2022 03:09 PM

(1) Location of services elsewhere, rising fuel costs etc. (2) Ease of accessing services elsewhere, hard enough to get an appt as it is without joining another practice.

Screen Name Redacted

9/09/2022 03:10 PM

Very difficult, don't drive.

Screen Name Redacted

9/09/2022 03:14 PM

It would be more difficult with transport.

Screen Name Redacted

9/09/2022 03:15 PM

Could be difficult to get there.

Optional question (1250 response(s), 29 skipped)

Question type: Essay Question

Q3 What views and concerns do you have about GP services locally?

Screen Name Redacted

8/01/2022 10:24 AM

If Neyland service goes then that means patients being added to other services that are already overwhelmed and would mean appointments are even harder to get.

Screen Name Redacted

8/01/2022 12:10 PM

Lack of face to face appointments. Still relying on pharmacy to do things that before covid the surgery would do

Screen Name Redacted

8/01/2022 05:07 PM

I am extremely worried. At least we are able to get an appointment on the day in an emergency at the moment but from what I hear of other surgeries this is not the case. There is no opportunity for appointments that are non emergency so things get left until they become an emergency. The answer is more doctors ... they need to have incentives and better contracts . People will not get lumps and symptoms checked out as they can't get through or feel they are wasting time and people will die or be picked up too late it will cost this health board more money.

Screen Name Redacted

8/01/2022 06:22 PM

Other Surgeries are so full already

Screen Name Redacted

8/01/2022 06:50 PM

If neyland and johnston surgery closes no other surgery had the capacity to take patients on as what happened when Argle left neyland

Screen Name Redacted

8/01/2022 07:16 PM

This is the end of the line,there's no where to go as all are services are disappearing

Screen Name Redacted

8/01/2022 07:37 PM

Not enough appointments face to face too many phonecalls and not actually being checked out but trying to explain on phone not ideal Waiting to be seen and then referred appalling time scale Not enough docs would prefer to see increase in specialist nurses who can refer and give prescriptions

Screen Name Redacted

8/01/2022 07:56 PM

Peoples health will be affected with having to travel people will not bother

Screen Name Redacted

8/01/2022 08:05 PM

Accessibility to actually see a doctor

Screen Name Redacted

8/01/2022 08:23 PM

Concerned of not being able to get care when needed. Suffer with infections and important to get treatment as soon as possible due to medication already on

Screen Name Redacted

8/01/2022 10:45 PM

It is already very difficult to get an appointment, without surgeries closing.

Screen Name Redacted

8/02/2022 11:39 AM

Wait times

Screen Name Redacted

8/02/2022 03:40 PM

All other drs are full, and struggling so everyone's care would be put in jepardy

Screen Name Redacted

8/02/2022 04:28 PM

We have serious concerns, we are of an age where GP services are going to be more and more important for us, my wife has numerous problems with her health. It is not that long ago that we left Argyle Surgery, Neyland to join the current practice at Neyland and when the current GP's made a pitch for us to join, there was no mention of them deciding to resign their contract in a few years. The Health Board must have a contingency plan for November 2022, the surgery that caters for a huge amount of patients cannot be allowed to close, even if GP's and borrowed from elsewhere on a temporary basis until a permanent solution is found.

Screen Name Redacted

8/02/2022 04:44 PM

Wait times are already lengthy

Screen Name Redacted

8/02/2022 05:14 PM

Concerned that GP service won't be available to us in Neyland. Everyone is stretched as it is but not having this service in our town with a population of almost 4000 people is extremely concerning. Have heard there will be no building to use either so even if a doctor was found where could we access the service.

Screen Name Redacted

8/02/2022 06:55 PM

Across the area we struggle to attract staff in what ever pay grade, limited service, high rental prices and scare , property prices high for those starting out.. over phone consultations do not work and give inaccurate disgnosis GPs are now being pushed to their maximum which can lead to mis diagnosis and they love with this worry daily and a threat of potential litigation as a result for what would be in less pressure a competent diagnosis

Screen Name Redacted

8/02/2022 10:24 PM

GP services have declined since the start of the pandemic with the loss of vital face to face appointments and triaging at reception. Patients should be able to make an appointment to see a doctor in person without having to explain their problems to a non medical person.

Screen Name Redacted

8/03/2022 01:41 PM

I have heart and blood disorder and having to travel to another surgery fills me with dread. The staff at Neyland from reception, nurses and doctors are exceptional and I haven't come across a better surgery in nearly 60 years of being alive.

Screen Name Redacted

8/05/2022 10:52 AM

The lack of ability to recruit GPs with an increasing population especially here in Neyland with the soon to be occupied housing association site. The inability to book appointments in advance.

Screen Name Redacted

8/11/2022 03:52 PM

We have gone from 2 gp surgeries in Neyland to None. This is crazy considering the town is expanding. As is every other town. Sort it out!!

Screen Name Redacted

8/11/2022 04:12 PM

I've always been happy having a surgery on Neyland

Screen Name Redacted

8/11/2022 04:16 PM

Not having enough doctors to protect my family

Screen Name Redacted

8/11/2022 04:30 PM

Pre-booked appointments should be available without the need to phone at 8am on the day.

Screen Name Redacted

8/11/2022 04:53 PM

Service has always been adequate. Concerned regarding service.not.being.available going forward.

Screen Name Redacted

8/11/2022 04:57 PM

We need to keep our surgery

Screen Name Redacted

8/11/2022 05:14 PM

There aren't enough services

Screen Name Redacted

8/11/2022 05:19 PM

my family not having a doctor

Screen Name Redacted

8/11/2022 05:20 PM

Only that they would be taken out of Neyland,

Screen Name Redacted

8/11/2022 05:23 PM

Our service from our surgery is impeccable apart from one receptionist. Please don't change it

Screen Name Redacted

8/11/2022 05:57 PM

Long waits, under paid, under valued staff, lack of doctors who get blamed for difficulties caused by twelve years of austerity.

Screen Name Redacted

8/11/2022 06:12 PM

The other surgery's cannot cope with patience they have and who cannot get appointments

Screen Name Redacted

8/11/2022 06:26 PM

At present the GP surgery is within walking distance for most people in Neyland or they can ask a neighbour for a lift - moving it would mean patients would not get care as quickly

Screen Name Redacted

8/11/2022 06:40 PM

That there is already not enough appointments to go around and getting rid of Neyland surgery would put more strain on other surgeries

Screen Name Redacted

8/11/2022 07:15 PM

I'm concerned about losing our local surgery and the support they give to our town and community.

Screen Name Redacted

8/11/2022 07:31 PM

My concerns are the lack of accessible face to face appointments with a GP or other health workers especially for people, like my elderly parents, who cannot not access the internet and can find talking on the phone to someone they do not know to be difficult, stressful and may lead to misunderstandings. The lack of adequate local transport for the elderly with mobility issues and/or memory issues, young family and others. I do not want to live in a country who can tolerate people who are either ill, old, infirmed, with dementia, coping with young children, maybe an intolerant, unsympathetic boss, mental health issues having to stand at a bus stop on a freezing cold, wet and/or wind morning maybe having had to walk some distance to the stop and then to have to walk to the GPs and do it all again coming back Why, in what is basically a 24 hour, 365 day a year society, does it seem that we have less access to a doctor or health care that ever? So many people are working, and expected to work, a varying shift pattern and to cover shifts at short notice that even phoning at 8am to making a same day appointment may have to be missed due to unexpected work commitments or childcare issues. I fear the health of the local community will suffer if there is no GPs in Neyland and this will have unforeseen consequences.

| | |
|--|---|
| Screen Name Redacted 8/11/2022 09:39 PM | The difficulty in getting appointments to discuss non emergency questions. |
| Screen Name Redacted 8/11/2022 09:43 PM | Johnston surgery is my area but i will travel if nessary |
| Screen Name Redacted 8/11/2022 09:51 PM | I'm concerned that the surgery will close |
| Screen Name Redacted 8/11/2022 10:19 PM | the only problem we've had is trying to get through for an appointment. but with only 1 dr this is inevitable. |
| Screen Name Redacted 8/11/2022 10:44 PM | Not enough |
| Screen Name Redacted 8/12/2022 06:45 AM | My concern that with the lack of doctors, patients are being forced to seek private health care at vast expense in order to have health needs met. We already are dependent on a charity for sources of Information and support to manage my husbands condition. We really want our surgery to continue in Neyland. We are five miles from the nearest town; it would be impossible to live it! |
| Screen Name Redacted 8/12/2022 09:32 AM | I pay for a service I'm not getting |
| Screen Name Redacted 8/12/2022 09:57 AM | The inability to get an appointment |
| Screen Name Redacted 8/12/2022 11:07 AM | GPS and their staff including Nurses do an excellent job under difficult circumstances, they need more support from Government |
| Screen Name Redacted 8/12/2022 12:28 PM | Neyland is a town which has growing with population . Do not push us residents into using services in PEMBROKE DOCK AND MILFORD HAVEN I can foresee where your decision will go |
| Screen Name Redacted 8/13/2022 12:29 AM | Not enough of them emyto cover existing |

Screen Name Redacted

8/13/2022 11:24 AM

The number of patients using nearby surgeries is already at a level where GP's are unable to provide adequate services

Screen Name Redacted

8/13/2022 08:53 PM

Surgeries are overwhelmed and struggling to keep up with the needs of the community

Screen Name Redacted

8/14/2022 11:01 AM

Il list these to make it less long and mundane -overcrowding in other gp surgery's - I know people who have struggled to get registered with new surgery's and have found it pretty much impossible -we'd be expected to go further afield to see a Dr which is hard enough as it is - we playing into the hands of privatisation of the health care system - for years these dr surgery's in Neyland and johnston have provided a massive service to Neyland and johnston. - how can you reallocate 10,000 people to a already full Dr surgery or surgeries

Screen Name Redacted

8/14/2022 03:45 PM

Poor service

Screen Name Redacted

8/15/2022 08:23 AM

Very concerned as Neyland is an ever growing community, recently a new estate of approx 30 residential properties have been built, these will be housing a mixture of families, elderly and disabled. Also from my own view my mother is disabled and even thou has access to mobility scooter this would take away her independence to be able to go to the doctor's by herself , this will greatly affect a lot of elderly patients in the community.

Screen Name Redacted

8/15/2022 10:46 AM

All full Unable to get seen when needed. Serous problems delayed in diagnosis resulting in more heath issues/ death/long term heath issues not be detected early.

Screen Name Redacted

8/15/2022 06:15 PM

They are underfunded, overwhelmed with work. Serious investment and recruitment is required.

Screen Name Redacted

8/15/2022 06:25 PM

It has been ignored for too long. Not enough staff, too much work and underfunded.

Screen Name Redacted

8/15/2022 07:38 PM

Staff to patient ratios are concerning. Having to ring on the day to try and get an appointment, also adds stress when unwell.

Screen Name Redacted

Neyland upon moving to the area in 1987, had 2 GP surgeries. We

8/15/2022 10:59 PM

have always been with Charles Street Surgery and is now based in St Clements Road. My 3 sons were born whilst we lived in Neyland and I have found all GP's a great reassurance with various health issues when they were growing up. Without a surgery in Neyland during their time, my middle son's appendicitis might not have been realised and if it was not for the prompt action of the GP, it could have been a case of burst appendicitis. This is just one example of many hundreds of others that could happen whilst waiting for an appointment in an already very busy surgery if we were allocated to another surgery outside the area of Neyland.

Screen Name Redacted

8/16/2022 10:09 AM

Services are currently unable to cope and are overwhelmed and this is getting worse

Screen Name Redacted

8/16/2022 05:11 PM

Not being able to physically see a doctor or health professional. For example how can you have a diabetic review or medication review over the phone where a physical examination used to be required.

Screen Name Redacted

8/17/2022 04:56 PM

If the surgery in Neyland closes, how is it decided which surgery we have to move too? Do we have a choice? I work as a paramedic and we already have issues with patients who cannot get appointments with their own surgeries as it is? EG) Milford haven, Haverfordwest & Argyle st. This has caused an increase in Ambulance calls. If the people of Neyland and Johnston have to be moved to these surgeries who seem to be at full capacity, will this have an impact on GP/Nurse appointments? This is very worrying for Neyland community, we have a fantastic surgery and this will be a huge loss to the town.

Screen Name Redacted

8/17/2022 08:22 PM

None of them stay the same

Screen Name Redacted

8/17/2022 08:31 PM

NA

Screen Name Redacted

8/17/2022 08:57 PM

Lots of people attending GP surgeries that don't actually need to and also with how hard it is to get an appointment when you actually need one as well

Screen Name Redacted

8/18/2022 12:07 AM

That not having access to gp could endanger lives of all and with more houses being built in neyland having no surgery would be very worrying

Screen Name Redacted

8/18/2022 12:16 AM

If we lose their services in Neyland It will be a great loss to not just the residents of Neyland and Johnston but also to the pharmacy's. We simply cannot do without a Doctors surgery in both towns. People are already struggling to register at out of town surgeries upon moving to pembrokeshire.

Screen Name Redacted

8/18/2022 01:04 AM

There are not enough GPS. And I worry that older family members will not be able to see a doctor

Screen Name Redacted

8/18/2022 07:11 AM

They are diminishing. Overstretched. Hard to access.

Screen Name Redacted

8/18/2022 09:08 AM

That we won't have any!!

Screen Name Redacted

8/18/2022 10:12 AM

Lack of appointments

Screen Name Redacted

8/18/2022 10:31 AM

My concerns are the GP surgery actually closing! The Health Board needs to take action against this happening. A GP surgery has been running in Neyland for many years and should continue to do so.

Screen Name Redacted

8/18/2022 11:22 AM

Very happy as they were prior to GP retiring

Screen Name Redacted

8/18/2022 11:42 AM

It is worrying that we cannot arrange to see or speak to a GP in advance and have to rely on being able to get through on the phone at 8am on the day we are available. We then have to wait for a phone call back from the GP and then if necessary have to go into the surgery. I can spend my whole day off just waiting and being unable to do anything else all day just to discuss my current medications. An email option for concerns like this would save time for both patients and GP's It worries me that not enough money is being put into services in Pembrokeshire and that you are not offering good enough incentives to new GP's to encourage them to move here. Shame on you Hywel Dda

Screen Name Redacted

8/18/2022 12:21 PM

I honestly think The doctors in Neyland wouldn't be Overwhelmed if they went through the patience that are there every other day and sorted them out the GP would then be able to deal with the really sick people not Time wasters

Screen Name Redacted

8/18/2022 01:15 PM

Just hearing about other local GP surgeries whereby patients have been unable to get urgent appointments. The experience I have had with neyland surgery has always been positive.

Screen Name Redacted

8/18/2022 01:59 PM

The general lack of number of GP surgeries and appointments

Screen Name Redacted

8/18/2022 04:01 PM

your total incompetence will cause me to lose my local services which i have paid for all of my life

Screen Name Redacted

8/18/2022 04:07 PM

They are too busy and under strain

Screen Name Redacted

8/18/2022 04:09 PM

It's a Shane you can't attract people. Is it anything to do with the conflict between pay and workload in comparison to locum pay/workload?

Screen Name Redacted

8/18/2022 04:22 PM

See above comments

Screen Name Redacted

8/18/2022 08:19 PM

No evening surgery appointments is they offered this service five days per week this would free up more spaces during the morning and afternoon. Terrible evidence of providing statutory evidence of medical status for those required to do so for disability allowances from DWP. This has caused me horrific stress , being told that failure to obtain the information from GP will result in stoppage of benefits, having to undergo a new medical assessment Return of mobility vehicle, Being assessed without supporting GP report. These reports are required in my case every three years . I have experienced problems every time with this GP service. Phoning for an appointment the same day for that day if there is enough slots your OK, but if not you have to ring again the following day. Being told that you can not request a roll on fit note until the day it expires, this usually means that you would not get another within two to three days later. Personally have had my pay stopped on five occasions due to this policy. Communication between some administrative staff and medical or GP is well below standard with staff going home and not completing actions agreed via the telephone. My main issue is whi is Johnston/Neyland still running a Covid restricted services this is just not acceptable. The services has failed in numerous areas in my opinion with delays, errors, misinformation Being blamed on Covid. I believe that PPE is very necessary and is being undertaken, but as for administrative, and overall logistics of secondary function ie

reports , referrals, and sending patients to the hospital for routine testing is not what I call a service. As for staffing issues with both surgery areas this is the fault of the practice management they have been having problems recruiting and failed to update the health board until its now too late. I feel that a full audit should be carried out on all failures to provide the standard contractual service level agreement. Any shortfalls be identified and costing be returned back to the health authorities or sanctions administered .

Screen Name Redacted

8/18/2022 08:18 PM

I was previously under the Argyle group and hated the large practice, never knowing who you were going to see. I truly believe that doctors should at the very least know the basics of the person walking through the door for a consultation.

Screen Name Redacted

8/18/2022 09:33 PM

Why can Hywel Dda University Health Board not attract any potential GP's to this area any reasons?

Screen Name Redacted

8/18/2022 11:18 PM

Neyland and Pembroke Dock are really suffering due to lack of access to GP services. I am not surprised that no doctors want to work with failing practices.

Screen Name Redacted

8/19/2022 10:46 AM

The doctors that are serving or have served Neyland, along with D/Ns, nurse practitioners, clerical support - ie everyone I have had contact with have been excellent.

Screen Name Redacted

8/19/2022 10:51 AM

None

Screen Name Redacted

8/19/2022 10:53 AM

Our GPs are one of the best we have every had and we would like to keep the service because they saved my life in November

Screen Name Redacted

8/19/2022 10:58 AM

Everybody is being told to 'get on and learn to live with Covid'. The GP practices don't seem to think that this applies to them. We need access to the doctors as before!!

Screen Name Redacted

8/19/2022 08:28 PM

We just can't lose our surgery people rely on this what about people that can't drive and with disabilities don't say buses because half the time they don't turn up and taxis are very expensive we need a doctors surgery to stay in Neyland

Screen Name Redacted

8/20/2022 02:00 PM

Concerned that there are not enough doctors to cope with what is happening, and I can see it getting so much worse and we will end up travelling long distances to see a GP.

Screen Name Redacted

8/20/2022 12:16 PM

I have serious concerns on the systematic and insidious degradation of health services in Pembrokeshire by Hywell Dda Health Board. The inability to recruit and retain medical professionals in Pembrokeshire to run local GP surgeries and hospital facilities is a direct result of either deliberate or consequential actions by this health board and are deeply concerning. The fact that HDUHB sent out a 6 page document requesting feedback on a serious situation of potential loss of the sole medical practice in the town, and less than half a page is given space to express those concerns, the remaining pages that are dedicated to requests for data on my ethnic, sexual and gender specifics would indicate to me that your attention is perhaps not focused on the right priorities of issues requiring being urgently addressed.

Screen Name Redacted

8/20/2022 02:43 PM

There is already plans to reduce services at Withybush Hospital and services were stretched at Neyland and Johnston surgeries when a surgery in Pembroke Dock was closed a few years ago.

Screen Name Redacted

8/20/2022 02:43 PM

Traveling, as with most locally this would be a problem as lack of public transportation and the cost of taxi's would be a great burden to most and that's without the rise in the cost of living

Screen Name Redacted

8/22/2022 10:35 AM

We moved here specifically to be near a GP. If it's moved to another town, we would have to move again which would have a detrimental affect on my wife's health.

Screen Name Redacted

8/22/2022 12:09 PM

I consider that what is planned to happen to GP services locally is absolutely dire and is the culmination of the wretched NHS service higher management going back many years. Our local hospital is permanently understaffed, waiting lists are appalling (I have been waiting 2,5 years on the general surgery list) and plans for any improvements are years away. Root and branch reform required urgently. A truly shocking situation.

Screen Name Redacted

8/22/2022 02:08 PM

Where to start? GP services appears to exist in siege mentality, seemingly lurching along in crisis management mode day-to-day. The systems are archaic and intractable, the morale is rock bottom, it is frustrating and demoralising to be a patient. The fundamental issues

with appointments are well documented. Everyone is treated the same but needs vary hugely across the population. Working people aren't catered for, preventive healthcare is non-existent. It doesn't feel like using a service dealing with the GP practice, it feels like an ordeal.

Screen Name Redacted

8/23/2022 01:59 PM

I'm scared that they are taking them away

Screen Name Redacted

8/23/2022 02:10 PM

Will our area ever be able to recruit GPs again?! Thankfully I haven't had to visit our surgery too often in the past, but with advancing years, who knows what I may need! It scares me, quite honestly. A young family, who has recently moved to this area, were turned away from their previous practice, as they were out of catchment! Shocking state of affairs! Needless to say, I'm extremely concerned about having no GPs in Neyland & Johnston.

Screen Name Redacted

8/23/2022 02:17 PM

In these times of great problems with the NHS and GP services in particular. Greater emphasis should be put on encouraging newly Welsh qualified doctors to remain in Wales via possible grants or other incentives!!

Screen Name Redacted

8/23/2022 04:34 PM

Feel like they are being run down and difficult to access when needed.

Screen Name Redacted

8/24/2022 01:03 PM

No concerns

Screen Name Redacted

8/24/2022 05:39 PM

GP services since start of lockdown have been dreadful,I have only managed to access the nurse at any given time,both surgeries run part time and never know which one is open at any time,ringing at 8am waiting 30mins to be told all face to face appts have gone is ridiculous,I suffer with very high BP and am supposed to have 6 monthly bloods for meds,but had nothing for 2 years,service isnt bare minimum currently,need more Doctors and for both surgeries to be running full time,the practice nurses seem to be doing the majority of the appts,and repeat prescriptions are now taking 7 working days to process,there is no online service to order repeats or set up appts,needs dragging into 21st century,all this tech available and still hanging on phone for 30 mins just to enquire,get appt,book nurse.

Screen Name Redacted

I speak on behalf of the younger generation, and it concerns me that

8/24/2022 08:18 PM

local health care services may not be available within my area for me and my family.

Screen Name Redacted

8/25/2022 07:32 AM

Difficult to get an appointment

Screen Name Redacted

8/25/2022 08:59 PM

We need a GP in Neyland! The population is aging and many are housebound or without transport, I help some of these people by collecting prescriptions, shopping, taking their bins out, they would not manage without a GP in Neyland. Our GPs have served us well and we are known by them, in a larger practice we would likely be just a number.

Screen Name Redacted

8/26/2022 06:02 AM

The inability to get in touch easily with my GP. The "lottery" of Same day telephone appointments. The inability to be able to make an appointment in advance. I think we feel ignored. I have a friend who really needs to see a doctor, but is housebound..she hasn't been seen for months and months and months.. but I am also aware of the lack of staff to be able to fulfil this need...I don't know what the solution is...

Screen Name Redacted

8/26/2022 09:36 AM

If patients move to a new surgery that will put a strain on that surgery making it more difficult to get appointments to see a GP In my view to many patients in one surgery

Screen Name Redacted

8/26/2022 03:40 PM

We need to see a doctor in person not talk to over the phone (how silly is that), and have the calls put through to a surgery not through a call centre or what you are doing now is stupid we have to ring about 50 times before we can get through, it's awful doing this. Is degrading and diabolical, we the people are paying for these calls, Hywel Dda it's not your money it's the peoples money all the grants and people that worked for it such as Captain Tom. It's not your money. Keep our surgery open. Yes.

Screen Name Redacted

8/26/2022 03:45 PM

That's where they should be local at Neyland, nowhere else. We should have a surgery in our town of Neyland. We have always had a surgery here over 90 years. Some time we had 3 surgeries here, which was and are still needed!!!

Screen Name Redacted

8/26/2022 03:49 PM

Our GP services locally to be kept open at Neyland most definitely. Keep ours open. We desperate needing our surgery. Yes! Yes! Yes!

Screen Name Redacted

8/26/2022 03:53 PM

We the people, maybe see a doctor then it's all done over the phone!
How can you possibly know what's the matter over the phone, it's absolutely disgusting what are you thinking of!!! And our surgery should see all the patients that need to see a doctor!!! Who on earth is at the top. Playing with our lives. It's mad!!

Screen Name Redacted

8/26/2022 03:57 PM

I do not have broad band, and do not have a smart phone. I only have the BT land line which I rely on very much. Having the chemist in Neyland is another great asset, and they give great service. It is essential that we retain these.

Screen Name Redacted

8/26/2022 03:59 PM

Very concerned about all GP services local and in other areas in Pembrokeshire.

Screen Name Redacted

8/26/2022 04:02 PM

I have big concerns over GP services locally. When you speak to people they are all concerned in what the situation is!!!

Screen Name Redacted

8/26/2022 04:03 PM

I am concerned that we will not be able to visit a Doctor when we need one

Screen Name Redacted

8/26/2022 04:05 PM

Not being put with surgery's that are already unable to cope such as 'Argyle Street'

Screen Name Redacted

8/26/2022 04:05 PM

The population of Neyland is growing with a further 33 houses being built and yet with all this going on, we will not have a doctor's surgery (crazy).

Screen Name Redacted

8/26/2022 04:06 PM

Being "tacked" on to practises that are already overworked such as Argyle St, Pembroke Dock.

Screen Name Redacted

8/26/2022 04:09 PM

The population of Neyland and outlying areas warrants a surgery of their own and feel that this facility should be kept open as a matter of great importance and should not even be considered for closure.

Screen Name Redacted

8/26/2022 04:11 PM

Concerned about difficulty in getting to see a GP.

Screen Name Redacted

Our concern is that if the surgery in Neyland is closed where would

8/26/2022 04:12 PM

be expected to go? we have had and continue to have excellent service and we understand that they have had excellent reports over the years and do not wish to lose this facility.

Screen Name Redacted

8/26/2022 04:15 PM

As above, we have always counted ourselves very lucky to have the Neyland and Johnston Surgery. They have been excellent. Obviously Covid has changed the way the operate and the service is not what it was. Now made worse by one partners retirement. Generally other doctors surgeries seem to offer a worse service than before Covid.

Screen Name Redacted

8/26/2022 04:21 PM

visiting difficult making appointments easy that they are now not impressed with Hywel Dda Board

Screen Name Redacted

8/26/2022 04:23 PM

Good services.

Screen Name Redacted

8/26/2022 04:25 PM

That there won't be any

Screen Name Redacted

8/26/2022 04:29 PM

Neyland and the area served as present is a large community with many people in need of GP services and without transport. Please ensure that these needs are met by continuing provision to cover Neyland, Johnston and the surrounding villages.

Screen Name Redacted

8/26/2022 04:32 PM

Following the Covid epidemic it has been near impossible to see a doctor. and an improvement would be greatly appreciated.

Screen Name Redacted

8/26/2022 04:33 PM

Worrying

Screen Name Redacted

8/26/2022 04:36 PM

I think Hywel Dda should try a lot harder to try and recruit more doctors in our area. I'm very worried about my health and all these problems about my surgery is not helping.

Screen Name Redacted

8/26/2022 04:38 PM

The present G.P. service is good

Screen Name Redacted

8/26/2022 04:38 PM

I no all the surgeries are struggling but we need Neyland doctors.

Screen Name Redacted
8/26/2022 04:43 PM

That we wont be able to get an appointment when it matters. That any ailments/condition will deteriorate unnecessarily because healthcare was not accessible when needed.

Screen Name Redacted
8/26/2022 04:44 PM

Having been transferred originally from ??? to Neyland when they finished there service dropped at this point and continued to do so. Do try only to access Dr when very necessary but continuity a problem seen 3 different Drs on 3 visits!!

Screen Name Redacted
8/26/2022 04:50 PM

Not enough appointments

Screen Name Redacted
8/26/2022 04:47 PM

How difficult it has become to actually see a doctor.

Screen Name Redacted
8/26/2022 04:51 PM

Would prefer easy access to conversation with GP in person or by phone.

Screen Name Redacted
8/26/2022 04:52 PM

Good services

Screen Name Redacted
8/26/2022 04:55 PM

GPs locally are a key part of a community. Access to medical care is essential as well as prescribed medication to collect at local pharmacies is very important for obvious reasons.

Screen Name Redacted
8/26/2022 04:58 PM

I want and need (underlined) Johnston surgery to remain open. My age and complaints are very restricting.

Screen Name Redacted
8/27/2022 12:45 PM

That they are not meeting the demand.

Screen Name Redacted
8/27/2022 05:10 PM

The present Neyland surgery is excellent and should be retained. I would like to know how extensive the search has been for a suitable replacement GP - and be privi to Health Board's true motivation. There are 7000 potential patients in Neyland and Johnston. Totally unacceptable for there not to be a local surgery, and the loss will certainly impact our local pharmacy.

Screen Name Redacted
8/27/2022 05:32 PM

Neyland and Johnston surgery must remain

Screen Name Redacted

8/28/2022 02:03 AM

I feel the GPs often are not helpful, they are very clearly understaffed and often don't read any of your medical notes before speaking to you. I find that alot of the gp's can be blunt, unwilling to help, and rushed. Repeat prescriptions are often not correct, I have medication that is desperately needed, being missed out, and have picked up boxes of medication that I have not been prescribed or taken for years, they often take a long time to go through even though I collect from Neyland pharmacy, and when you try and resolve the problem, the surgery and pharmacy repeatedly blame each other and so you get nowhere, although I will mention that more recently both the Dr's and the pharmacy have gotten much better and much quicker with prescriptions. I feel that only being able to get an appt if you phone at 8am (repeatedly until you get put into the waiting list (this had taken me 45 minutes to get to the point of even being able to talk to a receptionist just to be told "no sorry, fully booked, today try again tomorrow"), is ridiculous, there are many other ways this process could be accomplished, including via the Internet, and while I understand that knowing the reason for needing the appt helps in making sure you are seen by/speak to the best doctor for the job, I do not appreciate nor do I think it is in anyway appropriate for you to HAVE to tell the RECEPTIONIST what your medical problem is, with no option to say 'I'd rather not say' without the receptionists often getting moody, giving attitude and borderline demanding you tell them what the appt is for. Lastly, I really feel like the surgery should have a midwife either within or working with the surgery, I understand their are community midwives etc that you can talk to near by, however, once you are pregnant, the gps basically want nothing to do with your, your basically handed over to the midwives/consultant and unless told by the consultant to do or prescribe you anything, they will not so much as talk to you about it, so far as to say that they would not even tell me whether I can or cannot have the flu and whooping cough vaccines due to the medications I am on, I am now almost 29 weeks gone and still haven't had any vaccines because if I ask I'm told to ask my consultant who I will see for the first time since my 12 week scan, next week, this is bonkers, they are entirely unwilling to help or even talk to you if you are pregnant.

Screen Name Redacted

8/28/2022 05:01 PM

Our local GP service has worked extremely well. My husband and I have experienced prompt care and individual attention from highly professional GPs and staff. They have focused on building trust and strong relationships with patients.

Screen Name Redacted

8/28/2022 09:25 PM

not able to see the GP or have the reasonable access to the sugary locally when I need it and those also registered, will be bad and dangerous for everyone concern. Also not having the service locally

in Neyland will be very bad for the town and the surrounding area depending it.

Screen Name Redacted

8/29/2022 11:21 AM

Hywel Dda has a responsibility to ensure the Neyland community has adequate local GP surgeries. The current situation has been well known for months but all Hywel Dda appears to have done is to relegate the problem to the "too hard box"! This shows a singular of foresight, concern, or management ability. Hywel Dda operatives; just do the job you are being paid for.

Screen Name Redacted

8/29/2022 11:10 PM

I am extremely worried that Neyland and Johnston Surgeries are due to close at the end of October and am aware that other surgeries in the area are short of GPs. It makes me feel extremely vulnerable especially as I am getting older (now approaching my 60s) and therefore more likely to require the services of a GP. I think it is extremely important that people have easy access to a GP, especially an ageing population. Nobody knows when they might fall ill. It could be dangerous. Some conditions require prompt attention.

Screen Name Redacted

8/29/2022 11:49 PM

As I am now over sixty my need to visit a Doctor is likely to increase as time goes by. I am taking blood pressure medication, therefore I require regular prescriptions which would possibly be less easy to obtain if services were not based locally.

Screen Name Redacted

8/30/2022 09:20 AM

I have always been really happy with the GP's and nurses that I have seen, from midwifery team to general practice. They have a hard job and have always shown me and my family care and time. The only issue is getting in to see them!

Screen Name Redacted

8/30/2022 09:32 AM

I would like you to help us to keep our GPs as long as you can. We have great use of our GP and staff. Thank you

Screen Name Redacted

8/30/2022 09:34 AM

I would like to keep our GP's and staff services as we do not like change

Screen Name Redacted

8/30/2022 09:37 AM

This present GP service is excellent. Concerns for cut backs in WHG! Are there no GPs to be found. Don't they like Pembrokeshire

Screen Name Redacted

8/30/2022 09:39 AM

Easier access to see a doctor and treatment. Concerns about all the cut backs.

Screen Name Redacted

8/30/2022 09:43 AM

Very concerns as this is the second time we have gone through a loss of GP services in Neyland in a relatively short period of time. Pembrokeshire is fast becoming the forgotten county when it comes to NHS services. I fear for the other GP practices going the same why

Screen Name Redacted

8/30/2022 09:46 AM

Very worrying that you want to close down another GP in Neyland with a growing community and put strain on elsewhere, you should be ashamed of yourselves. Pembrokeshire is like a forgotten county for NHS services and not a care is given. Absolutely disgusting!

Screen Name Redacted

8/30/2022 09:48 AM

Big concerns. Like all other area's in Pembrokeshire

Screen Name Redacted

8/30/2022 09:49 AM

I understand all GP services locally are struggling and I am very very concerned.

Screen Name Redacted

8/30/2022 09:51 AM

Not being able to be seen face to face and sometimes wait all day for a doctor to phone back. Long waiting times for ambulance to respond

Screen Name Redacted

8/30/2022 09:54 AM

This is very concerning as we have already gone through this before. Pembrokeshire seems to be the forgotten county when it comes to the NHS. Absolutely worrying for the Neyland Community.

Screen Name Redacted

8/30/2022 10:02 AM

My concern is that we will be left without the care provided already. We have already been messed about. Very happy to receive the care at Neyland Medical Centre

Screen Name Redacted

8/30/2022 10:03 AM

pretty good

Screen Name Redacted

8/30/2022 10:04 AM

lack of contact to GP services

Screen Name Redacted

8/30/2022 10:06 AM

lack of contact

Screen Name Redacted

8/30/2022 10:11 AM

Over burdened GPs driving out current staff or them taking early retirement. Lack of interest in a GP moving to our area under the current system. As we pay for their training why are they not spread

around areas to cover areas on completion of training e.g. for a contracted period, rather than having to buy into a practice?

Screen Name Redacted

8/30/2022 10:07 AM

Difficult getting to see a GP

Screen Name Redacted

8/30/2022 10:07 AM

Difficulty getting appointments

Screen Name Redacted

8/30/2022 10:09 AM

Not enough of them

Screen Name Redacted

8/30/2022 10:11 AM

Make appointments easier than now

Screen Name Redacted

8/30/2022 10:11 AM

The local services at present deliver an excellent service

Screen Name Redacted

8/30/2022 10:18 AM

My concern is covid is still being used as an excuse to cut face to face services

Screen Name Redacted

8/30/2022 10:13 AM

My concerns are about all GP services locally and I believe all communities in Wales

Screen Name Redacted

8/30/2022 10:16 AM

The GPs and nurse practitioner and nurses are good when you get to see them but it is very difficult to get an appointment. I mourn the retirement of Dr Tobin. He was excellent!

Screen Name Redacted

8/30/2022 10:22 AM

I hear of many other local surgeries where phones just ring and ring, receptionists are rude which is totally unnecessary they are there to help patients not put up barriers - I know how busy they are I used to be one before retirement. Inability to be able to leave a message or speak to a medic especially if there is a medical condition you need reassuring about. Lack of making a GP appointment to go see a GP.

Screen Name Redacted

8/30/2022 10:22 AM

I have to say that the NHS for many years wastes and awful lot of money - most seems to go on admin i.e. have been sent two of these so unnecessary. My partner received two also. WASTE OF MONEY. The point of this survey I believe is a total waste of time as I am sure minds are made up already what is going to happen.

Screen Name Redacted

8/30/2022 10:24 AM

As stated above, there are a lot of worries and concerns about the local services. One being you can no longer get an appointment in Johnston and have to travel down to Neyland instead. Closure of this surgery causes more transport issues, lack of available appointments and more stress on local surgeries taking on more patients when they are already under strain. It's the wrong decision.

Screen Name Redacted

8/30/2022 10:29 AM

Not enough face to face appointments and no advance appointments with GP only nurses for blood tests etc.

Screen Name Redacted

8/30/2022 10:32 AM

The trouble we have had getting appointments for some years now would suggest that the problems are long term, not just with GP surgeries, but with the whole NHS Wales

Screen Name Redacted

8/30/2022 10:30 AM

Neyland and Johnston have always provided excellent services. Other area in Pembroke and Haverfordwest are already up to capacity. How can they cope with all Neyland and Johnston patients.

Screen Name Redacted

8/30/2022 10:33 AM

Distance. They are probably already overloaded with patients. More patients added would mean they would need more staff - would they be able to get these/would the premises be able to accommodate more patients

Screen Name Redacted

8/30/2022 10:39 AM

I have no reference of other practices but believe practice should be able to have easy access to healthcare without having to travel to different towns

Screen Name Redacted

8/30/2022 10:43 AM

Our surgery and local pharmacy have been invaluable to this locality. They took wonderful care of my late parents and have served all of my extended family for many years with great professionalism and good hum our. The practice is vital to the town. It has been proven that seeing the same people that you trust and rely on is beneficial.

Screen Name Redacted

8/30/2022 10:45 AM

It is convenient and very helpful having my GP services on my doorstep and I am worries what will happen after October if no other GP are found. It will make me anxious.

Screen Name Redacted

8/30/2022 10:48 AM

My view is that Neyland Surgery should remain open and a GP found to care for all patients as going to other surgeries is going to start

having big problems getting appointments to fit times that I am able to attend and then anxiety setting in and making me more depressed.

Screen Name Redacted

8/30/2022 10:52 AM

Fortunately I don't need to see a GP very often but as one gets older this is likely to increase. For the moment the surgery is very convenient for a lot of elderly people and it would be a tragedy to lose this facility in Neyland and Johnston. I think it is essential for everyone in any area, that they have a local surgery

Screen Name Redacted

8/30/2022 10:53 AM

How will we manage without surgery in Neyland

Screen Name Redacted

8/30/2022 10:55 AM

(blank)

Screen Name Redacted

8/30/2022 10:56 AM

*Difficulty in getting an appointment *Inability of the ambulance service to respond to emergencies quickly *Lack of personal interaction

Screen Name Redacted

8/30/2022 10:58 AM

My concerns are the same as everyone else's - access to a GP is hit and miss. Telephone consultations difficult and confusing

Screen Name Redacted

8/30/2022 11:02 AM

That fact its difficult to see one.

Screen Name Redacted

8/30/2022 11:05 AM

There are not enough to cope with the local population

Screen Name Redacted

8/30/2022 11:09 AM

"Not consistent doctors A lack of doctors "

Screen Name Redacted

8/30/2022 11:13 AM

I appreciate the hard work everyone is doing but to have a surgery in Neyland is vital I am concerned for older people who do not get out as much if our surgery goes I think a lot will not seek medical advice

Screen Name Redacted

8/30/2022 11:15 AM

I would like to see a service retained in the community for the future. My family hold the service in the highest regard and have deep concerns of the Health Boards ability to offer accessible and equitable care rather than being asked/transferred elsewhere.

Screen Name Redacted

8/30/2022 11:17 AM

*Would not be able to be registered at a GP close to me *That I wouldn't get an appointment/not given time *That there would be missed diagnosis as a result

Screen Name Redacted

8/30/2022 11:19 AM

I worry if GP services move away from area - I won't get to have an appointment and will be deterred from attending resulting in a mis-diagnosis

Screen Name Redacted

8/30/2022 11:21 AM

Serious lack of GP's in general in Pembrokeshire. The HDUHB need a recruitment drive to bring doctors to our beautiful county which is over run in the summer months

Screen Name Redacted

8/30/2022 11:22 AM

We would be grateful if we can still have our GP services and our staff as they saved my wife's life last year

Screen Name Redacted

8/30/2022 11:24 AM

We would be grateful if we can still have our GP services and our staff as they are the best we ever had

Screen Name Redacted

8/30/2022 11:26 AM

I think they should remain local. there are plenty of people who rely on public services who would struggle to get to appointments. By joining other practices - those practices become over-run and inefficient, lowering patient care and satisfaction for providers. It is environmentally bad to send a population on long journeys for care - not to mention that sick people do not need to extra burden, discomfort and worry of having to travel long distances

Screen Name Redacted

8/30/2022 11:47 AM

Currently it is difficult to get a doctors appointment if needed on the day and telephone calls not always the answer (although a help if nothing else possible) I know of several other GP surgeries struggling with volume of patients V amount of GPs in Pembrokeshire and the Health Board seriously has to do something about it SOON otherwise it will be lost. Please Please keep Neyland Surgery open

Screen Name Redacted

8/30/2022 11:49 AM

Doctors in Neyland are fantastic and losing them would be a massive blow to the town. I am aware that other Dr surgeries are struggling with patients due to the limited GPs in Pembrokeshire

Screen Name Redacted

8/30/2022 12:20 PM

That to get an appointment you got to phone at 8am and when you do all appointments are gone. But I want doctors to see you in surgery and not talk over a telephone and then wait all day for the call

Screen Name Redacted

8/30/2022 12:21 PM

Not enough primary contact with face to face consultations

Screen Name Redacted

8/30/2022 12:24 PM

Short of doctors, time taken to get an appointment. Limitations of the services available.

Screen Name Redacted

8/30/2022 12:25 PM

Very hard to get any kind of appointment without queuing outside surgery from 7:30am to get to see a doctor that day. Would like to book in advance

Screen Name Redacted

8/30/2022 12:30 PM

My answers to questions 1 and 2 make my concerns clear. I have friends and associates at these surgeries already struggle with appointments. Surely if this surgery were closed completely the situation can only get worse. Even to the point of people's lives in danger!

Screen Name Redacted

8/30/2022 12:32 PM

GPs are a lifeline and removing the Neyland Surgery will kill people when the cost of living rises in October

Screen Name Redacted

8/30/2022 12:36 PM

Have always had a good service with Dr Phillips and Dr Tobin and Zangoras previously. Saw them evolve at Withybush Hospital before being GPS. Can't handle Health Authority run it at Neyland and see how it goes?

Screen Name Redacted

8/30/2022 12:38 PM

Neyland is, after all a town and expanding. It is unthinkable that in 2022 any thought should be given to further reducing medical services

Screen Name Redacted

8/30/2022 12:41 PM

Current service has been considerably reduced because of difficult circumstances. Having to speak to the doctor by phone first is unsatisfactory

Screen Name Redacted

8/30/2022 12:41 PM

More doctors

Screen Name Redacted

8/30/2022 12:42 PM

If you work it is very hard to get an appointment

Screen Name Redacted
8/30/2022 12:43 PM
My greatest concern is having to go to Argyle practice in Pembroke Dock - nightmare

Screen Name Redacted
8/30/2022 12:44 PM
Need one

Screen Name Redacted
8/30/2022 12:46 PM
Why do I hear that GPs are only offered a 6 months (ish) contract? Wouldn't a longer contract be better than allowing people to have more positive attitude to moving to this area. Would you move for only a short time?

Screen Name Redacted
8/30/2022 12:56 PM
My household haven't been receiving a proper GP service for many many years. Everything about the practice/service has been rotten from top to bottom - the same mistakes over and over a gain. Support staff/receptionists who show no genuine interest or keen in resolving problems and an appointment lottery system that is quite ridiculous. THIS IS 2022 so why the hell aren't you providing a service with everything that this millennium enables you to provide. SORT IT OUT FOR GOD'S SAKE

Screen Name Redacted
8/30/2022 01:01 PM
"I expect to be able to see or speak to a gp in my local area and not have to travel to far. I do not like having to attend a large practice as my long term medical conditions mean I have to regularly see a gp and have blood tests and that should not be any more stressful than it already is"

Screen Name Redacted
8/30/2022 01:00 PM
All GP services are already very over stretched making it difficult to see or speak to a Dr when needed. it would be a disaster to close Neyland and Johnston surgeries as they are such big surgeries with so many people registered with them. Our local hospital closing for the 'superhospital' which is a lot further away. everything is so over stretched and I feel that lives are being put at risk. A terrible situation.

Screen Name Redacted
8/30/2022 01:05 PM
They are busy. Getting an appointment is difficult. Haverfordwest and Milford are already oversubscribed.

Screen Name Redacted
8/30/2022 01:09 PM
Cant get to see a doctor

Screen Name Redacted
8/30/2022 01:12 PM
They don't want to see you

| | |
|--|---|
| Screen Name Redacted 8/30/2022 02:38 PM | None |
| Screen Name Redacted 8/30/2022 02:39 PM | Local services are very convenient to the community and to those who struggle with transport. |
| Screen Name Redacted 8/30/2022 02:45 PM | We need our surgery in our town |
| Screen Name Redacted 8/30/2022 02:41 PM | I am scared we are losing it al |
| Screen Name Redacted 8/30/2022 02:43 PM | Lack of appointments Less personal services as you would not be guaranteed to see the same DR Standards dropping Location of services |
| Screen Name Redacted 8/30/2022 02:49 PM | There seems to have been a shortage of GPs for years and it's a shame as it means current GP's are overworked. |
| Screen Name Redacted 8/30/2022 02:47 PM | that we in Neyland will be abandoned all other surgeries already appear under stress |
| Screen Name Redacted 8/30/2022 02:52 PM | There needs to be a surgery in Neyland and for the surrounding area. The population is far too high not to have a local surgery. Other surgeries are pushed to the limits as it is without the hundreds of patients from Neyland and Johnston encroaching on them too. |
| Screen Name Redacted 8/30/2022 02:50 PM | I HAVE ALWAYS FOUND NEYLAD , JOHNSON CLINIC VERY HELPFUL, I DON'T KNOW WHAT ILL DO NOW |
| Screen Name Redacted 8/30/2022 02:58 PM | It's worrying that a Town and Population the size of Neyland (plus Johnston and its surrounding areas) can not attract a GP |
| Screen Name Redacted 8/30/2022 03:00 PM | The Elderly and disabled need a local (Neyland) service possibly 6 days a week as travel by bus is not an option for many. A Nurse Practitioner would be a big asset the cost of travel would prevent many from seeing a Doctor resulting in an overworked chemist. Moving to another surgery would make getting an appointment practically impossible. |

Screen Name Redacted
8/30/2022 03:01 PM
Being so busy and over run it's hard to treat all patients and at times I feel my illnesses have been neglected

Screen Name Redacted
8/30/2022 03:03 PM
47 new houses are about to be occupied in Neyland. There is no point encouraging new growth with no adequate services for good health of local residents. We should be moving forwards not backwards in 2022. We have always appreciated Neyland G.P surgery it is of great importance to the towns growth and well being. It is imperative that a solution is found!

Screen Name Redacted
8/30/2022 03:04 PM
I am entirely grateful for my valued GP - Dr Phillips of Johnston and Neyland Surgery

Screen Name Redacted
8/30/2022 03:05 PM
Uncertainty of services?

Screen Name Redacted
8/30/2022 03:09 PM
Not being able to get an appointment and being able to make an appointment for a specific day/time etc

Screen Name Redacted
8/30/2022 03:09 PM
the Neyland and Johnston catchment area large. If services were to move to Pembroke Dock area or Milford area, there would be very little chance of getting appointments. It's hard enough now. I am so worried for my own physical and emotional health that the idea of no GP's available with a congenital heart disorder and heart failure from chemotherapy for low grade serious ovarian cancer that its actually making me scared for my life. Especially as your saying that Haverfordwest Hospital is closing too! It's utterly disgusting how we are being treated.

Screen Name Redacted
8/30/2022 03:08 PM
lack of ability to recruit GPs. Shortage of GP practice in area leading to extra pressure on services at A&E at Withybush Hospital which the Health Board is determined to close

Screen Name Redacted
8/30/2022 03:10 PM
I along with my husband has lived local all our life and need help more than ever. We have always had a doctors at Neyland

Screen Name Redacted
8/30/2022 03:10 PM
IF THE PRACTICE MOVES FROM NEYLAND I SHALL BECOME GEOGRAPHICALLY ISOLATED.

| | |
|--|--|
| Screen Name Redacted 8/30/2022 03:12 PM | It is a problem actually getting an appointment with the doctor |
| Screen Name Redacted 8/30/2022 03:11 PM | I am 86 years old and require a lot of help. The loss of Neyland Surgery would be a disaster |
| Screen Name Redacted 8/30/2022 03:13 PM | Obviously I would prefer to stay as they are. Major issues with the "eight o clock lottery" need to be addressed. Bring back "face to face" appointments. |
| Screen Name Redacted 8/30/2022 03:12 PM | Local service are brilliant! |
| Screen Name Redacted 8/30/2022 03:13 PM | Local service excellent! |
| Screen Name Redacted 8/30/2022 03:13 PM | THE DIFFICULTY IN ACCESSING FACE TO FACE APPONTMENTS, LACK OF FOLLOW UPS CONCERNING HEALTH ISSUES I.E. BLOOD TESTS, MEDICATION REVIEWS + GENERAL HEALTH CHECK UPS FOR CERTAIN HEALTH ISSUES. |
| Screen Name Redacted 8/30/2022 03:15 PM | Although happy with our surgery the past 16 years or so - recently it is almost impossible to obtain an appointment if required! |
| Screen Name Redacted 8/30/2022 03:15 PM | Not always easy to make an appointment with a doctor. |
| Screen Name Redacted 8/30/2022 03:16 PM | Not enough GPs locally. Long waiting times to access services, difficult to get through to some surgeries to get an appointment. If more people are accessing already limited services then the situation will worsen. |
| Screen Name Redacted 8/30/2022 03:19 PM | Dr Phillips is a good doctor, but the present arrangement of having to explain one's problems to a receptionist (one of whom has a very brusque manner), then having a telephone consultation is an unsatisfactory solution to the current difficulties. |
| Screen Name Redacted 8/30/2022 03:19 PM | I have no concerns I've had nothing but praise for the services at Neyland surgery. |

| | |
|--|--|
| Screen Name Redacted 8/30/2022 03:17 PM | It would be difficult to go elsewhere for appointments without transport, as Johnston Surgery is in walking distance making it very convenient for regular appointments. |
| Screen Name Redacted 8/30/2022 03:18 PM | Sometimes difficult to make appointments face to face with a G.P. |
| Screen Name Redacted 8/30/2022 03:19 PM | If Neyland closes the alternative surgeries are several miles away certainly not local |
| Screen Name Redacted 8/30/2022 03:20 PM | Lack of follow up on identified health concerns. |
| Screen Name Redacted 8/30/2022 03:22 PM | The GP services are already diminishing and things will get missed if these are even further reduced. |
| Screen Name Redacted 8/30/2022 03:25 PM | that we will lose them at a time in life when we most need them!! |
| Screen Name Redacted 8/30/2022 03:27 PM | I have no concerns with Neyland GP, they are good. |
| Screen Name Redacted 8/30/2022 03:26 PM | THEY ARE VERY STRETCHED BUT DO AMAZING WORK. THIS IS A SURVEY ABOUT THE FUTURE OF NEYLAND SURGERY. 3 PAGES OF NONSENSE QUESTIONS RIDICULE THE PROCESS. UNLESS OF COURSE THE BOARD IS DISCRIMINATORY AND WANT TO JUDGE THE WRITERS ON THEIR BACKGROUNDS RATHER THAN THEIR OPINIONS! WHAT A WASTE OF HEALTH SERVICE TIME AND MONEY. TOO MANY 'GREY SUITS' CALLING THE TUNES YET AGAIN. |
| Screen Name Redacted 8/30/2022 03:26 PM | I repeat PLEASE do not add Neyland and Johnston patients to Argyle Street. This will not help anyone. Please continue all efforts to attract GPs to Neyland. |
| Screen Name Redacted 8/30/2022 03:29 PM | Not enough staff for the amount of patients needing to be seen. |
| Screen Name Redacted | Not enough GPs in the area |

8/30/2022 03:30 PM

Screen Name Redacted

Not enough local surgery dealing with smaller number of patients.

8/30/2022 03:30 PM

Screen Name Redacted

Getting appointments has been very difficult for several years. Having to phone at 8.00 in the morning is often impossible and if I ring later I get told 'ring at 8'. Having said that, if I have a very urgent need the staff will help. I do get put off ringing for appointments for myself, especially at the moment when you get a telephone appointment. If I could book an appointment online I would be much more likely to see the GP with my concerns.

8/30/2022 03:33 PM

Screen Name Redacted

I like the doctors at neyland surgery. They know my history. At the moment Doctors in the area are rare, and they dont care about us as they do themselves so taking the surgery from us is a selfish thing to do.

8/30/2022 03:34 PM

Screen Name Redacted

I think there are not enough GPs for the population! We have been lucky with the service our surgery has provided as both of us were diagnosed with cancer last year. We are extremely concerned about what is going to happen after October. I have heard from other people registered at other practices that it is very difficult to access a GP so where are we going to go??

8/30/2022 03:34 PM

Screen Name Redacted

I am taking regular medication (HRT) for which I should be having regular blood pressure checks , I have not seen my GP for 2 1/2 years .. I cannot bypass the receptionist , the system is failing.

8/30/2022 03:36 PM

Screen Name Redacted

It would be nice to have a doctors in Neyland. Neyland is getting very large there for we need our own doctors

8/30/2022 03:36 PM

Screen Name Redacted

We were with Argyle st and were pleased when Hwest & Johnston took over instead of having to travel to P Dock or Pembroke. Its wrong that the NHS is so dependent on private GP surgeries.

8/30/2022 03:39 PM

Screen Name Redacted

Really concerned as 73 and feel we are being abandoned

8/30/2022 03:39 PM

Screen Name Redacted

It would be very difficult to go for blood tests+ visits to a surgery out of Neyland.

8/30/2022 03:37 PM

| | |
|--|---|
| Screen Name Redacted 8/30/2022 03:38 PM | PRESENT SERVICES EXCELLENT |
| Screen Name Redacted 8/30/2022 03:42 PM | It's very hard to get a face to face appointment |
| Screen Name Redacted 8/30/2022 03:42 PM | I think the staff and nurses do an excellent job caring for the locals and it would be a shame going elsewhere where time is at a shortage ie. appointment times. |
| Screen Name Redacted 8/30/2022 03:42 PM | With an ageing community, health problems become more prevalent so having access to healthcare locally is very important |
| Screen Name Redacted 8/30/2022 03:44 PM | Getting an appointment due to the amount of patients within the surgeries locally as some surgeries it is impossible to see a GP or get an appointment and it is a worry |
| Screen Name Redacted 8/30/2022 03:44 PM | Impossible to get to see a doctor face to face |
| Screen Name Redacted 8/30/2022 03:47 PM | I have always received a good service from both Neyland and Johnston surgeries but am very concerned that the Health Board is unable to recruit GP's for this beautiful area of Wales. |
| Screen Name Redacted 8/30/2022 03:46 PM | Concerned that we will end up having no local doctors, its hard enough to get an appointment now without having to join somewhere else, also with talk of the local hospital closing down. We are in a sorry state. |
| Screen Name Redacted 8/30/2022 03:48 PM | very concerned that the way it's going Neyland/Pembrokeshire will lose all of its medical facilities, not good at all |
| Screen Name Redacted 8/30/2022 03:50 PM | Not enough GP's... Which is a huge worry |
| Screen Name Redacted 8/30/2022 03:50 PM | Prefer the service to be consultation person to person as before Covid. |

Screen Name Redacted

8/30/2022 03:52 PM

Argyle Medical Group in Pembroke Dock has a massive problem seeing the patients they have now without adding more. If you need to make an appointment you do not need to be on the phone for an hour, or not able to see a Doctor for a week or longer.

Screen Name Redacted

8/30/2022 03:51 PM

These should always be doctors locally especially for elderly and children

Screen Name Redacted

8/30/2022 03:53 PM

(blank)

Screen Name Redacted

8/30/2022 03:54 PM

we want GPs to be local with their services

Screen Name Redacted

8/30/2022 03:55 PM

We really can't lose this service in neyland

Screen Name Redacted

8/30/2022 03:54 PM

Inability to get appointments and the diffusion of services and the east of getting repeat prescriptions

Screen Name Redacted

8/30/2022 03:56 PM

Very concerned as we have an ageing population - it's a small community and has always been a surgery which has provided a friendly professional service

Screen Name Redacted

8/30/2022 03:56 PM

The GP's staff do a wonderful service. PLEASE KEEP THEM IN NEYLAND

Screen Name Redacted

8/30/2022 03:58 PM

That they are being removed from us

Screen Name Redacted

8/30/2022 03:57 PM

I rarely need to visit my GP, mostly visit the Nurse Practitioner. However as I move into my 70's, it concerns me that the service will not be accessible when I need it.

Screen Name Redacted

8/30/2022 03:57 PM

Up to now the service has been good would like to keep the smaller more personal practice and service

Screen Name Redacted

8/30/2022 04:00 PM

I was very happy with the surgery in general but would be concerned if that changed.

| | |
|--|---|
| Screen Name Redacted 8/30/2022 04:00 PM | very concerns for the local people |
| Screen Name Redacted 8/30/2022 04:01 PM | We need one in our area |
| Screen Name Redacted 8/30/2022 04:04 PM | Until now none BUT I would be concerned if no GP services were available in Neyland. If we were assigned to another "local" surgery would the Doctor/Patient ratio allow for same day appointments to be made. |
| Screen Name Redacted 8/30/2022 04:04 PM | I'd prefer not to say thank you |
| Screen Name Redacted 8/30/2022 04:07 PM | Hard to get a face to face appointment |
| Screen Name Redacted 8/30/2022 04:07 PM | GP services seem to be very overwhelmed locally. It is difficult to get appointments so to have to register at another surgery will put more pressure on already extremely busy services |
| Screen Name Redacted 8/30/2022 04:07 PM | Concerned about lack of staffing |
| Screen Name Redacted 8/30/2022 04:10 PM | I appreciate the stress levels that all the team experience, obviously more staffing would help - I have seen the growing population since living in Johnston |
| Screen Name Redacted 8/30/2022 04:13 PM | We've had really good service in the past and would like it to continue. In the 1970's there was incentive for nurses to come and work in the UK. The pharmacy could continue but housing needed for new staff. |
| Screen Name Redacted 8/30/2022 04:15 PM | The absence of a GP surgery in Neyland might also present difficulties for those patients requiring prescription renewals on a regular basis (I live in Neyland) |
| Screen Name Redacted 8/30/2022 04:17 PM | There is a lot of people rely on our local GP why would it and why should it be changed |

Screen Name Redacted

8/30/2022 04:18 PM

It s vert hard at the moment to see a dr & worried if go to another surgery its going to cause a strain on that surgery. What about my prescriptions? I am on a lot of medication and it could be disasterous for me if I dont get all my meds. I am worried I could have a bipolar episode its quite frightening.

Screen Name Redacted

8/30/2022 04:19 PM

It is unthinkable that somewhere like Neyland and Johnston and the local villages without a GP practice. If the new service is further away it would be inconvenient for older people.

Screen Name Redacted

8/30/2022 04:20 PM

not getting appointments with a GP

Screen Name Redacted

8/30/2022 04:25 PM

GP services has never let me down in the past

Screen Name Redacted

8/30/2022 04:29 PM

none, as long as you can see or speak with a Doctor & trust it will offer the same high standard of patient care like we get now

Screen Name Redacted

8/30/2022 04:33 PM

It should be kept local ie neyland area (NOT Tenby/Pembroke Dock). So I personally will not travel far afield

Screen Name Redacted

8/30/2022 04:37 PM

none

Screen Name Redacted

8/30/2022 04:40 PM

As of now reliable and accessible, nearby chemist is great.

Screen Name Redacted

8/30/2022 04:46 PM

Get back to face to face stay local, to villages like Johnston + Neyland. Keep the surgery in Neyland or Johnston open after October. PTO Unfortunately, dealings on behalf of elderly family members, with Winch Lane or St. Thomas has been difficult. 1. you cannot get an appointment booked with out an excessive wait unless it is an emergency. 2. No face - to face If I had the money for private treatment and doctor I would go private. NHS a mess except for Johnston/Neyland lovely practice & professional

Screen Name Redacted

8/30/2022 04:49 PM

What can I do about it? If you cant get anyone that's it!!

Screen Name Redacted

8/30/2022 04:51 PM

OK

Screen Name Redacted

8/30/2022 04:57 PM

annoyed to here it maybe closing

Screen Name Redacted

8/30/2022 05:10 PM

Local G.P. Services are first contact for patients on a local & trusted base for either direct treatment or access to further investigation, treatment or other help within the wider healthcare system. Without them what direct, local contact is available? The Health Board, Community Health Council & those at Government level, need to support local G.P. services before they become extinct!

Screen Name Redacted

8/31/2022 08:18 AM

We need to keep our Neyland surgery

Screen Name Redacted

8/31/2022 08:19 AM

We need to have a surgery in neyland

Screen Name Redacted

8/31/2022 08:22 AM

Finding new GP to join the practice. Availability of appointments

Screen Name Redacted

8/31/2022 08:23 AM

We need to keep our surgery in neyland

Screen Name Redacted

8/31/2022 08:25 AM

You cannot get to see a gp the waiting time for appointments is ridiculous

Screen Name Redacted

8/31/2022 08:26 AM

My concern is losing it.

Screen Name Redacted

8/31/2022 08:30 AM

Concerned for the future very much

Screen Name Redacted

8/31/2022 08:34 AM

There are not enough GPs, the ones left have to work too hard and burn out and then leave causing further shortages, where is the work life balance????? You need to recruit more GPs and pay them better so their workload is managable. lets be honest the entire delivery model for local GP services has been broken for a long time, try thinking outside the box to solve it. I can never criticise the service we get when we do speak to GPs, its just hard to access them and I dont

mean Face to Face I mean in any way.

Screen Name Redacted

8/31/2022 08:37 AM

Not enough Drs currently and more and more people moving in and back to the area.

Screen Name Redacted

8/31/2022 09:08 AM

GETTING AN APPOINTMENT WITH DOCTOR

Screen Name Redacted

8/31/2022 09:09 AM

LACK OF FACE TO FACE APPOINTMENTS.

Screen Name Redacted

8/31/2022 09:11 AM

Concerned we wont have any service as it is very much needed

Screen Name Redacted

8/31/2022 09:12 AM

No concerns they are all very helpful and professional

Screen Name Redacted

8/31/2022 09:14 AM

This shortfall in providing adequate medical cover should have been anticipated a lot earlier and a solution found

Screen Name Redacted

8/31/2022 09:16 AM

Not enough GPs in the area. Not as easy to book appointments and be seen, which has an impact on A+E services.

Screen Name Redacted

8/31/2022 09:19 AM

AS BOTH MY HUSBAND AND MYSELF ARE IN OUR 80'S IF MY HUSBAND HAS TO GIVE UP DRIVING WE COULD NOT MANAGE TO GO TO NEYLAND SURGERY WE DO NOT HAVE FAMILY NEARBY.

Screen Name Redacted

8/31/2022 09:20 AM

VERY CONCERNED + WORRIED THE N.H.S. IS GOING!!

Screen Name Redacted

8/31/2022 09:23 AM

It has become more difficult to get a GP appointment and this can only get worse.

Screen Name Redacted

8/31/2022 09:23 AM

Local services are very convenient to the local community and to those who struggle with transport

Screen Name Redacted

8/31/2022 09:26 AM

I HAVE REGULAR MEDICATION AND ONGOING HEALTH ISSUES- HOSPITAL APPOINTMENTS AT INTERVALS AND WORRY WHAT

WILL HAPPEN IF WE DONT HAVE A DOCTOR LOCALLY AS IS MY MOTHER

Screen Name Redacted

8/31/2022 09:26 AM

I know you can facetime or talk to a Dr on the phone but I do like a face to face appointment. I am waiting for a hospital appointment at the moment and feel the older generation are being forgotten about as were not as switched on with technology

Screen Name Redacted

8/31/2022 09:27 AM

Difficulty in accessing GPs and in particular face to face contact

Screen Name Redacted

8/31/2022 09:27 AM

DIFFICULTY GETTING FACE TO FACE APPOINTMENTS

Screen Name Redacted

8/31/2022 09:29 AM

ACCESS TO A GO IS DIFFICULT HAVBING FIRST TO BE TRIAGED BY AN UNQUALIFIED RECEPTIONIST FOLLOWING A MORNING TELEPOHNE LOTTERY. I AM SURE THAT PEOPLE WHO ARE NOT TECHNICALLY COMPETANT DIE BECAUSE OF THIS!

Screen Name Redacted

8/31/2022 09:30 AM

Neyland Surgery seems to be very badly run. I have to be dying before I see anyone and even then they wouldn't do anything. The management of the surgery is useless.

Screen Name Redacted

8/31/2022 09:31 AM

Lack of appointments, have not been able to access doctor in the last 2 years as appointments are always gone

Screen Name Redacted

8/31/2022 09:31 AM

MY CONCERNS ARE THAT ALL N.H.S. AND G.P. SERVICES ARE MOVING OUT OF OUR RURAL COMMUNITIES - MIGHT LOOK GOOD AT GOVERNMENT/COUNCIL LEVEL - BUT NO CONSIDERATION AT GRASS ROOTS LEVEL,

Screen Name Redacted

8/31/2022 09:33 AM

NEED FOR ACCESS TOP G.P. AS REQUIRED. -DIFFICULTIES RECENTLY FOR OTHERS TO GET APPOINTMENTS + REFERRALS

Screen Name Redacted

8/31/2022 09:36 AM

It patients had to travel they may be more reluctant to get potential health issues checked out at an early, easier treated stage.

| | |
|--|--|
| Screen Name Redacted 8/31/2022 09:37 AM | To stay as it is now We have always had good doctors + nurses |
| Screen Name Redacted 8/31/2022 09:37 AM | See above |
| Screen Name Redacted 8/31/2022 09:39 AM | My concerns are we do need a Dr in Neyland as there is so many old people that cant get about |
| Screen Name Redacted 8/31/2022 09:39 AM | Been with Neyland surgery for sixty odd years and all the doctors we have had over the years have been first class + I would like it to been the same now for all patients young and us senior citizens as you get older transport is more difficult |
| Screen Name Redacted 8/31/2022 09:40 AM | I think they do a wonderful job at the local GP and with them leaving concerns me for people that are local and cannot travel |
| Screen Name Redacted 8/31/2022 09:40 AM | THE POPULATION HAS GROWN OVER THE YEARS SO WE NEED A G.P. SERVICE LOCALLY. |
| Screen Name Redacted 8/31/2022 09:41 AM | PREFER G.P. SERVICE TO STAY LOCALLY |
| Screen Name Redacted 8/31/2022 09:42 AM | Having previously lived in a different area - it was horrendous trying to get an appointment or talk to a professional - I would not want them to return to that |
| Screen Name Redacted 8/31/2022 09:43 AM | please do all you can to maintain current provision of GP services in Neyland |
| Screen Name Redacted 8/31/2022 09:45 AM | No views. I have been a member of this practice for the last year but have not needed to see a GP in that time |
| Screen Name Redacted 8/31/2022 09:46 AM | Can never see a GP as always appointments gone very early |
| Screen Name Redacted 8/31/2022 09:49 AM | According to the government we have to live with Covid and life goes on so why haven't the surgeries fully opened yet? For face to face consultations etc? No point at all to have medication reviews over the |

telephone and not face to face

Screen Name Redacted

8/31/2022 09:50 AM

Access to appointments, its hard enough now to get to see a GP

Screen Name Redacted

8/31/2022 09:54 AM

"Loss of local services is a risk to life for some. Travel issues for the elderly and disabled and ever rising travel costs - this would once again put further financial pressure and stress on people who are already just managing to survive these days - that might sound a little dramatic but it is the truth...people are suffering from every direction and this would just add to it "

Screen Name Redacted

8/31/2022 09:53 AM

Any other surgery would be a great deal less convenient for me as I live in St Clements Road

Screen Name Redacted

8/31/2022 09:55 AM

We have insufficient GP to cope for the number of patients. we are worry that this will affect the GPs badly as they are being overworked. This may eventually cause the surgery to close down.

Screen Name Redacted

8/31/2022 09:54 AM

My concern is that without a GP service in Neyland, people will suffer

Screen Name Redacted

8/31/2022 09:56 AM

There are not enough doctors to fill spaces so feel it will go back to Victorian times

Screen Name Redacted

8/31/2022 09:56 AM

Lack of availability to see a doctor or health professional face to face e.g. diabetic reviews on the phone are a waste of time

Screen Name Redacted

8/31/2022 09:58 AM

I hope the health board can get more GP in the near future. My biggest concern is that we may lose the surgery all together! However, I dont mind if the surgery/GPs/staff are added to Argyle surgery

Screen Name Redacted

8/31/2022 09:59 AM

If people are moved or other surgeries. They will suffer the care will decrease in quality as it will be stretched further. Neyland needs its surgery. For a growing town to not have a surgery would be a disgrace

Screen Name Redacted

Not easy to get appointments straight away but grateful to have a

8/31/2022 09:57 AM

surgery in local community

Screen Name Redacted

8/31/2022 09:59 AM

They do a pretty decent job generally but there must be a better way to set appointments either in person or phone or video

Screen Name Redacted

8/31/2022 10:00 AM

up to now, it has been very good.

Screen Name Redacted

8/31/2022 09:59 AM

None

Screen Name Redacted

8/31/2022 10:02 AM

Lack of them

Screen Name Redacted

8/31/2022 10:05 AM

Difficult

Screen Name Redacted

8/31/2022 10:06 AM

Difficult

Screen Name Redacted

8/31/2022 10:07 AM

I AM CONCERNED THAT THEY MAY NO LONGER BE LOCAL

Screen Name Redacted

8/31/2022 10:07 AM

NO ACCESS TO A GP

Screen Name Redacted

8/31/2022 10:08 AM

Fear that they will be moved further away

Screen Name Redacted

8/31/2022 10:11 AM

I have no problem with it

Screen Name Redacted

8/31/2022 10:09 AM

WAITING TIMES FOR APPOINTMENTS

Screen Name Redacted

8/31/2022 10:10 AM

Since the practice closed the Johnston branch of the practice the GP service is very poor. All consultations still to be over the phone that is is you can get through in the first place

Screen Name Redacted

No concerns about the current gp service in neyland however I know

8/31/2022 10:12 AM

that waiting times for appointments in other surgery's is already through the roof so adding neyland patients to that is a massive concern

Screen Name Redacted

Can't get in to see a doctor

8/31/2022 10:11 AM

Screen Name Redacted

Coming under Neyland gets us sent to Tenby for Covid Jab!! Milford is a better alternative than Neyland.

8/31/2022 10:13 AM

Screen Name Redacted

MY PARTNER, 39, HAD A SEVERE STROKE APRIL OF THIS YEAR, I WILL BE RELIANT ON SUPPORT FROM LOCAL SERVICES + WOULD BE CONCERNED IF WE COULDN'T GET URGENT APPOINTMENTS

8/31/2022 10:12 AM

Screen Name Redacted

Worries me that with more housing being built whether gp services will be able to cope and how the quality will be affected as well as the recruitment issues currently happening.

8/31/2022 10:15 AM

Screen Name Redacted

Getting appointments is a real issue. Even getting through via phone. I appreciate the surgeries are busy but we should not be made to feel guilty when trying to receive the services

8/31/2022 10:14 AM

Screen Name Redacted

Preferred - - Man to man talking basis.

8/31/2022 10:15 AM

Screen Name Redacted

The lack of them

8/31/2022 10:14 AM

Screen Name Redacted

It is difficult to see a GP now. In a new local impossible

8/31/2022 10:15 AM

Screen Name Redacted

Luckily seldom used at present

8/31/2022 10:15 AM

Screen Name Redacted

WE SHOULD HAVE A GP SERVICE IN NEYLAND FULL STOP.

8/31/2022 10:16 AM

Screen Name Redacted

GP services should remain local, I.e. stay in Neyland.

8/31/2022 10:18 AM

Screen Name Redacted
8/31/2022 10:17 AM

Services appear to be getting worse not better as would be expected.
Local people poorly served

Screen Name Redacted
8/31/2022 10:19 AM

Where would we go? Milford Haven surgeries are struggling and so is
Argyle Street Pembroke Dock.

Screen Name Redacted
8/31/2022 10:17 AM

Very poor service

Screen Name Redacted
8/31/2022 10:18 AM

There has always been a surgery in the village. We are going back in
time we should be going forward

Screen Name Redacted
8/31/2022 10:20 AM

I think the concerns are pretty obvious! It causes a lot of worry and
stress for the patients, especially for those who need check ups
regularly. I worry for my children, if they were poorly what would I do
then?!

Screen Name Redacted
8/31/2022 10:19 AM

it makes sense to fix the problem of getting a doctor in our clinic in
Neyland than move the entire practice to wherever and the loss of
jobs

Screen Name Redacted
8/31/2022 10:20 AM

At the moment, sometimes you have to wait for an appointment. If we
have fewer GP services it would make it much harder to talk to a
doctor/nurse etc. if surgeries are closed.

Screen Name Redacted
8/31/2022 10:20 AM

YOU HAVE A JOB TO SEE A DOCTOR FACE TO FACE WILL BE
SAD TO SEE THE SURGERY CLOSE (IF THIS IS GOING TO
HAPPEN) ALWAYS HAD GOOD SERVICE FROM THIS PRACTICE

Screen Name Redacted
8/31/2022 10:26 AM

Would like to get back as it used to be (able to see a Doctor when
required)

Screen Name Redacted
8/31/2022 10:23 AM

That with the services being less accessible there would be an
increased challenge of accessing the G.P. due to being
neurodivergent

Screen Name Redacted
8/31/2022 10:26 AM

When Neyland was run by Argyle Street all the services were
atrocious, at every level. Waiting times were totally unacceptable,

staff were rude, condescending and the medical treatment was far below what it should be. Queues for prescriptions at the pharmacy were out of the door at every instance.

Screen Name Redacted

8/31/2022 10:29 AM

Neyland have lost it's council office, it's Police station and already one health practice. Enough is enough. Neyland needs a health practice in Neyland. Just get a doctor, it makes sense

Screen Name Redacted

8/31/2022 10:31 AM

No Doctors and difficult to get appointments. Why do Hywel Dda send forms in Welsh & English as this cannot be cost effective

Screen Name Redacted

8/31/2022 10:30 AM

None

Screen Name Redacted

8/31/2022 10:31 AM

Since Covid you have a job to see a doctor. Could be dead by the time you get to see one or an ambulance to arrive. What are we paying NI For???

Screen Name Redacted

8/31/2022 10:33 AM

the difficulty of seeing a doctor face to face

Screen Name Redacted

8/31/2022 10:33 AM

It was reaching breaking point before retirement of a partner, as is all NHS departments. No dentists, no doctors, no hospital, no change, no chance of survival in Pembrokeshire!

Screen Name Redacted

8/31/2022 10:36 AM

Not easily accessible seems easier to see a Nurse

Screen Name Redacted

8/31/2022 10:36 AM

I am really worried if we were to lose our surgery. We all depend on it so much. I don't think other surgeries would cope with all the extra patients. I'm having sleepless nights worrying about it

Screen Name Redacted

8/31/2022 10:39 AM

The lack of face to face appointments especially with young children in the home.

Screen Name Redacted

8/31/2022 10:40 AM

Way too many concerns! my weekly medication! worried about see's a Doctor! Please do something keep it open!

Screen Name Redacted
8/31/2022 10:38 AM

Very under funded. We got very little services in our area not like some areas i.e. Cardiff

Screen Name Redacted
8/31/2022 10:44 AM

Long waiting times and demand for recruiting GP's

Screen Name Redacted
8/31/2022 10:43 AM

It is obvious the GP services are stretched to the limit. It is the Health Boards responsibility to make sure that these services are improved and the Welsh Government needs to finance it

Screen Name Redacted
8/31/2022 10:44 AM

My GP service is very good and I do not understand how any doctor would not be happy to work there

Screen Name Redacted
8/31/2022 10:46 AM

I'm very worried as I've built up a great relationship with my local gp and he is very knowledgeable about epilepsy and its worrying that I'm now going to move doctor and go back and forth to a different town on my own with all this to a doctor I don't know

Screen Name Redacted
8/31/2022 10:46 AM

To be able to see a doctor and not have to explain to receptionists

Screen Name Redacted
8/31/2022 10:48 AM

The loss of the GP surgeries at Neyland and Johnston, would be very detrimental to these communities, and their surrounding areas.

Screen Name Redacted
8/31/2022 10:48 AM

Access to being seen.

Screen Name Redacted
8/31/2022 10:48 AM

There needs to be a recruitment drive and bring more GPs to Pembrokeshire - a bigger incentive is needed by HDUHB. Neyland is a growing town with more properties being built and a doctors surgery is a MUST! Please retain a doctors surgery in Neyland, it is so needed!

Screen Name Redacted
8/31/2022 10:51 AM

Having to ring at 8 am to get an appointment is no good to working people as I am travelling to work at that time -then you have to wait for a phone call to speak to a doctor -those of us who are working may not be able to just hang about just waiting for a phone call when we are in work

Screen Name Redacted

Rubish

8/31/2022 10:51 AM

Screen Name Redacted

All other surgeries r full so no room to take more patients

8/31/2022 10:53 AM

Screen Name Redacted

im concerned i will loose my GP who has been amazing and the best GP i have ever been under

8/31/2022 10:52 AM

Screen Name Redacted

We need to keep as many services that we can as local as possible

8/31/2022 10:55 AM

Screen Name Redacted

Not being able to see a GP at short notice. Phoning @ 08.00 HRS and not being able to get through, all appointments have been allocated.

8/31/2022 10:54 AM

Screen Name Redacted

Neyland surgery is fantastic however they are very over-run, spots are a struggle. More GPs are required everuwjet

8/31/2022 10:56 AM

Screen Name Redacted

Being unable to travel to surgery

8/31/2022 10:55 AM

Screen Name Redacted

People are going to be unable to get the help they need!

8/31/2022 10:57 AM

Screen Name Redacted

The need for a local gp is a must in this area with the population growing all the time . And with the current situation of withbush hospital moving further away

8/31/2022 10:57 AM

Screen Name Redacted

"Like GP services everywhere, patients still unable to get a face to face appointment with a GP

8/31/2022 10:58 AM

Screen Name Redacted

How has it come to this

8/31/2022 11:00 AM

Screen Name Redacted

That there are no face to face appointments available only telephone appointments

8/31/2022 11:00 AM

Screen Name Redacted

I WORRY THAT THERE AREN'T ENOUGH STAFF TO ANSWER THE PHONES. I DON'T PARTICULARLY LIKE TELLING RANDOM

8/31/2022 11:00 AM

OPERATORS WHATS WRONG WITH ME, IF ITS PERSONAL. IF IT IS PRIVATE IT'S PRIVATE. THE OPERATORS ARE A BIT BOSSY! TEACH FIRST AID IN SCHOOLS ENCOURAGE YOUNGSTERS TO GO INTO THE PROFESSION (START EARLY BECAUSE THIS COVID PROBLEM IS HERE TO STAY)

Screen Name Redacted

8/31/2022 11:03 AM

IT HAS TO REMAIN in Neyland, i feel the NHS in pembrokeshire is in a bad way, with services being limited at withybush so closest hOSPITAL is about an hours drive away.

Screen Name Redacted

8/31/2022 11:03 AM

I feel quite frightened at the thought of no G.P. to feel very vulnerable.

Screen Name Redacted

8/31/2022 11:04 AM

I have the view that our local healthcare is not good enough presently, getting an appointment is like trying to run a marathon and extremely difficult if you work full time. If Neyland and Johnston Surgery is closed I fear for the future of its patients, this could literally kill people as a result.

Screen Name Redacted

8/31/2022 11:04 AM

My main concern is the problem of getting an appointment these days, once you get through on the phone to actually speak to a receptionist or doctor personally I find the service very good.

Screen Name Redacted

8/31/2022 11:05 AM

Neyland has suffered since taking on patients from argyle doctors surgery, they had struggled before but not as bad and im afraid it will only get worse and we will be left with nothing or be put on another surgery which would then push them to struggle more

Screen Name Redacted

8/31/2022 11:06 AM

I have always found our surgery very good I know things have been difficult with Covid with face to face appointments but if really urgent have been seen face to face.Would be very concerned if we were to loose it.

Screen Name Redacted

8/31/2022 11:07 AM

I am on the shielding list as classed as vulnerable. I need easy + swift access to a doctor. I feel this is in jeopardy.

Screen Name Redacted

8/31/2022 11:08 AM

NO CONCERNS. I WOULD JUST PREFER THINGS TO STAY AS THEY ARE.

Screen Name Redacted

I don't want to change surgeries. Neyland is a very good little surgery

8/31/2022 11:11 AM

and provides us with very good services. Prescriptions are efficiently provided access to appointments is very good too. I hope the surgery isn't closed!

Screen Name Redacted

8/31/2022 11:22 AM

It would make sense to keep this surgery a working service, the catchment area is large, mostly elderly and where else would we go

Screen Name Redacted

8/31/2022 11:23 AM

VERY HARD TO TALK TO A DOCTOR, AND HAVING TO EXPLAIN WHY YOU WANT A APPOINTMENTS.

Screen Name Redacted

8/31/2022 11:24 AM

CANT GET INTO SEE ONE

Screen Name Redacted

8/31/2022 11:29 AM

Can never see a dr anyway. They are always full.

Screen Name Redacted

8/31/2022 11:34 AM

I CAN'T BELIEVE IN THE 21ST CENTURY IT IS IMPOSSIBLE TO ACCESS A DOCTOR NO WONDER THE HOSPITALS ARE SO OVERWHELMED BECAUSE PEOPLE CANT SEE A LOCAL G.P.

Screen Name Redacted

8/31/2022 11:35 AM

NEEDS TO BE LOCAL

Screen Name Redacted

8/31/2022 11:39 AM

No GP services after october

Screen Name Redacted

8/31/2022 11:39 AM

1. THERE ARE NOT ENOUGH GP'S (APPARENTLY) TO RUN THE LOCAL NHS SERVICE. 2.THEREFORE GETTING A GP APPOINTMENT IS VERY DIFFICULT, IF NOT IMPOSSIBLE 3. EVEN APPOINTMENTS WITH NURSE/PRACTITIONERS HAVE TO BE WAITED FOR.

Screen Name Redacted

8/31/2022 11:40 AM

AFTER OCTOBER THERE WILL NOT BE A LOCAL GP SERVICE

Screen Name Redacted

8/31/2022 11:41 AM

I think pembrookshire is being forgotten about and ??? a very worried about the implications of not having the care we need

Screen Name Redacted

8/31/2022 11:46 AM

Hopefully something will come up to fill the position in the near future. Dissappointed that the service is finishing

| | |
|--|---|
| Screen Name Redacted 8/31/2022 11:48 AM | Not being able to register with a doctor |
| Screen Name Redacted 8/31/2022 11:49 AM | Our surgery has worked well It would be awful to be "tacked on" to an already overcrowded practice |
| Screen Name Redacted 8/31/2022 11:51 AM | Since Covid I have felt they dont want to see you |
| Screen Name Redacted 8/31/2022 11:54 AM | I think local services are getting worse and this is affecting my Mental Health. |
| Screen Name Redacted 8/31/2022 11:59 AM | I think Pembrokeshire is being forgotten about and I a very worried about hte implications of not haveing the care we need. |
| Screen Name Redacted 8/31/2022 12:02 PM | Hopefully something will come up to fill the position in the near future. Disappointed that the service is finishing. |
| Screen Name Redacted 8/31/2022 12:02 PM | Keeping GP services local in Pembrokeshire |
| Screen Name Redacted 8/31/2022 12:04 PM | Keep Same |
| Screen Name Redacted 8/31/2022 12:07 PM | Can't get an appointment, have to book on the day and can't book in advance ?? |
| Screen Name Redacted 8/31/2022 12:05 PM | Our surgery has worked well. It would be awful to be 'tacked on' to an already overcrowded practice. |
| Screen Name Redacted 8/31/2022 12:07 PM | the service has been brilliant to me, just the 8.00 call same day system is not acceptable when poorly and got to wait to get seen. |
| Screen Name Redacted 8/31/2022 12:07 PM | Since Covid I have felt they don't want to see you |

Screen Name Redacted
8/31/2022 12:10 PM
Surgeries are already "stretched" without taking services away from us. Neyland Surgery must continue to operate otherwise people will suffer. We deserve better!

Screen Name Redacted
8/31/2022 12:10 PM
I think local services are getting worse and this is affecting my mental health

Screen Name Redacted
8/31/2022 12:14 PM
Not being able to access a Dr when needed. And would we be allocated or would we have to go on a list and wait

Screen Name Redacted
8/31/2022 12:18 PM
I hope in the future we will have a surgery in Neyland

Screen Name Redacted
8/31/2022 12:27 PM
Neyland and Johnston are large areas. A major concern is how people within this area will receive adequate medical attention.

Screen Name Redacted
8/31/2022 12:27 PM
Getting my repeat medication

Screen Name Redacted
8/31/2022 12:29 PM
Distinct lack of Doctors and slots available for in person appointments

Screen Name Redacted
8/31/2022 12:30 PM
I feel I would not get the same level of care if Johnston was to close. Also Johnston pharmacy would be at risk / not able to access medication.

Screen Name Redacted
8/31/2022 12:32 PM
Very concerned we have to have some sort of GP service

Screen Name Redacted
8/31/2022 12:34 PM
ditto

Screen Name Redacted
8/31/2022 12:35 PM
Wales is a very sad place when unable to get medical assistance as we are passed our sell by date

Screen Name Redacted
8/31/2022 12:35 PM
ditto

Screen Name Redacted
Practices are no longer personal. It's extremely difficult to obtain an

8/31/2022 12:37 PM

appointment then receptionists are rude and unhelpful; in general it's affecting how some patients are treated

Screen Name Redacted

8/31/2022 12:38 PM

Neyland surgery is the best and others are nowhere near as good which would have a serious detriment to health

Screen Name Redacted

8/31/2022 12:40 PM

GP services in the area are already overstretched with many not being able to receive appointments when needed. It would be disastrous not to keep the Neyland/Johnston surgery open, with so many people registered, and our local hospital closing for the "superhospital" many miles away, it is a massive concern not to have a local doctors or a local hospital. Live are being put at risk!

Screen Name Redacted

8/31/2022 12:41 PM

Keep same

Screen Name Redacted

8/31/2022 12:40 PM

*Appointments are non-existent *made to feel like we shouldn't even be asking for one *Receptionists are rude *Almost all appointments are over the phone which for physical illness is silly and sub par service

Screen Name Redacted

8/31/2022 12:40 PM

I'm worried it's going to be even more difficult to see a doctor personally

Screen Name Redacted

8/31/2022 12:41 PM

We need a GP surgery here with the amount of people in the area

Screen Name Redacted

8/31/2022 12:41 PM

The service is not great neway

Screen Name Redacted

8/31/2022 12:44 PM

None

Screen Name Redacted

8/31/2022 12:44 PM

There are a lot of elderly residents in Neyland and surrounding area who need GP services, closure would affect them greatly.

Screen Name Redacted

8/31/2022 12:43 PM

Every other surgery is full. You cant get expect over 10,000 new patients to register with a all ready full surgery

Screen Name Redacted

8/31/2022 12:44 PM

We need to keep this surgery open! It's important.

Screen Name Redacted

8/31/2022 12:45 PM

I have never found GP services adequate - appointment difficulties, no follow ups of long standing conditions. I have not had a health check or blood test in years!!

Screen Name Redacted

8/31/2022 12:46 PM

It's hard to get face to face appointments

Screen Name Redacted

8/31/2022 12:47 PM

Its hard to get face to face appointments

Screen Name Redacted

8/31/2022 12:48 PM

I am ????? what GP, actually do with their time it seems that covid was the local catalyst that allowed GP dictate their work loads. Why are they still self ?????? It would be nice + SAFE, if there were available appointments to see GPs. They cannot and should not continue to palm off their pts to prescribing pharmacists. They should be able to give and practice holistic care I have major concerns for the elderly, vulnerable, those with Mental Health ????? + clinical + acute illnesses. (????????? sorry cannot understand the final sentence). more answers to your questions: 1. Develop a 24hr GP phone line. This would free up ????? GP apts _ build general public ??? (????? unable to understand the rest of the sentence) 2. Stop using the phrase "is it an emergency". This is emotional blackmail + ultimately dangerous + ?????? 3. change the way GPs are funded. 4. Remind GPs + those who work in the practice why they are there ie. to Care, support + protect their ????? - move away from this business ethos + revisit their ??? hippocratic oath its not all about money, its about a ?????? management + care.

Screen Name Redacted

8/31/2022 12:49 PM

I feel that the surgeries are overworked. I have found it very difficult to get an appointment in the last 6 months - ringing at 8am to secure a time but constantly engaged then when I get through all appointments have been taken.

Screen Name Redacted

8/31/2022 12:50 PM

pressure on surgeries can make a difficult to see a doctor. Of particular concern when i have two chronic conditions.

Screen Name Redacted

8/31/2022 12:49 PM

All Gp surgeries are already over stretched making it difficult to get in to see or speak to a Dr already. It would be a disaster if Neyland + Johnston surgeries wwere to close, so many people are registered with them. Our local hospital cant cope. Everything is overstretched

and peoples lives are being put at risk. I feel very worried and stressed about the whole situation. TERRIBLE.

Screen Name Redacted

8/31/2022 12:52 PM

Mixed

Screen Name Redacted

8/31/2022 12:51 PM

Concerned as surgery and staff know mother well so change would be difficult

Screen Name Redacted

8/31/2022 12:53 PM

we are not being taken seriously

Screen Name Redacted

8/31/2022 12:57 PM

We feel we have had excellent service from our Surgery and would like to feel that this would continue well into the future. We have always (underlined) had GP surgeries in Neyland going back over many (underlined) years and think that to change this now would be a great step backwards for the whole community.

Screen Name Redacted

8/31/2022 12:57 PM

Very concerned at deterioration of service. I joined Winch Lane practice in 1972 and had my two children under the support of Dr.Gibson. After he retired things changed. I saw difficult people from 2008 when I realised I had cancer, my recurrence in 2015 took alot of visits to be diagnosed. When I moved 1 mile away, as the crow flies (in 2017) I was told I could not continue at Winch Lane. I was very vulnerable. Dr Phillips + Dr.Tobin have been excellent and supportive and I will be very sorry to lose their care. My cancer spread again in 2019 and will do so again at some point. Continuity of care has been so important in keeping me active and I hope it can continue.

Screen Name Redacted

8/31/2022 12:57 PM

I have no complaints with the present services except would be good if one could arrange a house visit if necessary

Screen Name Redacted

8/31/2022 12:59 PM

Have been with Surgery for over 20 yrs and don't like change. Been here before.

Screen Name Redacted

8/31/2022 12:58 PM

We need to keep as many services open!

Screen Name Redacted

8/31/2022 12:58 PM

It is very worrying as I get older the local services are decreasing certainly within Pembrokeshire

Screen Name Redacted
8/31/2022 01:00 PM
I am totally satisfied with my current GP services. In a time when everything seem to get worse. i am worried about the outcome of this

Screen Name Redacted
8/31/2022 12:59 PM
I am 91. Living alone but mobile What happens when I loose my mobility?

Screen Name Redacted
8/31/2022 01:00 PM
None there good.

Screen Name Redacted
8/31/2022 01:01 PM
Poor and rude receptionists. Difficult if not impossible to physically see a GP.

Screen Name Redacted
8/31/2022 01:04 PM
They are diminishing and will not meet demand

Screen Name Redacted
8/31/2022 01:07 PM
i am very happy

Screen Name Redacted
8/31/2022 01:06 PM
The do as good as job seeing patients as is possible with lack of drs. They must all be under certain stress level trying to cope with the numbers coming through the door! The telephone system is ok to a point but feel some patients needing care may be missed

Screen Name Redacted
8/31/2022 01:09 PM
Concerned with inconsistency of medical care and do not wish to see doctor exam replaced by telephone conversation, especially as my specialist is in Prince Phillip.

Screen Name Redacted
8/31/2022 01:10 PM
overall ok

Screen Name Redacted
8/31/2022 01:16 PM
Very good service over the past 10 years

Screen Name Redacted
8/31/2022 01:12 PM
GP SERIVGES AT THE MOMENT ARE TERRIBLE. WAITING TIMES FOR DOCTORS +AMBULANCE SERVICE ABSOLUTLY APPALING.

Screen Name Redacted
Losing the surgery would have a major impact on town and I wonder

8/31/2022 01:14 PM

the location of different surgery would be plus the fact ill they take on new patients?

Screen Name Redacted

8/31/2022 01:15 PM

Other than getting an appointment when needed, I have no specific concerns at the moment. But I am 87 and needs could quickly change

Screen Name Redacted

8/31/2022 01:17 PM

Neyland and Johnston are both growing communities and there are many people without transport and a growing less mobile elderly population

Screen Name Redacted

8/31/2022 01:18 PM

More houses are being built and already services are struggling. If its taken away from neylan it puts everyone living in neyland and surrounding areas in danger. It is bad enough our hospital is being taken away from us by the health board and we have lot industry in neyland as well as Pembrokeshire.

Screen Name Redacted

8/31/2022 01:18 PM

good

Screen Name Redacted

8/31/2022 01:20 PM

it is not good at all

Screen Name Redacted

8/31/2022 01:20 PM

Frightening - every service is over stretched e.g. cancer is not being picked up due to lack of face to face appointments ending in treatment being too late

Screen Name Redacted

8/31/2022 01:21 PM

That lots of people are moving here and with no doctors could put not just my family in danger but the whole community as hospital struggles now with them taking it away from us as the health board are reducing services which is wrong!

Screen Name Redacted

8/31/2022 01:24 PM

my views are; maybe more hours to get appointment on same day my concerns are; can't get same day appointment, maybe just need to have a chat with my GP

Screen Name Redacted

8/31/2022 01:23 PM

THEY ARE DESPERATELY UNDERFUNDED

Screen Name Redacted

8/31/2022 01:25 PM

Not being able to have access to a GP when needed

Screen Name Redacted

8/31/2022 01:24 PM

I seldom see a GP because I always think my needs aren't as important as those of others and know that even before Covid, the NHS was stretched. I'm also put off by the 8am phone service for appointments. The idea the NHS might fail us is very stressful to me. It's all about resources, especially the availability of GPs but also nurse and nurse practitioners, physiotherapists, pharmacy medical professionals.

Screen Name Redacted

8/31/2022 01:29 PM

A real concern with no surgery in the town.

Screen Name Redacted

8/31/2022 01:27 PM

The biggest concern is accessibility - the right to see a doctor quickly when needed can be essential, but many local residents at different practices report being unable to get a GP appointment.

Screen Name Redacted

8/31/2022 01:29 PM

Concerns are lack of access at the time of need. A 3 week appointment is of little use to anyone. Regular and convenient access to a health professional is of ????? importance to maintain physical and mental wellbeing.

Screen Name Redacted

8/31/2022 01:29 PM

severely under funded and under staffed

Screen Name Redacted

8/31/2022 01:29 PM

Of course I am extremely worried. The best way to keep people healthy is a local GP.

Screen Name Redacted

8/31/2022 01:31 PM

Impossible to make or get appointments. It is annoying the practice is closing.

Screen Name Redacted

8/31/2022 01:33 PM

It is very difficult to get an appointment at the moment. If it were to move then people who don't have transport may not be able to access the service with obvious detrimental health concerns.

Screen Name Redacted

8/31/2022 01:36 PM

I would like to see the GP surgery in Neyland staying open.

Screen Name Redacted

8/31/2022 01:36 PM

would like to see my GP day after, not way its run

| | |
|--|---|
| Screen Name Redacted 8/31/2022 01:39 PM | My concerns are that we can't be without a GP in Neyland. |
| Screen Name Redacted 8/31/2022 01:42 PM | Losing the surgery of course would be a huge shame and would impact the community, but my main concern is around the need to provide more options by way of health care / advice routes to create a more flexible approach. |
| Screen Name Redacted 8/31/2022 01:42 PM | As a non driver and with all other GPs full to capacity. the residents of Neyland do not stand a chance of getting into another surgery. This closure should not happen as it is leaving 1000's of people without proper medical care |
| Screen Name Redacted 8/31/2022 01:44 PM | lots of concerns |
| Screen Name Redacted 8/31/2022 01:45 PM | Find no fault with care given today |
| Screen Name Redacted 8/31/2022 01:44 PM | VERY POOR AT THE MOMENT, WE CAN'T SEE A GP, NOT ALLOWED. |
| Screen Name Redacted 8/31/2022 01:48 PM | They are all ok |
| Screen Name Redacted 8/31/2022 01:48 PM | I am very concerned about the surgery closing down in St Clements, Neyland, and not knowing if I will be registered to a surgery nearby - hopefully @ Argyle Street Pembroke Dock. |
| Screen Name Redacted 8/31/2022 01:48 PM | VERY WORRIED ABOUT IT, AS WE ARE GETTING OLDER WE NEED A SURGERY CLOSE TO HOME. |
| Screen Name Redacted 8/31/2022 01:51 PM | losing them, and having to travel outside the local area |
| Screen Name Redacted 8/31/2022 01:50 PM | I am very concerned about not being registered at a doctors surgery at the end of October 2022. |
| Screen Name Redacted 8/31/2022 01:52 PM | Satisfactory. |

| | |
|--|---|
| Screen Name Redacted 8/31/2022 01:54 PM | not enough doctors in surgery. they have to go johnston as well as Neyland |
| Screen Name Redacted 8/31/2022 01:54 PM | All surgeries and Haverfordwest hospital struggling to recruit doctors |
| Screen Name Redacted 8/31/2022 01:55 PM | At the moment the GP surgery provide excellent services. Very good doctors, nurses, receptionists and office staff. If the surgery closes, more travel and not every patient has the luxury of transport. Also at the moment we have excellent prescription arrangement between surgery and Neyland Pharmacy. |
| Screen Name Redacted 8/31/2022 01:57 PM | Get to see a doctor the same day you are ill, not the day after or following day appointments. |
| Screen Name Redacted 8/31/2022 01:57 PM | That staff cannot be recruited to this area putting a strain on services in another area. Better contracts and wages for all surgery staff. |
| Screen Name Redacted 8/31/2022 01:59 PM | I feel that GP services have changed a lot since Covid. You are unable to access an appointment with them, its not as private and confidential as use to be (having to explain to receptionist is not a good practice) |
| Screen Name Redacted 8/31/2022 02:02 PM | Concerned about family health who cannot drive and would need to rely on public transport to access health appointments |
| Screen Name Redacted 8/31/2022 02:03 PM | Worried we won't get an appointment or our prescriptions |
| Screen Name Redacted 8/31/2022 02:06 PM | Hopefully never to be ill with he future of the medical services being moved to st clears it would be very important to have it locally really it goes without saying |
| Screen Name Redacted 8/31/2022 02:08 PM | i found them alright |
| Screen Name Redacted 8/31/2022 02:07 PM | Clearly do what we have done for generations, properly understaffed |

| | |
|--|--|
| Screen Name Redacted 8/31/2022 02:09 PM | The Neyland surgery is/was a great asset to Neyland and greatly appreciated by me. I do not have many health needs but may do in future |
| Screen Name Redacted 8/31/2022 02:09 PM | none |
| Screen Name Redacted 8/31/2022 02:10 PM | When I ring at 8 o'clock in the morning I cannot get through. At 9 they say appointments have gone. Who is getting these appointments? |
| Screen Name Redacted 8/31/2022 02:10 PM | None |
| Screen Name Redacted 8/31/2022 02:11 PM | always found the doctor really good caring and professional. really worries me we will not have this in future. |
| Screen Name Redacted 8/31/2022 02:12 PM | Just leave the doctors where it is. |
| Screen Name Redacted 8/31/2022 02:12 PM | My concerns are where do I get my repeat prescription from should you close down in Johnston. My surgery was the best in this area, I never heard anyone running it down, always so helpful and always a helpful receptionists taking your call. Milford and Haverfordwest surgeries not at all on the same path so I am told by friends that use them. Well done Johnston Surgery for looking after me and my husband for the last 13 years |
| Screen Name Redacted 8/31/2022 02:13 PM | Would like them to return to service prior COVID. |
| Screen Name Redacted 8/31/2022 02:13 PM | None |
| Screen Name Redacted 8/31/2022 02:14 PM | not enough doctors |
| Screen Name Redacted 8/31/2022 02:15 PM | my concern is that its hard enough to get an appointment now and see a doctor but without a surgery its very worrying |

Screen Name Redacted

8/31/2022 02:14 PM

not enough doctors

Screen Name Redacted

8/31/2022 02:15 PM

WITH THE FUTURE OF WITHYBUSH STILL UNDER A VERY DARK CLOUD, I FEEL MENTAL HEALTH, WHICH IS NOT VERY GOOD NOW, IS GOING TO GET WORSE. PEOPLE ARE VERY WORRIED IF IT IS WORTH GOING. IT WOULD BE BETTER TO DO AWAY WITH THE N.H.S. AND PEOPLE PAY HEALTH INSURANCE. NO MORE PLAYING GAMES/POLITICS!!!!

Screen Name Redacted

8/31/2022 02:16 PM

Not being able to actually see a doctor in person

Screen Name Redacted

8/31/2022 02:17 PM

When phoning by 8am in morning then to get through to be told all appointments have gone. Something needs to be changed there.

Screen Name Redacted

8/31/2022 02:19 PM

i am concerned that our GP services will not be adequate or will indeed be non existent. we will be left high and dry

Screen Name Redacted

8/31/2022 02:19 PM

GP's are stressed and tired and this effects the quality of services and communication/ follow ups. Prescriptions to local pharmacy are slow from GO practice and this often means I am a day late and without medication. Other professionals could be utilised to improve the service and assess and prescribe e.g. Advanced Paramedic Practitioners and Advanced Nurse Practitioners. Difficulty in getting a timely appointment.

Screen Name Redacted

8/31/2022 02:18 PM

not being able to walk in for consultation or sometimes not being seen (asthmatic sometimes comes on and antibiotics/steroids required asap)

Screen Name Redacted

8/31/2022 02:21 PM

Just at more GP's were available to help but they do not want to come to this area.

Screen Name Redacted

8/31/2022 02:23 PM

My concern is losing a GP surgery that serviced Neyland and district community in an excellent manner and I understand had excellent report on the running of their practice with the possibility of a little assistance could continue as they are definitely not end up losing which would be a tragedy

Screen Name Redacted

8/31/2022 02:24 PM

GP and staff are stressed as there is no help out there.

Screen Name Redacted

8/31/2022 02:25 PM

Neyland Surgery is part of the local community and the staff and doctors are always most helpful. The surgery has a good relationship with the pharmacy and this would be lost.

Screen Name Redacted

8/31/2022 02:26 PM

Making appointment to see GP Johnston Surgery is virtually closed now after COVID. Johnston surgery became too big when it took over Neyland and there wasn't enough staff and staff seem to leave also. Bring back just Johnston Surgery.

Screen Name Redacted

8/31/2022 02:26 PM

what services

Screen Name Redacted

8/31/2022 02:27 PM

Almost non existent now

Screen Name Redacted

8/31/2022 02:30 PM

Presently the GP service I receive from the Johnston & Neyland surgeries have always been excellent. Withybush Hospital also has my full support because of their good work.

Screen Name Redacted

8/31/2022 02:30 PM

I do not have broadband and do not have a smartphone. I rely on the BT landline. Our chemist in Neyland give us wonderful service during Covid, they never stopped working and was always there for us. They are essential

Screen Name Redacted

8/31/2022 02:31 PM

Difficulty in getting appointments

Screen Name Redacted

8/31/2022 02:32 PM

It is generally good with the exception of getting appointments

Screen Name Redacted

8/31/2022 02:35 PM

Very difficult to get appointments without transport As Johnston is in walking distance.

Screen Name Redacted

8/31/2022 02:34 PM

The service will not be met and the quality of care will be poor and accessibility to a GP even more difficult

Screen Name Redacted

8/31/2022 02:38 PM

Not enough GP's in the area.

Screen Name Redacted

8/31/2022 02:42 PM

As long as we have our own Dr's I will lose no concerns.

Screen Name Redacted

8/31/2022 02:44 PM

We have a great service at present would want the same service in future.

Screen Name Redacted

8/31/2022 02:46 PM

That you can not get a face to face all done over telephone which I think is hard to diagnose and also have to tell receptionist what is wrong with you it is supposed to be confidential between doctor and patient.

Screen Name Redacted

8/31/2022 02:46 PM

Worried about losing our doctors and having to change at my age

Screen Name Redacted

8/31/2022 02:48 PM

Top heavy with patient ratio to GPs.

Screen Name Redacted

8/31/2022 02:47 PM

They will be further away from my home

Screen Name Redacted

8/31/2022 02:48 PM

to get appointments

Screen Name Redacted

8/31/2022 02:50 PM

If we have to travel to other towns for treatments such as Pembroke Dock, Milford or Haverfordwest all of these surgeries are already overstretched, they couldn't cope with more patients.

Screen Name Redacted

8/31/2022 02:50 PM

Is this the health service deteriorating the same as the banking industry

Screen Name Redacted

8/31/2022 02:52 PM

It is vital to be able to access gp services in our local area, otherwise serious illnesses like cancer can remain undetected leading to higher death rates. i am really concerned that our GP service will continue to reduce down as staff are not replaced until a point where the service goes from meeting needs to being almost impossible to get access when needed.

| | |
|--|--|
| Screen Name Redacted 8/31/2022 02:52 PM | Appointments system 'not fit for purpose' lack of face to face appointments |
| Screen Name Redacted 8/31/2022 02:55 PM | it would be of concern if the service was to move |
| Screen Name Redacted 8/31/2022 02:55 PM | It seems the NHS is more interested in closing down all services in our area |
| Screen Name Redacted 8/31/2022 02:56 PM | That it will not be accessible |
| Screen Name Redacted 8/31/2022 02:57 PM | It would be a pity to lose our local doctors. I am too old to travel far |
| Screen Name Redacted 8/31/2022 02:59 PM | it is such a shame that GPs cannot be ??? |
| Screen Name Redacted 8/31/2022 03:01 PM | very good |
| Screen Name Redacted 8/31/2022 03:00 PM | As above. But must HAVE A SURGERY |
| Screen Name Redacted 8/31/2022 03:04 PM | have always had a wonderful service over a number of years and hope somehow this service could continue |
| Screen Name Redacted 8/31/2022 03:06 PM | That NHS GP and access to NHS facilities that we have paid a large sum for are being withdrawn and/or denied |
| Screen Name Redacted 8/31/2022 03:10 PM | I need repeat prescriptions items and with this medication can manage and not be a burden on GPS time and resources of other services. Without access to repeat prescriptions and blood tests when needed, manageable conditions can become more serious and costly in terms of time and resource for all involved. it is difficult to say what we need or want if we don't know what the options are. |
| Screen Name Redacted 8/31/2022 03:11 PM | very difficult at the moment for myself and spouse whom both have health problems that sometimes need quick solutions |

| | |
|--|--|
| Screen Name Redacted 8/31/2022 03:15 PM | we need a local GP service for all the population in Neyland and Johnston |
| Screen Name Redacted 8/31/2022 03:12 PM | would like to get back to seeing a GP instead of phone consultations. It has been difficult to speak to a GP let alone see one face to face |
| Screen Name Redacted 8/31/2022 03:13 PM | The present doctors have been amazing. I am worried that I will not receive the care that they have given me |
| Screen Name Redacted 8/31/2022 03:14 PM | They need to ensure permanent GPs with proper contracts |
| Screen Name Redacted 8/31/2022 03:16 PM | They should be contracted for long periods. Clinics should be made available. Reallocation of payments made that are generous. Taking into consideration golden handshake if needed |
| Screen Name Redacted 8/31/2022 03:17 PM | I think that services are under staffed and over subscribed |
| Screen Name Redacted 8/31/2022 03:18 PM | If there's a service. None. |
| Screen Name Redacted 8/31/2022 03:21 PM | Very good |
| Screen Name Redacted 8/31/2022 03:19 PM | Getting appointments seen almost impossible. Finding out what telephone number to ring for what services. It changes far too often having to travel to other counties for treatment |
| Screen Name Redacted 8/31/2022 03:20 PM | I think the people of Neyland and surrounding area deserve to have a GP practice in the town. Not everyone has access to transport and feel it would make it very difficult for many residents which is very unfair. |
| Screen Name Redacted 8/31/2022 03:22 PM | At moment not able to see my GP at surgery (not the same on the phone). |
| Screen Name Redacted | being without familiarity of drs nurses and reception staff which have |

8/31/2022 03:25 PM

served me well to the present time. plus convenience of locality

Screen Name Redacted

8/31/2022 03:24 PM

GP services in Neyland is the back bone of patient welfare and health and the thought that this is likely to be discontinued is very stressful .

Screen Name Redacted

8/31/2022 03:24 PM

I had been satisfied with G.P. services, even if it means travelling to Neyland.

Screen Name Redacted

8/31/2022 03:26 PM

It concerns me that patients are having to tell receptions their symptoms before an appointment can be made.

Screen Name Redacted

8/31/2022 03:26 PM

How are all patients of Neyland and Johnston going to be accommodated at other GP surgeries in other areas as GP surgeries elsewhere unable to accommodate the patients they have now

Screen Name Redacted

8/31/2022 03:27 PM

It concerns me that services are gradually disappearing. There used to be two practices in Neyland, then one and soon none. As I need regular blood tests because I take Warfarin, I do feel quite concerned.

Screen Name Redacted

8/31/2022 03:28 PM

They need to be a lot better. Phoning for an appointment is useless - I have given up for the time being!

Screen Name Redacted

8/31/2022 03:29 PM

I just want GP local as I don't drive so it's quite difficult to travel and I live alone

Screen Name Redacted

8/31/2022 03:30 PM

I think our local services have done an amazing job in these very difficult circumstances, with very little support. I am concerned we may not have a local Doctor's surgery.

Screen Name Redacted

8/31/2022 03:31 PM

Would prefer to have face to face with GP as very difficult to get appointment and have more call outs to house as many people are disabled or house bound

Screen Name Redacted

8/31/2022 03:32 PM

Concern is there is no man power planning as if this had been done the practice would not be in this position. Larger practices so not work for the patients, nor does the telephone appointment system. Services must be patient centred, smaller, to meet the health needs of the population they serve. Health services locally are being

downgraded and reduced by Welsh Assembly and the health board against the patients wishes. It is probably a waste of time completing this as the Health Board do not listen to it's population.

Screen Name Redacted
8/31/2022 03:33 PM

SLOWLY BUT SURELY WE ARE LOSING ALL THE SERVICES WE REQUIRE EVEN THE BASIC ONES. AS WE GET OLDER WE REQUIRE BASIC HEALTH CHECKS, BP MONITORING, BLOOD TESTS ETC. TO NAME BUT A FEW!

Screen Name Redacted
8/31/2022 03:33 PM

My only concern is that we lose our local surgery. it is of the utmost importance that this remains the same. We need this surgery in our town. it not the dark ages!! surely we are entitled to this local service!!

Screen Name Redacted
8/31/2022 03:34 PM

the loss of

Screen Name Redacted
8/31/2022 03:34 PM

None apart from my GP closing.

Screen Name Redacted
8/31/2022 03:36 PM

That all my information will be passed on and new doctor will understand my needs and illnesses

Screen Name Redacted
8/31/2022 03:38 PM

Neyland has 3,700 people living around this part of Pembrokeshire and needs a competent level of health care

Screen Name Redacted
8/31/2022 03:37 PM

very concerned. GPs under immense pressure presently good back up team of nurses. Why not keep the practice to Neyland residents only. Perhaps Haverfordwest or mllford Haven GPs would like Johnston

Screen Name Redacted
8/31/2022 03:37 PM

as question 2

Screen Name Redacted
8/31/2022 03:39 PM

not able to access never a doctor available absolutely useless

Screen Name Redacted
8/31/2022 03:40 PM

Lack of available appointments.

Screen Name Redacted

has been very good but with current situation i am worried

8/31/2022 03:41 PM

Screen Name Redacted Not being able to access them.

8/31/2022 03:42 PM

Screen Name Redacted i need a GP nearby

8/31/2022 03:43 PM

Screen Name Redacted Not being able to get an appointment for face to face consultation.

8/31/2022 03:43 PM

Screen Name Redacted With the drop in moral at the Johnston surgery, it is no surprise that long serving staff have left

8/31/2022 03:44 PM

Screen Name Redacted ST CLEMENTS HAD BEEN A GOOD SURGERY YEARS AGO. PRESSURE OF COVID IMPACTED SURGERY NOT ABLE TO RESPOND IN THE SAME WAY. INTERIM DOCTORS HOWEVER HAVE BEEN EXCELLENT OVER RECENT WEEKS

8/31/2022 03:44 PM

Screen Name Redacted My concerns are that without GP services locally, it will become as the dental profession and there will be to many patients for GPs to accommodate

8/31/2022 03:47 PM

Screen Name Redacted Would love to return to a reasonable access to GP and not leave to fight the "counter Gorgous"!!

8/31/2022 03:48 PM

Screen Name Redacted It is very worrying to feel that there may not be GP support within reach.

8/31/2022 03:49 PM

Screen Name Redacted This is the 2nd time we've changed the DR's in my area, accessing prescriptions is also going to be an issue

8/31/2022 03:49 PM

Screen Name Redacted My concerns are if the surgery was to close, no GP's to fill vacancy.

8/31/2022 03:51 PM

Screen Name Redacted Booking appointments especially for wife at Argyle Street is a nightmare. I can be on the phone continuously for 40 minutes and then be told all of the appointments have gone. In the past I queued @7.30am and could get an appointment for that day. The whole way that the appointments are made needs reviewing urgently.

8/31/2022 03:53 PM

| | |
|--|---|
| Screen Name Redacted 8/31/2022 03:55 PM | This is pointless exercise as Hywel Dda has already made it's mind up as to what will be done. |
| Screen Name Redacted 8/31/2022 03:56 PM | Things seem to work reasonably well. |
| Screen Name Redacted 8/31/2022 03:59 PM | Was at Roberts Street Surgery, Milford Haven for many years but moved to Neyland because the service was very poor, unable to get an appointment for weeks and Neyland is where I now live. |
| Screen Name Redacted 8/31/2022 03:59 PM | I am extremely concerned about the thought of our surgery closing. I'm hoping that things can get sorted out very soon. There are a lot of people in Neyland who rely on our surgery. |
| Screen Name Redacted 8/31/2022 04:01 PM | Think it is terrible that you can not see a G.P. locally and in person, only get telephone calls and that is if you can get through. |
| Screen Name Redacted 8/31/2022 04:05 PM | None if Neyland have a GP service. |
| Screen Name Redacted 8/31/2022 04:06 PM | AS THINGS ARE NO WORRIES AT ALL. DO NOT WANT TO CHANGE PRACTICE DO NOT WANT TO TRAVEL ANY FURTHER THAN 2 MILES |
| Screen Name Redacted 8/31/2022 04:07 PM | Most of the time I am unable to see my GP face to face. There are times I would like to see my GP. |
| Screen Name Redacted 8/31/2022 04:06 PM | FACE TO FACE MEETING WITH DOCTOR A PROBLEM |
| Screen Name Redacted 8/31/2022 04:07 PM | Its difficult to see a GP! |
| Screen Name Redacted 8/31/2022 04:09 PM | Very satisfied with caring attitudes and prompt, efficient service provided at St Clements's surgery, so very concerned if this ceases. |
| Screen Name Redacted | Concerns are for the elderly who cannot drive or walk far, also for |

8/31/2022 04:10 PM

patients with younger children.

Screen Name Redacted

Abysmal.

8/31/2022 04:11 PM

Screen Name Redacted

It is very difficult to get an appointment to see a doctor at the best of times. If distance to travel is added in, it becomes worse, especially due to any problems due to age and ill-health!

8/31/2022 04:13 PM

Screen Name Redacted

GP Services are not available all the time. It is difficult to get to see or even talk to a GP. They need to put patients first and not spend time on form filling. Let's treat the patients first.

8/31/2022 04:14 PM

Screen Name Redacted

Neyland needs to keep a doctors practice in the town.

8/31/2022 04:14 PM

Screen Name Redacted

It might close all together and being able to get medication.

8/31/2022 04:15 PM

Screen Name Redacted

Service to date has been very good. I hope the service of the excellent district nurses will continue. Which doctors practice would be available?

8/31/2022 04:16 PM

Screen Name Redacted

A lot if they close.

8/31/2022 04:18 PM

Screen Name Redacted

It is imperative that we have a local GP surgery or Surgeries!!! I would prefer more than one practice. Why are there more questions about me than the service?

8/31/2022 04:20 PM

Screen Name Redacted

2022 and getting worse.

8/31/2022 04:21 PM

Screen Name Redacted

Where would we go? Milford Haven surgeries are struggling and so is Argyle street.

8/31/2022 04:36 PM

Screen Name Redacted

That they will eventually close like you are trying to do to Withybush Hospital - taking health services all together out of Pembrokeshire.

8/31/2022 04:38 PM

Screen Name Redacted

8/31/2022 04:40 PM

Very concerned about Neyland GP services, our local hospital is struggling and now we are without our local DR? Hywel Dda have a lot to answer too.

Screen Name Redacted

8/31/2022 04:43 PM

Currently we are provided with good service at St Clements. We do hear however that there are great difficulties getting appointments in surrounding towns as their surgeries are struggling to replace GPs. If we lose St Clements then all patients should receive a reduction to their TAX or National Insurance bills to make up for the extra cost that will be incurred.

Screen Name Redacted

8/31/2022 04:44 PM

GP services is excellent.

Screen Name Redacted

8/31/2022 04:46 PM

We need our own Dr's surgery, we are a big town with many people and should be able to access local health care at our own Dr's surgery.

Screen Name Redacted

8/31/2022 04:47 PM

Really worry about loosing our local GP, we are a big town and need our own surgery.

Screen Name Redacted

8/31/2022 04:49 PM

Not enough GP's and concerned where you would have to travel.

Screen Name Redacted

8/31/2022 04:50 PM

Personally, myself and my family need and rely on good service. Which we currently have. I'm very concerned about it closing. I rely on them for my repeat prescription.

Screen Name Redacted

8/31/2022 04:52 PM

Not enough Dr's coming to work in Pembrokeshire. Concerned about St Clements not opening after October. I'm diabetic, I hope I have local care.

Screen Name Redacted

8/31/2022 04:55 PM

Other members of my household are with Barrow House at Milford Haven so if I had to go elsewhere this would be my preference.

Screen Name Redacted

8/31/2022 04:58 PM

We already have been moved from another surgery previously but have found the Neyland and Johnston practice very good and will miss it very much! Best wishes to the retiring GP! Hywel Dda health board have badly let down Pembrokeshire.

| | |
|--|---|
| Screen Name Redacted 8/31/2022 05:01 PM | Feel that routine checks are being missed. Also inability to get an appointment makes life difficult for chemist + A&E |
| Screen Name Redacted 8/31/2022 05:03 PM | Very concerned that it is being allowed to close, and it concerns me how difficult it can be to make an appointment when needed. |
| Screen Name Redacted 8/31/2022 05:05 PM | This surgery has worked hard also through the pandemic. |
| Screen Name Redacted 8/31/2022 05:06 PM | Don't know. |
| Screen Name Redacted 8/31/2022 05:07 PM | Other surgeries are already busy or full. |
| Screen Name Redacted 8/31/2022 05:09 PM | Average |
| Screen Name Redacted 8/31/2022 05:11 PM | That it is hard enough now to get to see a Dr, with extra patients in other surgeries it would be impossible. |
| Screen Name Redacted 9/01/2022 08:28 AM | The GP we currently have is adequate |
| Screen Name Redacted 9/01/2022 08:30 AM | You have to ring at 8am to get an appointment and when you get through eventually, there are no appointments left. You should be able to make an appointment - even in 4 days time. |
| Screen Name Redacted 9/01/2022 08:31 AM | The fact that you cannot book an appointment in advance |
| Screen Name Redacted 9/01/2022 08:33 AM | Increasingly down sizing and relocation of services when other services are already over subscribed |
| Screen Name Redacted 9/01/2022 08:34 AM | They are quite hard to access |
| Screen Name Redacted 9/01/2022 08:35 AM | I felt the local surgery did the best they could under difficult circumstances. If health workers were paid more maybe we would get |

more doctors and nurses

Screen Name Redacted

Very sparse

9/01/2022 08:36 AM

Screen Name Redacted

happy with current services

9/01/2022 08:37 AM

Screen Name Redacted

It is very difficult to get an appointment when you have to phone at 8am and cross your fingers you will be able to get in the queue to request one!!

9/01/2022 08:39 AM

Screen Name Redacted

The Health Board have failed to act quickly enough to prevent or mitigate this desperate situation

9/01/2022 08:41 AM

Screen Name Redacted

Present services are totally inadequate and with a general lack of doctors and nurses available, hardly likely to improve

9/01/2022 08:45 AM

Screen Name Redacted

Not enough services

9/01/2022 08:46 AM

Screen Name Redacted

THE NEYLAND PRACTICE HAS PROVIDED ME WITH A WONDERFUL SERVICE OVER 20 YEARS. THEY ARE CARING, LISTEN AND ARE HELPFUL, ACCESSIBLE. I HAVE HAD SUCH GREAT CARE IN NEYLAND. I AM DEEPLY CONCERNED THAT I WILL NOT BE ABLE TO ACCESS A G.P. WHEN I NEED ONE. THIS COULD BE LIFE THREATENING.

9/01/2022 08:52 AM

Screen Name Redacted

WITH THE CONTINUING THREAT OF DOWNGRADING W.G.H. AND A+E DEPARTMENT WE NEED TO HAVE G.P. PRACTICE IN NEYLAND ESPECIALLY WITH THE INCREASE IN POPULATION IN NEYLAND

9/01/2022 09:00 AM

Screen Name Redacted

Some people go to the doctors for little thing wasting their time when others need them

9/01/2022 09:03 AM

Screen Name Redacted

No appointment after 8.05am when ringing by 8AM

9/01/2022 09:12 AM

| | |
|--|--|
| Screen Name Redacted 9/01/2022 09:14 AM | Difficult to see GPS along with a very broken health service |
| Screen Name Redacted 9/01/2022 09:15 AM | blank |
| Screen Name Redacted 9/01/2022 09:16 AM | JUST THE DIFFICULTY OF ACTUALLY GETTING TO SEE A GP. |
| Screen Name Redacted 9/01/2022 09:17 AM | I've found they haven't always been helpful or understanding when it comes to mental health issues |
| Screen Name Redacted 9/01/2022 09:17 AM | service to good but need more doctors |
| Screen Name Redacted 9/01/2022 09:19 AM | I am very concerned about the local services. It is bad enough that I cannot get an NHS dentist for my family and that our local A&E at Withybush is planning to close and now we are losing our local surgery. My husband has type 1 diabetes, I have high blood pressure and my daughter has anxiety issues, will we still be able to access the medication and monitoring for our conditions? |
| Screen Name Redacted 9/01/2022 09:19 AM | I think the provide an invaluable service which needs to be provided in our town. |
| Screen Name Redacted 9/01/2022 09:20 AM | Not everyone can travel to get the services they require. Going to put more pressure on Withybush Hospital |
| Screen Name Redacted 9/01/2022 09:21 AM | Not at the moment. |
| Screen Name Redacted 9/01/2022 09:21 AM | Very concerned that services are taken away. Travel out of Neyland is a pain |
| Screen Name Redacted 9/01/2022 09:22 AM | Not particularly easy to see a GP |
| Screen Name Redacted 9/01/2022 09:23 AM | It would overload surgeries in the area which would mean longer waiting times |

Screen Name Redacted

9/01/2022 09:24 AM

I feel if this was any other doctors surgery i.e. Milford or Pembroke Dock, we wouldn't be in this situation. Neyland needs a doctors surgery

Screen Name Redacted

9/01/2022 09:25 AM

Disappointed that the Health Board are unable to attract newly qualified GP's to Pembrokeshire

Screen Name Redacted

9/01/2022 09:26 AM

That the local surgery is closing and volume of patients dispersed to already over subscribed other surgeries. Local surgery must be kept open, using salaried GP's. It's ridiculous they have to buy into a surgery. An NHS service is essentially run privately in this way, we need to go back to Health Board running all surgeries and employing salaried GP's, especially as training them comes from public funding.

Screen Name Redacted

9/01/2022 09:26 AM

We need our surgery. We need new Doctors.

Screen Name Redacted

9/01/2022 09:28 AM

Would have to rely on local transport to get to and from appointments, which would mean hanging around, waiting for buses.

Screen Name Redacted

9/01/2022 09:29 AM

They are not adequate.

Screen Name Redacted

9/01/2022 09:32 AM

The doctors are overcrowded and too busy to do home visits like they used to.

Screen Name Redacted

9/01/2022 09:32 AM

We need our doctors Surgery, find us new doctors, neyland shouldn't be without a surgery. I'm sure if it was Milford Haven or Pembroke Dock you'd find doctors. We are Neyland people supposed to go

Screen Name Redacted

9/01/2022 09:35 AM

During COVID GP services almost impossible. Receptionist acted as if they had medical qualifications, thus preventing patients accessing GP's. The local pharmacy carried enormous burdens trying to help as many people as possible. On one occasion the pharmacist actually visited my home.

Screen Name Redacted

9/01/2022 09:35 AM

Neyland Surgery shutting and having to travel further to see a doctor

Screen Name Redacted
9/01/2022 09:37 AM

The pharmacist in Neyland is nice, but a doctor would be better for more serious concerns.

Screen Name Redacted
9/01/2022 09:37 AM

It's really hard to get an appointment as most are already servicing the max amount of patients they can handle

Screen Name Redacted
9/01/2022 09:38 AM

Not enough GPs and the standard of care would drop

Screen Name Redacted
9/01/2022 09:39 AM

To keep the surgery find us new doctors.

Screen Name Redacted
9/01/2022 09:40 AM

The services as elsewhere, appears somewhat stretched. Surely if Neyland's patients had to be absorbed at another practice that service isn't going to be able to cope?

Screen Name Redacted
9/01/2022 09:40 AM

Prefer local - where else would I go? Overcrowded in other surgeries

Screen Name Redacted
9/01/2022 09:40 AM

Neyland needs to keep the surgery

Screen Name Redacted
9/01/2022 09:41 AM

Inability to recruit leads to. Pressure on other surgeries. Standard and quality of service will suffer.

Screen Name Redacted
9/01/2022 09:41 AM

There are not enough GPs in the local area. There is a large population of elderly people here also lots of holiday makers

Screen Name Redacted
9/01/2022 09:43 AM

Poorer access- longer waiting times Times + costs- increases due to further travelling.

Screen Name Redacted
9/01/2022 09:43 AM

My biggest concern is not having my doctor locally for me. There would be a travel issue for me if I had to go outside my area

Screen Name Redacted
9/01/2022 09:44 AM

Never get through on the phone ever!

Screen Name Redacted
9/01/2022 09:45 AM

You can't get a face to face appointment it's over the phone. How can another surgery take on another GP's patients. More appointments

when they don't cope with what they've have now.

Screen Name Redacted

9/01/2022 09:45 AM

Almost impossible to access a GP- overstretched Helpful when you get to see a GP

Screen Name Redacted

9/01/2022 09:46 AM

Concerns we have is making APPOINTMENTS

Screen Name Redacted

9/01/2022 09:47 AM

That one day I won't be able to see a GP or seeing a different GP every appointment, as being autistic I like to see the same GP

Screen Name Redacted

9/01/2022 09:48 AM

Close area. Quick and easy to make an appointment. Great service.

Screen Name Redacted

9/01/2022 09:48 AM

This surgery has always been helpful and caring where as others you can't even get an appointment or a phonecall.

Screen Name Redacted

9/01/2022 09:50 AM

It is difficult seeing a doctor because if telephone rigmarole and usually you are fobbed off by staff. We need a doctor who you can build up trust and friendship with. Someone who cared! No one has ever called me to see how I am progressing with my loss of sight!

Screen Name Redacted

9/01/2022 09:51 AM

Quick appointments. Not too far. Great Service.

Screen Name Redacted

9/01/2022 09:51 AM

I have concerns on where all patients would go if surgery closed. There is nowhere to go

Screen Name Redacted

9/01/2022 09:53 AM

Health Board do nothing to support GPs. Put the £1000's spent on this into GP's salaries

Screen Name Redacted

9/01/2022 09:54 AM

The current service at N&J surgery is poor. Access to appointments is laughable. When you do get an appointment referral doesn't happen and follow ups don't occur. In short, it's broken!!

Screen Name Redacted

9/01/2022 09:55 AM

All local surgeries appear to be at capacity and it seems appointments are incredibly difficult to obtain. The removal of an entire surgery will only add more pressure to an already broken system.

Screen Name Redacted

9/01/2022 09:57 AM

There won't be near me.

Screen Name Redacted

9/01/2022 09:57 AM

Originally Neyland had two GP Surgeries sine then the population has increased - its difficult enough to see a doctor now! Being placed with more distant surgeries will out pressure on them making matters worse. As a pensioner I am extremely concerned.

Screen Name Redacted

9/01/2022 09:57 AM

I AM AFRAID OF LOSING THEM, AT MY AGE IT COULD COST ME DEARLY!!

Screen Name Redacted

9/01/2022 09:57 AM

We need our surgery in Neyland. To many people in other surgeries to take more

Screen Name Redacted

9/01/2022 09:58 AM

The amount of doctors locally and trying to get an appointment

Screen Name Redacted

9/01/2022 10:00 AM

Appointments at surgery have not returned to normal after pandemic - hard to get appointments. Can have telephone appointments which is a good idea, but not for every appointment.

Screen Name Redacted

9/01/2022 10:01 AM

Concerns that if we need medical attention - where will we go? How will we access it? If there's so many people registered in one place it could cause a significant amount of pressure across all GP services

Screen Name Redacted

9/01/2022 10:02 AM

Johnston is a growing village and as such people living in this area should have a GP service available to them.

Screen Name Redacted

9/01/2022 10:03 AM

My main concern is that the wait to see a local doctor in our area. Appointments are difficult to access now. A great worry that in the future it will be harder to see a doctor

Screen Name Redacted

9/01/2022 10:04 AM

Just keep as it is

Screen Name Redacted

9/01/2022 10:06 AM

MOST SURGERY'S LOCAL TO ME ARE FULL TO CAPACITY AND TO GET AN APPOINTMENT OR ACCEPTANCE TO A NEW

PRACTICE WILL PROVE DIFFICULT.

Screen Name Redacted

9/01/2022 10:07 AM

I am extremely concerned as potential removal of Neyland/ Johnston surgeries, a transport links to other surgeries is very space and expensive.

Screen Name Redacted

9/01/2022 10:08 AM

DIFICULT TO ARRANGE DOCTORS VISITS.

Screen Name Redacted

9/01/2022 10:09 AM

The decline in care for existing conditions is concerning as it the ability to get face to face appointments

Screen Name Redacted

9/01/2022 10:09 AM

HAVE HAD GOOD SERVICE WITH MY LOCAL G.P. UNTIL NOW IF MOVED WILL MAKE LIFE A LOT MORE DIFFICULT

Screen Name Redacted

9/01/2022 10:10 AM

From gathering information locally, I am lead to believe that most practices are full to capacity so I am very concerned that what ever practice (if I had to move) would struggle to give relevant appointments when required.

Screen Name Redacted

9/01/2022 10:10 AM

GP services seem to be lacking in continuity. That is very important to patients with numerous problems

Screen Name Redacted

9/01/2022 10:11 AM

where will the remaining GP locate to?

Screen Name Redacted

9/01/2022 10:13 AM

I am very worried as i've been registered with local surgeries for best part of 50 yrs and i am concerned about getting appointments etc. As i am getting older and will most probably have to use the service more and more

Screen Name Redacted

9/01/2022 10:14 AM

I have received a really good service from my GP, friendly, helpful and accommodating. I think it would be difficult if we were not able to access a local GP service. I know a lot of people who don't drive live in Neyland, who would struggle to attend if the GP service was moved

Screen Name Redacted

9/01/2022 10:17 AM

Very good doctors in this area trying to cope with the impossible. Concerned that our medication will cease to be available to us. We

need to raise our educational standard and improve leisure activities for youngsters so that doctors who are fathers of school age children are encouraged to move to the area

Screen Name Redacted

9/01/2022 10:18 AM

Not happy having to give private details to a receptionist who then decides if a doctor will call back.

Screen Name Redacted

9/01/2022 10:19 AM

WOULD LIKE TO SEE A SURGERY LOCAL IF POSSIBLE WITH EASIER ACCESS TO DOCTORS FOR APPOINTMENT

Screen Name Redacted

9/01/2022 10:23 AM

Need GP Services in Neyland - town population far too big to be without a surgery

Screen Name Redacted

9/01/2022 10:23 AM

Inability to obtain an appointment

Screen Name Redacted

9/01/2022 10:24 AM

I have seen all of the negative feedback on residents trying to get through to Argyle street and to access appointments, closing Neyland surgery would further add to these pressures.

Screen Name Redacted

9/01/2022 10:24 AM

Lack of qualified doctors to carry out the service

Screen Name Redacted

9/01/2022 10:24 AM

That they will be overstretched and unable to provide the correct level of advice

Screen Name Redacted

9/01/2022 10:25 AM

WHAT WILL WE DO WITHOUT A G.P.

Screen Name Redacted

9/01/2022 10:28 AM

There's no support or ability to get appointments. All they want to do is telephone consultations, yet when I've had to call in to the surgery at Neyland theres no patients there! We need local reliable GP services that work.

Screen Name Redacted

9/01/2022 10:30 AM

Not many with good opening times

Screen Name Redacted

9/01/2022 10:36 AM

We never get to see the GP face to face, always a phone call appointments.

Screen Name Redacted

9/01/2022 10:39 AM

I am concerned that the Health Board is unable to fill the contract for a large and thriving practice in a beautiful part of Wales. What are you doing wrong?

Screen Name Redacted

9/01/2022 10:42 AM

Woefully inadequate. The increasing local population will place even more strain on local health services. Perhaps we will have to travel to Cardiff for a GP appointment as we have to now for hospital treatment.

Screen Name Redacted

9/01/2022 10:47 AM

Current provision is satisfactory. If the surgery closed, would prefer to keep the option of re-opening in the future as there is a precedent for this.

Screen Name Redacted

9/01/2022 10:51 AM

I believe in the Dr's always had a marvellous service from the Dr's and staff. Why can't we recruit Dr's to the area?

Screen Name Redacted

9/01/2022 10:56 AM

My concern is having a nearby surgery, with access to see a doctor when needed.

Screen Name Redacted

9/01/2022 10:57 AM

Making appointment

Screen Name Redacted

9/01/2022 10:59 AM

The lack of doctors, and having to travel (rely on bus service).

Screen Name Redacted

9/01/2022 11:00 AM

As with all NHS services, they are so stretched and staff moral at an all time low. I would like to be able to book an appointment in advance rather than same day. W also work in the NHS and having to ring at 8am is not easy for me as I am often the only staff member cover a 24/7 department at this time.

Screen Name Redacted

9/01/2022 11:05 AM

It is still almost impossible to see a doctor face to face. You cannot be diagnosed over the phone, if it is not the doctor you usually see, they some times have not read your notes!

Screen Name Redacted

9/01/2022 11:06 AM

We need desperately to keep the surgery.

Screen Name Redacted

9/01/2022 11:10 AM

Complete breakdown of service. The workload has never been explained to their customers. People obsessed by phone reception, instead of demands on limited staff.

Screen Name Redacted

9/01/2022 11:15 AM

Neyland surgery has, in my experience, always provided excellent service. If not Neyland what will be 'local' in future?

Screen Name Redacted

9/01/2022 11:17 AM

always had excellent service over the years and hope it could continue as before

Screen Name Redacted

9/01/2022 11:17 AM

Don't want to lose our surgery and local services, all surgeries are struggling already, it's hard to get appointments in Argyle and Milford with any more patients added to already full lists.

Screen Name Redacted

9/01/2022 11:19 AM

if we lose the doctors in neyland i would feel stranded without any help

Screen Name Redacted

9/01/2022 11:24 AM

not being able to see the doctor of our choice. not having enough time with a GP if you need to deal with more than one issue. not being able to request repeat prescriptions online and having to go to the surgery. long waiting time to get an appointment, long phone ques. moved from england to pembroke and unable to access a GP or a dentist. i am welsh and originally from wales but had to move for work.

Screen Name Redacted

9/01/2022 11:27 AM

How are patients of Neyland and Johnston going to be accounted at other GP surgeries in the location as these GP surgeries are unable to accommodate their existing patients they have now. Appointments not available now, when you phone at time in morning and when you do get through appointments full so people putting pressure on A&E.

Screen Name Redacted

9/01/2022 11:28 AM

how do i answer this politely? a joke really. sadly a Gp went to impossible to get a prescription. i have to go to the surgery and fill out a form. why can't i just access a web portal to get my repeats? not enough space here to write everything i would like to say about the failing health services.

Screen Name Redacted

9/01/2022 11:27 AM

we need our doctors surgery here in Neyland

| | |
|--|--|
| Screen Name Redacted 9/01/2022 11:29 AM | none apart from my GP closing |
| Screen Name Redacted 9/01/2022 11:29 AM | Real concern for elderly neighbours and relations not having local access. Also ease of access - overloaded GPs. My wife had cancer last year - continuation of care |
| Screen Name Redacted 9/01/2022 11:30 AM | Concerned about the adverse effect on elderly/disabled patients who rely on GP services locally |
| Screen Name Redacted 9/01/2022 11:31 AM | concern on so many good GPS retiring (so as they should) not enough GP's and ever increasing patients needs within local communities |
| Screen Name Redacted 9/01/2022 11:31 AM | not very efficient |
| Screen Name Redacted 9/01/2022 11:34 AM | I am very worried we are going to lose our surgery. I know all the other surgeries are at bursting point and to relocate 7,000 patients when there is a perfectly good surgery in Neyland seems silly. I know it is very difficult to get appointments in the other surgeries already. |
| Screen Name Redacted 9/01/2022 11:32 AM | As above |
| Screen Name Redacted 9/01/2022 11:33 AM | hard to get an appointment, long waiting times |
| Screen Name Redacted 9/01/2022 11:34 AM | As above - it is very difficult to get an appointment! |
| Screen Name Redacted 9/01/2022 11:35 AM | They are important and needed. |
| Screen Name Redacted 9/01/2022 11:35 AM | on bus route there very earing and you see the same doctor or to every time makes you feel good |
| Screen Name Redacted 9/01/2022 11:36 AM | i think there should be a doctors surgery in johnston |

Screen Name Redacted

9/01/2022 11:36 AM

I m concerned that Neyland will be left without direct medical care other than the chemist shop that has a pharmacist on site. Appointments are difficult enough to get so the situation will only deteriorate

Screen Name Redacted

9/01/2022 11:36 AM

It appears that the Health Board is unable or unwilling to supply these.

Screen Name Redacted

9/01/2022 11:39 AM

It appears that Health Board is unable or unwilling to supply these.

Screen Name Redacted

9/01/2022 11:44 AM

I'm hugely concerned that we would be moved to an already over stretched surgery. Also some older more vulnerable residents may not have the means to travel out of their town

Screen Name Redacted

9/01/2022 11:46 AM

Pembroke Dock Surgery had long queues outside from 7.30am last winter and Haverfordwest and Milford are overloaded already and appointments hard to get for people in those areas

Screen Name Redacted

9/01/2022 11:48 AM

how all patients of neyland and johnston going to be allocated at other GP surgeries in other location as there GP surgeries are unable to accommodate their existing patients they have at time to phone in the morning yes do get through appointments full, so people putting pressure on a&e as people going there if not doctors appointment

Screen Name Redacted

9/01/2022 11:49 AM

we need our doctors surgery here in neyland

Screen Name Redacted

9/01/2022 11:48 AM

They are becoming harder and harder to access and trying to get an emergency appointment for a sick child/person could mean a trip to A&E if an appointment couldn't be obtained; putting pressure on an already busy Witybush A&E dept.

Screen Name Redacted

9/01/2022 11:49 AM

There seems to be a shortage which surprises me as the position offers a good salary

Screen Name Redacted

9/01/2022 11:51 AM

real concern for elderly neighbours + relatives not having local access also ease of accesship overloaded GPs my wife had cancer last year continue of care

Screen Name Redacted
9/01/2022 11:53 AM

That social is very important. I am a registered carer recently widowed who has no shops or anything for 3 miles. Plus I sometimes get confused. There is no way of detecting confusion with one off appointments and I have had brain bleeds. No regular checks

Screen Name Redacted
9/01/2022 11:53 AM

It is so important that we have a GP service and one that we are comfortable with

Screen Name Redacted
9/01/2022 11:54 AM

Would like to book an appointment in advance rather than having to ring on the same day

Screen Name Redacted
9/01/2022 11:55 AM

Not enough GPs for the local population. Difficulty getting appointments

Screen Name Redacted
9/01/2022 12:03 PM

That it is difficult to access a GP or other medical professional.

Screen Name Redacted
9/01/2022 12:07 PM

If I have a choice, I do not want to go to Argyle St P.Dock, a my family go there and are less than impressed with the service they receive. I have significant concerns about the provision of GP services in general due to the lack of success attracting and recruiting competent doctors to the county. Primary Care needs significant funding and crucial bolstering if it is to play it's part in the HDUHB plans for the new hospital and delivery of services fit for purpose in the future.

Screen Name Redacted
9/01/2022 12:07 PM

concerned about the adverse effect on elderly, disabled patients who rely on GP services locally

Screen Name Redacted
9/01/2022 12:09 PM

I am unable to understand this. The language, speech and behaviour issues could miss other more crucial issues.

Screen Name Redacted
9/01/2022 12:09 PM

not very efficient

Screen Name Redacted
9/01/2022 12:10 PM

as above

Screen Name Redacted

Very concerned.

9/01/2022 12:10 PM

Screen Name Redacted

as above. it is very difficult to get an appointment

9/01/2022 12:12 PM

Screen Name Redacted

I am concerned that I have been able to book appointments or sometimes not been able to get through to do so.

9/01/2022 12:12 PM

Screen Name Redacted

i am concerned that neyland will be left without direct medical care other than the chemist shop that has a pharmacy on site/ appointment's are difficult enough to get so the situation will only deteriorate.

9/01/2022 12:14 PM

Screen Name Redacted

The only surgery that I have ever heard positive things about and have had first hand experience of is Barlow House in Milford. I would be happy to attend there. All the surgeries are overstretched having to wait longer for appointments. The future is concerning.

9/01/2022 12:17 PM

Screen Name Redacted

service when can be accessed is brilliant. very caring drs

9/01/2022 12:18 PM

Screen Name Redacted

My main concern if the vacancy is not filled, & to be sent to another practice.

9/01/2022 12:18 PM

Screen Name Redacted

i want the surgery to remain in use!

9/01/2022 12:19 PM

Screen Name Redacted

That they close Neyland GO services.

9/01/2022 12:20 PM

Screen Name Redacted

it is very difficult to get to see a medical professional

9/01/2022 12:20 PM

Screen Name Redacted

None.

9/01/2022 12:21 PM

Screen Name Redacted

we need to be able to see a doctor when needed not wait

9/01/2022 12:21 PM

Screen Name Redacted

Very difficult to make an appointment. No communication. Staff under

9/01/2022 12:24 PM

a lot of pressure. Too many patients. needs more doctors.

Screen Name Redacted

9/01/2022 12:26 PM

It is adequate/ good. No concerns.

Screen Name Redacted

9/01/2022 12:27 PM

As I am elderly, I prefer to have local access to get medical treatment.

Screen Name Redacted

9/01/2022 12:29 PM

all concerns, not having rang continuous for a appointment and being told eventually no appointments even though its only 8.05am, having to ring by 8am

Screen Name Redacted

9/01/2022 12:30 PM

not many the loss of this surgery is will be a big loss

Screen Name Redacted

9/01/2022 12:32 PM

not many to register with in distance

Screen Name Redacted

9/01/2022 12:34 PM

it seems very difficult to speak to or see a dr/nurse at most of the other surgeries in the area. how will they cope with the extra workload?

Screen Name Redacted

9/01/2022 12:36 PM

It's unthinkable that a town the size of Neyland (plus surrounding villages) should be without a GP surgery! Unthinkable! Especially for older people and young families.

Screen Name Redacted

9/01/2022 12:37 PM

all the other practices are under pressure and already over subscribed so getting an appointment will be harder than ever. drs who are overworked may be more likely to make a mistake or not have time to get a full picture.

Screen Name Redacted

9/01/2022 12:37 PM

I am afraid that it is becoming more difficult to see a doctor or medical professional.

Screen Name Redacted

9/01/2022 12:37 PM

no better or worse than elsewhere

Screen Name Redacted

9/01/2022 12:39 PM

Since COVID one doesn't know where one stands?

Screen Name Redacted

9/01/2022 12:41 PM

At the moment it's very difficult to get an appointment to see a GP. If Neyland/ Johnston surgery are closed this will only increase pressure on local services!

Screen Name Redacted

9/01/2022 12:42 PM

Don't want surgery to close as have needed their services a long over the years.

Screen Name Redacted

9/01/2022 12:43 PM

Lost faith in their services during COVID.

Screen Name Redacted

9/01/2022 12:45 PM

LACK OF. Plus hospital services, waiting lists getting longer. Can't get seen by anyone anymore. Our health doesn't mean anything anymore. Work all our lives for what!

Screen Name Redacted

9/01/2022 12:55 PM

GP service locally essential

Screen Name Redacted

9/01/2022 01:00 PM

To much bureaucracy. Management being paid to tick boxes, no communications with patients. Doctors are amazing.

Screen Name Redacted

9/01/2022 01:01 PM

to many patients

Screen Name Redacted

9/01/2022 01:02 PM

That they might disappear and we might be forced to join a large medical practice where you never see the same Dr twice

Screen Name Redacted

9/01/2022 01:03 PM

All the other GPs are full, there's no room for us to go anywhere else easily

Screen Name Redacted

9/01/2022 01:04 PM

GP services should be as local as possible to the service user

Screen Name Redacted

9/01/2022 01:05 PM

How difficult it is to see a doctor and how more challenging that will be if the surgery closes and all patients have to relocate to already strained services

Screen Name Redacted

9/01/2022 01:06 PM

On the whole it is archaic. Compared to elsewhere in the country we are so far behind. We cannot lose this practice as we will suffer

hugely, especially with having children also. As if losing our paediatric unit in our local hospital wasn't enough. Shocking!!

Screen Name Redacted

9/01/2022 01:06 PM

We cannot lose our surgeries it means a lot to me at all times

Screen Name Redacted

9/01/2022 01:08 PM

It is very difficult to gain a GP appointments as it is without this surgery closing. Who will take us as patients when when the service is difficult enough

Screen Name Redacted

9/01/2022 01:09 PM

I am really concerned about the closing of my surgery in Johnston. We need this surgery to be open as cannot get to any other surgery as no transport

Screen Name Redacted

9/01/2022 01:11 PM

Have not once been able to get an appointment so my ongoing health issues have not been addressed!!

Screen Name Redacted

9/01/2022 01:11 PM

At my age time will come when I can no longer drive I live alone.

Screen Name Redacted

9/01/2022 01:15 PM

GP have done really well during covid 19 . We need to keep the surgery in Neyland. Neyland people deserve to have a surgery on there doorstep. Keep the surgery in NEYLAND PLEASE

Screen Name Redacted

9/01/2022 01:19 PM

There isn't enough GPs or services. I have concerns that you (Hywel Dda) are continuously reducing the services in this area so much so that I will not be able to easily access any care/medical services.

Screen Name Redacted

9/01/2022 01:22 PM

I have a chronic illness that requires continued monitoring + medication. Therefore if the facility were to be moved elsewhere it would make my life difficult in many ways.

Screen Name Redacted

9/01/2022 01:23 PM

Good

Screen Name Redacted

9/01/2022 01:27 PM

too many patients and not enough GPs

Screen Name Redacted

shouldn't be closing due to population of town

9/01/2022 01:28 PM

Screen Name Redacted

Towns getting bigger. Services not growing to demand.

9/01/2022 01:28 PM

Screen Name Redacted

shouldn't be closing due to population of town

9/01/2022 01:29 PM

Screen Name Redacted

no view but concerns about no ability to get help when needed

9/01/2022 01:31 PM

Screen Name Redacted

STILL WEEKS TO GET A ROUTINE APPOINTMENT. NOT ALWAYS HELPFUL, ANY TEST RESULTS ETC HAVING TO BE CHASED UP CONSTANTLY (NEYLAND)

9/01/2022 01:33 PM

Screen Name Redacted

if the surgery was to close then i think that it would overload other surgeries and therefor make getting an appointment would be longer than it is at the moment

9/01/2022 01:33 PM

Screen Name Redacted

There are long cues when you are trying to get an appointment to be seen, sometimes non availably for a week.

9/01/2022 01:34 PM

Screen Name Redacted

SINCE CORONOVIRUS:- you have to phone at 8am or thereabouts to get an appointment, if you are lucky. if not, you cant book for the next day?? why?? so sometimes it takes 2/3 days to get an appointment!! this is the only gripe i have of the system, but i dont want the surgeries, drs, nurses or any other staff changes to be made. (EXCEPT PLEASE GET US ANOTHER DR FOR DR TOBAN.) thank you!!

9/01/2022 01:39 PM

Screen Name Redacted

i have only been with neyland and johnston surgery for 2 years and i sued to live in milford haven when i moved i was out of the catchment area

9/01/2022 01:41 PM

Screen Name Redacted

NEYLAND AND JOHNSTON HAVE DELIVERED OUTSTANDING CARE THROUGHOUT MY TIME WITH THEM. I WISH THIS TO CONTINUE. EXTREMELY CONCERNED ABOUT BEING MOVED TO A DIFFERENT SURGERY- WAITING TIMES FOR CALLS TO BE ANSWERED ARE UP TO AN HOUR, SLOTS ARE FILLED UP QUICKLY FOR THAT DAY AND SO IF YOU TRY THE NEXT DAY, AND SO ON. I AM EXTREMELY WORRIED AND ANXIOUS ABOUT THIS SITUATION. I KNOW THE NUMBER OF PATIENTS IN OTHER

9/01/2022 01:41 PM

PRACTICES IS VERY HIGH AND DEMAND OUTWEIGHS THE NUMBER OF GP'S AVAILABLE SO IT IS IMPERATIVE THAT NEYLAND AND JOHNSTONSURGERY CONTINUES ITS SERVICE TO THE COMMUNITY.

Screen Name Redacted

9/01/2022 01:43 PM

it is increasingly taking longer for appointments (due probably to more houses being built and less infrastructure) and medication takes over a week to get

Screen Name Redacted

9/01/2022 01:43 PM

In my opinion they do an excellent job, but I think they are very over worked we all need a break at times especially health workers

Screen Name Redacted

9/01/2022 01:46 PM

my main concern is the fact that pembs is failing to attract new GPs and i wonder why this is happening

Screen Name Redacted

9/01/2022 01:48 PM

actual dr service i have experienced great, very patient centered but getting an appointment is hard and the pressue on GP services is huge and they just cannot meet the demands

Screen Name Redacted

9/01/2022 02:02 PM

Uncertain of meaning of question but if you refer to at present - adequate

Screen Name Redacted

9/01/2022 02:02 PM

NEYLAN SURGERY HAS BEEN EXCELLENT- CALLS ARE ANSWERED WITH A SHORT WAIT COMPARED TO OTHER SURGERIES I HAVE EXPERIENCED. DOCTORS HAVE BEEN ABLE TO CALL TO MY MOTHER HOUSE TO CHECK ON HER HEALTH AND MENTAL HEALTH ISSUES WITHIN A DAY. CERTAIN SURGERIES ARE NOT EVEN ANSWERING CALLS, SEEING PATIENTS WHICH HAS RESULTED IN PATIENTS GOING TO A+E. PATIENTS ARE GOING UNCHECKED WITH PORTENTIAL LIFE THREATENING CONDITIONS. THIS IS A CRISIS WHICH THE GOVERNEMNT NEEDS TO ADDRESS AS I DO APPRECIATE THE PHENOMENAL WORKLOAD THE NHS IS EXPERIENCING.

Screen Name Redacted

9/01/2022 02:03 PM

some attitudes of receptionists needs improving

Screen Name Redacted

9/01/2022 02:04 PM

BEEN GOING BACKWARD FOR THE LAST FEW YEARS (WOULD LIKE TO NO WHERE MY TAXES HAVE GONE?)

| | |
|--|--|
| Screen Name Redacted 9/01/2022 02:04 PM | Difficulty in getting appointments |
| Screen Name Redacted 9/01/2022 02:05 PM | can't get appointments |
| Screen Name Redacted 9/01/2022 02:15 PM | as an MS patient I need regular bloods + need to be easily seen at my surgery |
| Screen Name Redacted 9/01/2022 02:07 PM | At present satisfied with locality At present satisfied with GPs, nurses and clerical But deeply concerned with current changes e.g. travel/uncertainty |
| Screen Name Redacted 9/01/2022 02:11 PM | our pharmacy in neyland do a brilliant job getting prescriptions done quickly i know if we had GP in h'west there are delays in collecting prescriptions in other pharmacies |
| Screen Name Redacted 9/01/2022 02:12 PM | very busy can't get appointment |
| Screen Name Redacted 9/01/2022 02:13 PM | the surgery has been excellent over the pandemic |
| Screen Name Redacted 9/01/2022 02:13 PM | In particular my wife has on-going health problems and regularly need the support currently allowed to her by a doctor who understands her various health problems and how they interact with each other. She sometimes requires help quickly by a doctor she knows - NOT by a different doctor each time |
| Screen Name Redacted 9/01/2022 02:15 PM | difficult to get appointments to see GP |
| Screen Name Redacted 9/01/2022 02:20 PM | Locally all other practices are over stretched and to see a doctor is almost impossible. To add more pressure to these practices would see doctors leave this system. To help and encourage doctors to the area more needs to be done the trust is paying managers. Before long they will have nothing to manage |
| Screen Name Redacted 9/01/2022 02:20 PM | I am concerned that it is getting harder to make an appointment* and keep on putting off going to the Dr's with my problems. **"Todays appointments are now booked, call back tomorrow" |

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| Screen Name Redacted 9/01/2022 02:20 PM | my concerns - there won't be any |
| Screen Name Redacted 9/01/2022 02:23 PM | Since Covid, services from GPs is much harder to reach also the backlog of people needing and waiting for operation is at an all time high, putting more pressure on the NHS doctors have to treat these waiting patients |
| Screen Name Redacted 9/01/2022 02:24 PM | Slow and hard to get an appointment |
| Screen Name Redacted 9/01/2022 02:25 PM | MOST GP SURGERIES ARE FULL AND PEOPLE WAITING LONG TIME FOR APPOINTMENTS OR WAITING LONG TIME ON TELEPHONE TO MAKE APPOINTMENT. VERY MUCH A WORRY & UNSATISFACTORY. |
| Screen Name Redacted 9/01/2022 02:26 PM | I do not find this at all acceptable! |
| Screen Name Redacted 9/01/2022 02:26 PM | Doctors appointments don't seem to happen around here anymore! Wasting money on a WELSH QUESTIONNAIRE - SAVE THE PLANET |
| Screen Name Redacted 9/01/2022 02:27 PM | Are enough GPs being trained if why do GP's not want to provide a service locally? |
| Screen Name Redacted 9/01/2022 02:28 PM | poorer access i.e. longer waiting times greater travelling - time + cost. |
| Screen Name Redacted 9/01/2022 02:28 PM | services not so good since merger but absolutely necessary locally |
| Screen Name Redacted 9/01/2022 02:29 PM | Need improving |
| Screen Name Redacted 9/01/2022 02:29 PM | Poor access to appointments |

| | |
|--|---|
| Screen Name Redacted 9/01/2022 02:30 PM | Generally good |
| Screen Name Redacted 9/01/2022 02:31 PM | Think the doctors need to remain in Neyland. I have an elderly father with dementia and the service we receive is fantastic. Dread to think what will happen in October if no service in the area |
| Screen Name Redacted 9/01/2022 02:31 PM | We need local GP services |
| Screen Name Redacted 9/01/2022 02:33 PM | No access to GP services for routine healthcare and preventative medicine |
| Screen Name Redacted 9/01/2022 02:34 PM | I know doctors work hard but I think when you are ill you need to know there will somewhere to go and see a doctor not speak to a receptionist and stress about getting through and then stress about having to travel to see a doctor. |
| Screen Name Redacted 9/01/2022 02:34 PM | The GPs in our service have always been good to me and my late husband. PLEASE keep it going |
| Screen Name Redacted 9/01/2022 02:36 PM | Surgeries over subscribed and difficulty obtaining appointments for face to face if non urgent |
| Screen Name Redacted 9/01/2022 02:38 PM | If Neyland services goes it is concerning where we will have to travel + how well other services perform. Neyland services are very adequate at the moment. |
| Screen Name Redacted 9/01/2022 02:40 PM | There appears to be difficulty getting face to face appointments with most of the local GP surgeries |
| Screen Name Redacted 9/01/2022 02:42 PM | GENERALLY LACK OF GPs IN PEMBROKESHIRE MAYBE NEED TO PROVIDE MORE SPECIALIST SERVICES INSTEAD, LIKE PHYSIOTHERAPISTS/NURSES ETC. |
| Screen Name Redacted 9/01/2022 02:44 PM | concerned that the dr is now inaccessible to patients. avoiding the surgery. views are not reported to locals. media filled with scare stories |

Screen Name Redacted
9/01/2022 02:47 PM
neyland surgery has always provided excellent services and would appreciate services to be as near as possible

Screen Name Redacted
9/01/2022 02:49 PM
they have been awful in this area, a disgrace! the service needs a total overhaul. desk service impossible.

Screen Name Redacted
9/01/2022 02:54 PM
MY DAUGHTERS ARE ALSO MY CARERS. I WOULD LIKE THE AVAILABILITY TO SEE MY GP WHEN I NEED TO AS DUE TO MY CANCER I CANNOT WAIT TO SEE AT A LATER DATE.

Screen Name Redacted
9/01/2022 02:58 PM
CANNOT AFFORD TO LOSE 2ND SURGERY

Screen Name Redacted
9/01/2022 03:04 PM
Losing it! Not having a practice in Neyland close without need to travel etc. We have a large elderly population and low income families without cars etc.

Screen Name Redacted
9/01/2022 03:04 PM
We need more GPs.

Screen Name Redacted
9/01/2022 03:09 PM
I am concerned that its hard to get an appointment in Johnston and hard to get blood tests also! Johnston is a growing community and its (I think) crucial, we need our local doctors!!

Screen Name Redacted
9/01/2022 03:11 PM
VERY DIFICULT TO GET APOINTMENTS AT ANYTIME.

Screen Name Redacted
9/01/2022 03:16 PM
As above, because we cannot attract medical staff to this area wether hospital based or surgery. Surgeries are being run down as existing GPs move away or retire.

Screen Name Redacted
9/01/2022 03:20 PM
UP TILL NOW WAS HAPPY, NOW CONCERNED AS TO WHETHER GETTING APPOINTMENTS WILL BECOME VERY DIFFICULT DUE TO OVER DEMAND ON THE NEW GP CENTRE

Screen Name Redacted
9/01/2022 03:22 PM
CONCERNS OVER ACCESS TO DOCTORS DUE TO DEMAND

| | |
|--|--|
| Screen Name Redacted 9/01/2022 03:23 PM | Prefer face to face consultation. |
| Screen Name Redacted 9/01/2022 03:30 PM | VERY CONCERNED! |
| Screen Name Redacted 9/01/2022 03:31 PM | Very good as Johnston is a huge community + needs access to local GP services as it is at present |
| Screen Name Redacted 9/01/2022 03:32 PM | up until the covid they were of a really good standard. however since the anonymous system of a first come phone call is non sense. |
| Screen Name Redacted 9/01/2022 03:32 PM | MY CONCERN IS THAT DUE TO BEING PARTIALLY BLIND AND LIVING ALONE. I WILL NOT BE ABLE TO TRAVEL LONG DISTANCES |
| Screen Name Redacted 9/01/2022 03:34 PM | they are essential |
| Screen Name Redacted 9/01/2022 03:37 PM | extremely concerning as this is a basis for the health and wellbeing of old and young in this area!!! without this service withybusch will be overrun, the suicide rate will increase and the cost to the welsh government will be astronomical!!! new drs should be trained as a major priority!!!! |
| Screen Name Redacted 9/01/2022 03:39 PM | it would be nice to get in to see GP when you phone but it always takes weeks to get an appointment. local people are pissed off!! something needs to be done! |
| Screen Name Redacted 9/01/2022 03:40 PM | I was happy in Neyland Surgery and would hope that my access to a doctor remains within the capability of a person my age |
| Screen Name Redacted 9/01/2022 03:40 PM | phone queing for an hour to make an appointment.to speak to a GP and then being told it is not possible. have to do the same on the following day! |
| Screen Name Redacted 9/01/2022 03:41 PM | Money spent on management - its top heavy |

| | |
|--|--|
| Screen Name Redacted 9/01/2022 03:41 PM | Very worried. |
| Screen Name Redacted 9/01/2022 03:42 PM | No concerns at current level |
| Screen Name Redacted 9/01/2022 03:42 PM | lack of face to face consultations |
| Screen Name Redacted 9/01/2022 03:43 PM | all local health care is being moved from local area, GPs, hospital, A&E and no dental treatment |
| Screen Name Redacted 9/01/2022 03:44 PM | Slowly they are being taken away from us. Goodwick Surgery closed, Neyland soon to close, Withybush to be downgraded |
| Screen Name Redacted 9/01/2022 03:45 PM | Very difficult to get past the receptionists |
| Screen Name Redacted 9/01/2022 03:47 PM | i am concerned about not being able to get an appointment in the future if moved to a busier surgery |
| Screen Name Redacted 9/01/2022 03:48 PM | worried GP services will not be the same |
| Screen Name Redacted 9/01/2022 03:48 PM | Up to present they have been good and have found when needing services that I can access them easily. To lose this would be a massive problem especially if losing Dr Phillips |
| Screen Name Redacted 9/01/2022 03:49 PM | lack of access to appointments / difficulty in contacting by telephone to make appointments |
| Screen Name Redacted 9/01/2022 03:51 PM | I WAS BORN + RAISED IN NEYLAND. HAVING ACCES TO A SURGERY HAS ALWAYS BEEN AVAILABLE, AND AS A LONG TERM RESIDENT OF THE TOWN I AM FRANKLYAPPALLED THAT OUR BASIC FACILITIES ARE BEING TAKEN AWAY FROM US, LITTLE BY LITTLE. AND YET WE HAVE MORE PEOPLE LIVING HERE THAN EVER. I AM GENUINELY CONCERNED THAT PEOPLE WIL SIMPLY FOREGO VISITING THE GP IF THEY NEED TO GO ELSEWHERE, RESULTING IN A SEVERE DETRIMENT TO RESIDENTS HEALTH. |

Screen Name Redacted

9/01/2022 03:51 PM

The services are vastly overstretched and the shortfall of properly trained doctors and nurses is putting us at risk

Screen Name Redacted

9/01/2022 03:52 PM

So I don't need to go anywhere else

Screen Name Redacted

9/01/2022 03:54 PM

As everywhere - not enough GPs for the local population

Screen Name Redacted

9/01/2022 03:58 PM

Face to face appointments limited Contact by phone challenging in morning - recently registered 100 calls before getting through Need to keep calling for an appointment daily if full - luck rather than planning Recently had to go to A&E because issue had escalated and unable to get doctor appointment

Screen Name Redacted

9/01/2022 03:59 PM

Yes- concerns of access or course. Neyland pharmacy is the brightest shining light we have at present.

Screen Name Redacted

9/01/2022 04:02 PM

I feel other surgeries are already bursting at the brim and struggling with the amount of patients. It is a huge concern to imagine having poorly children and not being able to see a Dr

Screen Name Redacted

9/01/2022 04:03 PM

I am very concerned that this is happening and think that everything possible must be done to keep this practice, other practices are bursting at the seams and appointments waiting times are ridiculous.

Screen Name Redacted

9/01/2022 04:03 PM

I worry about the future services as I have been well served and treated by the ones I have now

Screen Name Redacted

9/01/2022 04:04 PM

That they be concerned and caring!

Screen Name Redacted

9/01/2022 04:05 PM

It is very concerning that we won't have a doctor locally if myself or elder family members should get ill

Screen Name Redacted

9/01/2022 04:08 PM

I am extremely hard of hearing and need to lip read so need face to face appointments. I have a lot of problems using a telephone, up to now Neyland and Johnston GP services have been ok but I worry about the future after October

Screen Name Redacted

9/01/2022 04:08 PM

I appreciate the problem Hywel Dda has - and I have grave concerns. Neyland surgery has been tremendous + while I appreciate the GPs reasons- it is now a tragic, serious situation.

Screen Name Redacted

9/01/2022 04:11 PM

One has to go back to changes years ago promises of improvements eg computers but its made it worse, as proof, todays mess of the NHS and elsewhere. As for today's system one MUST BE ONE ON ONE to talk and see a Dr

Screen Name Redacted

9/01/2022 04:14 PM

GP surgeries seems to be swamped with having to make home calls (telephone) surgery visits should be resumed asap and pharmacy ease the load of prescriptions. Nurse practitioners should make more phone calls and assess visits or appointments when needed

Screen Name Redacted

9/01/2022 04:15 PM

We are in need of more doctors in Neyland

Screen Name Redacted

9/01/2022 04:17 PM

would miss the Johnston surgery as it is in walking distance of my home

Screen Name Redacted

9/01/2022 06:58 PM

Difficult to see a GP when required

Screen Name Redacted

9/01/2022 07:23 PM

Very hard to get to see a Doctor about anything. Unable or very hard to make appointments for a few days time. Very hard to get appointments on same day. You phone up at 8am and its closed, then try at 1 minute passed 8am and you are in a queue or you can't get through.

Screen Name Redacted

9/02/2022 08:20 AM

Have been waiting to access a G.P. locally and appts are limited- think this will get more difficult if Neyland closes.

Screen Name Redacted

9/02/2022 08:27 AM

Access to appts really difficult- you have to ring daily if 'full'- feels like a lottery. Doctors are excellent when you do get to speak to one. Recently had to take my son to A+E in Carmarthen because issue had escalated due to npot able to get a docs appt over 3 days!

Screen Name Redacted

Neyland needs a fully staffed doctors surgery.

9/02/2022 08:29 AM

Screen Name Redacted

9/02/2022 08:33 AM

I DO WORRY IF NEYLAND SURGERY CLOSED IT WOULD BE MUCH HARDER TO ACCESS THESE SERVICES ALL SURGERIES IN PEMBROKESHIRE ARE FULL DUE TO A GROWING POPULATION AND THE CHANCES OF GETTING A GP APPOINTMENT ARE PRACTICALLY NON EXISTENT

Screen Name Redacted

9/02/2022 08:48 AM

IT IS CONCERNING THAT THE UK G.P. SERVICES CANNOT ATTRACT YOUNGER OR MORE RECENTLY TRAINED G.P.S. IT IS HARD TO SEE A G.P. WITH A SURGERY IN THE TOWN IT FEELS AS THOUGH IT WOULD BE VERY DIFFICULT IF THE SERVICE WAS ELSEWHERE

Screen Name Redacted

9/02/2022 08:50 AM

This is an integral of the locale and every effort should be made to maintain the status quo

Screen Name Redacted

9/02/2022 08:52 AM

It's difficult enough as it is without another one closely. To get appointments.

Screen Name Redacted

9/02/2022 08:54 AM

To little surgeries for size of Pembrokeshire

Screen Name Redacted

9/02/2022 08:57 AM

Never easy to see a doctor, can wait up to a week or so for an appointment. If everyone moves out of Neyland for a GP, puts new pressure on existing area and GP's - problem not solved just moved.

Screen Name Redacted

9/02/2022 09:03 AM

MY MAIN CONCERN FOR THE RESIDENTS OF NEYLAND + JOHNSTON IS THAT HYWEL DDA HEALTH BOARD HAVE ASKED OUR OPINION BECAUSE THEY ARE NOT CAPABLE OF SORTING OUT THE PROBLEM AND I CAN SEE THAT IN THE FUTURE PEOPLE WILL PROBABLY DIE BECAUSE THEY WILL THINK THAT WE DO NOT HAVE DOCTORS WHO CAN HELP US. WHAT HAVE WE COME TO?

Screen Name Redacted

9/02/2022 09:04 AM

VERY DIFFICULT TO MAKE APPOINTMENTS AND SEE DOCTOR. RINGING AT 8 O'CLOCK IS STUPID.

Screen Name Redacted

9/02/2022 09:05 AM

Good service locally in Neyland

| | |
|--|--|
| Screen Name Redacted 9/02/2022 09:07 AM | I have autism + health problems, it is important for me to see a GP locally when needed. |
| Screen Name Redacted 9/02/2022 09:11 AM | WHEN YOU TRY TO SEE YOUR DOCTOR FOR ANY REASON ITS POOR WHEN YOU CALL TO MAKE APPOINTMENT |
| Screen Name Redacted 9/02/2022 09:15 AM | THE SERVICE IS EXCELLENT - IN PARTICULAR THE RECEPTION ARE HELPFUL AND FRIENDLY NURSING SERVICES +CLINICS EXCELLENT ALL TOGETHER A VERY HIGH STANDARD OF CARE AND SUPPORT |
| Screen Name Redacted 9/02/2022 09:16 AM | None Very happy with staff and doctors all very helpful |
| Screen Name Redacted 9/02/2022 09:18 AM | I HAVE ONLY SEEN A DOCTOR ONCE IN 2 YEARS WOULD LOVE TO BE ABLE TO SEE A DOCTOR |
| Screen Name Redacted 9/02/2022 09:22 AM | All health services in Pembrokeshire deteriorated. No ambulances when needed, A+E blocked, reduced beds and so what do you expect. The health board and Welsh Assembly only want to concentrate on Carmarthen (Glangwili) which is not fit for purpose and all this has massive impact on Primary Care. You do not take in the views of Pembrokeshire residents. |
| Screen Name Redacted 9/02/2022 09:27 AM | 1. Very concerned about 8am lottery to talk to a doctor 2. Very concerned + annoyed that following a consultation I' discussing my blood tests, scans et. with a receptionist, who is making decisions without offering a further conversation with a doctor! |
| Screen Name Redacted 9/02/2022 10:18 AM | I am concerned that the service from October will not be as good as it is now and this is the second time we have had service provision issues with this surgery. |
| Screen Name Redacted 9/02/2022 10:21 AM | fortunately i am in pretty good health and have not had to use the services in neyland for some time except for prescriptions |
| Screen Name Redacted 9/02/2022 10:24 AM | where would we go? where would we be allocated!?! surgeries are already under enough strain with patients they already have! KEEP NEYLAND SURGERY. |

| | |
|--|---|
| Screen Name Redacted 9/02/2022 10:24 AM | dwindling service, almost impossible to get an appointment with a human GP |
| Screen Name Redacted 9/02/2022 10:25 AM | none |
| Screen Name Redacted 9/02/2022 10:25 AM | Many concerns about our declining GP services, its worrisome that no GPs can be found to take over the practice this will have a direct impact on other GP practices that have to take on more patients in an already stretched service. I feel this is a secondary impact of DR+GP not choosing Pembrokeshire because of the downgrading of services in Withybush General Hospital. The services of health care in Pembrokeshire are dire and very concerning |
| Screen Name Redacted 9/02/2022 10:30 AM | Very concerned that not enough is being done to sustain local provision. The health board has failed to manage this and many other services effectively. |
| Screen Name Redacted 9/02/2022 10:30 AM | my primary concern is for all health services, without being able to see someone face to face ever, its not easy for patients to explain their situation, or to feel heard. s someone with mental health issues, i find face to face much more reassuring then a phone call. another huge concern is calling up at 8am and already all appointments are taken - why? and how are people supposed to ever receive help? why? also when i was recently asked about a psych assessment, i was handed a leaflet on self care? how is that appropriate?! |
| Screen Name Redacted 9/02/2022 10:31 AM | I WOULD LIKE TO HAVE ACCESS TO A GP IN OUR NEYLAND SURGERY |
| Screen Name Redacted 9/02/2022 10:32 AM | very hard to get an appointment. get through on the morning to make a telephone appointment. the system is overwhelmed. |
| Screen Name Redacted 9/02/2022 10:34 AM | VERY GOOD SERVICE FROM NEYLAND SURGERY. DRS HAVE GONE ABOVE AND BEYOND FOR PATIENTS. IF WE LOSE OUR SURGERY, MANY PEOPLE WILL NOT BE ABLE TO ACCESS ANY SERVICES EITHER FINANCIALLY OR THROUGH ILL HEALTH. HYWEL DDA NEEDS TO UP ITS GAME!!! |

Screen Name Redacted
9/02/2022 10:36 AM
i havent seen my dr in nearly 2 years. i am not advised of results of blood tests, it is very difficult to talk to a dr. we have suffered reduction of services gradually and have already suffered change pf provider. not good enough!

Screen Name Redacted
9/02/2022 10:36 AM
y concern is about losing the practice, it is so vital to the area we live in my vulnerable daughter depends on it massively as do all my family.

Screen Name Redacted
9/02/2022 10:37 AM
i hope more dr about gp services locally and convience to see a dr

Screen Name Redacted
9/02/2022 10:37 AM
HAVING A LOCAL SERVICE WOULD BE BETTER FOR ME

Screen Name Redacted
9/02/2022 10:38 AM
would like to be able to see a doctor occasionally

Screen Name Redacted
9/02/2022 10:39 AM
im concerns that about GP services in my locally what happens and how to depernent

Screen Name Redacted
9/02/2022 10:42 AM
HYPOCRATIC OATH NO LONGER STANDS. HYPOCRACY HAS TAKEN OVER.

Screen Name Redacted
9/02/2022 10:49 AM
i am worried because i need a local surgery so i know who the doctors are

Screen Name Redacted
9/02/2022 10:49 AM
EXTREMLEY CONCERNED ABOUT THE LACK OF DOCTORS IN THE AREA. NOT BEING ABLE TO EVEN CONTACT A LOCAL GP BY PHONE

Screen Name Redacted
9/02/2022 10:50 AM
lack of services that are accessible + available. Difficulty getting appointments

Screen Name Redacted
9/02/2022 10:51 AM
longer waiting times - especially for children and elderly. more stress on doctors and nurses too, not fair with services being constantly cut in PEMBROKESHIRE!

Screen Name Redacted
That there wont be any appointment times

9/02/2022 10:51 AM

Screen Name Redacted

9/02/2022 10:54 AM

The time in getting an appointment + now lack of services Access for people without transport People will be putting off going to surgery + therefore not being diagnosed and becoming seriously ill more strain on the NHS

Screen Name Redacted

9/02/2022 10:58 AM

we never see the same doctor even over a short period, therefor they dont know your history you start at the beginning at each visit

Screen Name Redacted

9/02/2022 11:00 AM

closing the surgery will only make the already overworked surgeries worse. we are not receiving the services we deserve. make appointments easier to obtain

Screen Name Redacted

9/02/2022 11:00 AM

very sparse services

Screen Name Redacted

9/02/2022 11:01 AM

keep st clements in use

Screen Name Redacted

9/02/2022 11:01 AM

VERY CONCENRED

Screen Name Redacted

9/02/2022 11:09 AM

There is the obvious gripe about getting appointments

Screen Name Redacted

9/02/2022 11:02 AM

none

Screen Name Redacted

9/02/2022 11:04 AM

The GP services has suffered since the pandemic and don't feel we are being looked after properly. I think something needs to be done to get us back to a level we were at before

Screen Name Redacted

9/02/2022 11:08 AM

Bitterly upset, being able to have a relationship with the practice, and speak to a known doctor. Practice seem to have no records or past history. Been better just lately, awful before.

Screen Name Redacted

9/02/2022 11:10 AM

Never had this problem before in all the years living in Neyland

Screen Name Redacted

9/02/2022 11:16 AM

G.P.SERVICES, IF YOU CAN CALL THEM A SERVICE, ARE TRULY APPALING TO HAVE TO PHONE AT 8 AM TO TRY TO GET A PHONE APPOINTMENT IS RIDICULOUS. THEN IF YOU ARE LUCKY ENOUGH TO GET A CALL BACK AND MISS THE CALL YOU'VE MISSED YOUR CHANCE. WE NEED TO BE ABLE TO ARRANGE APPTS FOR FACE TO FACE CONSULTATIONS - NOT HAVE BARRIERS PUT IN PLACE

Screen Name Redacted

9/02/2022 02:03 PM

I have concerns about actually getting through to the practice and securing an appointment. Telephone lines are always busy and it takes a few days before you are lucky enough to ring and secure an appointment. I would only ring the GP as a very last resort as I know how pressured they are.

Screen Name Redacted

9/02/2022 02:29 PM

Too many people to access services (GP) but not enough GPs to see the volume of patients.

Screen Name Redacted

9/02/2022 02:33 PM

Not enough GPs to see the volume of patients in local areas, putting an increased pressure on our emergency department.

Screen Name Redacted

9/02/2022 02:37 PM

Cost New Dr Not getting the service

Screen Name Redacted

9/02/2022 02:41 PM

This free for all phone call at 8am is really distressing and i have never been given an appointment this way. i have had to phone late in the day and beg for an appointment.

Screen Name Redacted

9/02/2022 02:45 PM

Pembroke Dock is a shamble !! (my aunt is there). Not sure about Milford Haven. *NEYLAND NEEDS A SURGERY*

Screen Name Redacted

9/02/2022 02:48 PM

Please be kept in our town locally. Thanks you.

Screen Name Redacted

9/02/2022 02:52 PM

Not being able to see a Dr face to face. Trouble getting through to Doctors surgery or not being able to pre book appt.

Screen Name Redacted

9/02/2022 02:54 PM

Lack of appointments which are not emergencies.

Screen Name Redacted

Phoning at 8am to get Gp appointment and waiting in queue is very

9/02/2022 03:08 PM

stressful and not good for stroke and heart attack patients (like me).
Could consultation be arranged some other ways? I am very deaf, could we use text messaging to arrange appointments. Deaf so phone consultations are no use for me, i need face to face appts.

Screen Name Redacted

Now or previous?

9/02/2022 03:10 PM

Screen Name Redacted

We have a growing population. most people moving into the area are older which is putting pressure on the services.

9/02/2022 03:29 PM

Screen Name Redacted

I think we should have a gp surgery locally. Its very worrying if you're poorly and do not know where you are going. Also, you get used to seeing the same gp.

9/02/2022 03:33 PM

Screen Name Redacted

Locally and nationally, GP practices are in decline. Services will only improve when investment into medical training in the UK and recruitment by financial incentives are adopted by the Tory government. Locally, it is very concerning.

9/02/2022 03:40 PM

Screen Name Redacted

You cant get appointments so if you had coroner you would probably die.

9/02/2022 03:43 PM

Screen Name Redacted

What GP services? The whole thing is a joke.

9/02/2022 03:47 PM

Screen Name Redacted

What GP Services??

9/02/2022 03:50 PM

Screen Name Redacted

I have always been satisfied with GP services.

9/02/2022 04:00 PM

Screen Name Redacted

I am extremely concerned . Both Johnston and Neyland are relatively large settlements, deserve their own GP service.

9/02/2022 04:05 PM

Screen Name Redacted

At the moment they are useless. Being diagnosed over the telephone is a joke!!

9/02/2022 04:12 PM

Screen Name Redacted

The system is collapsing and my concern is moving to another

9/02/2022 04:15 PM

surgery would put more pressure on that practice.

Screen Name Redacted

9/02/2022 04:21 PM

I am very anxious at the prospect of not having access to a GP. My husband and I very rarely need to see a GP but would not like to feel that we couldn't see one if we needed to. And what about repeat prescriptions?

Screen Name Redacted

9/02/2022 04:24 PM

I have not yet ever been able to get a Doctor's appointment. As always gone by the time I get through!

Screen Name Redacted

9/02/2022 04:26 PM

It is difficult now to have a face to face appointment as it is, I dread to think what it would be like if we were to lose St Clements Surgery.

Screen Name Redacted

9/02/2022 04:30 PM

Not being able to access them when needed and being able to keep them local is very important.

Screen Name Redacted

9/02/2022 04:33 PM

Worried about the surgery closing. It has been hard during Covid and we do so need our surgery either in Neyland or Johnston.

Screen Name Redacted

9/02/2022 04:37 PM

We have been well served with our surgery and doctors. Just dread what the future would be like. Please keep Neyland surgery as it is - just fight for more doctors.

Screen Name Redacted

9/02/2022 04:44 PM

I personally would find it difficult having to travel to another town for a GP appointment. I am a main carer for an elderly disabled person. I do not have a lot of time to access appointments before being required to get back home asap.

Screen Name Redacted

9/02/2022 04:46 PM

Good.

Screen Name Redacted

9/02/2022 04:49 PM

My health was repeatedly put at risk by the administration of Argyle Street Medical Group and I have an extremely strong preference for continuity of existing provision.

Screen Name Redacted

9/03/2022 04:19 PM

My concern looking at the bigger picture and what's going on within the Health Service in Wales and a feeling of being abandoned by NHS as more GPs walk away from this service

Screen Name Redacted

9/06/2022 11:25 AM

I strongly believe that Johnston and Neyland surgeries are run much more efficiently than other surgeries in this area. Such a sad loss for all registered at this practice.

Screen Name Redacted

9/06/2022 11:39 AM

Difficult in getting an appointment because of staff vetting and being fobbed off. Always told doctors not available and when you do day and bring an ailment to nursing staff, you are told that a doctor need to be consulted. Telephone appts are wasteful.

Screen Name Redacted

9/06/2022 11:47 AM

Appointments are harder to get. Face to face appointments are limited and concerns for GPs burning out due to the volume of patients needing to be seen. Lack of funding for GP services due to cuts in frontline services.

Screen Name Redacted

9/06/2022 11:52 AM

The current provision has been excellent. If the surgery is closed, please mothball it so that it can be re-opened in the future, as happened a few years ago.

Screen Name Redacted

9/06/2022 11:54 AM

Difficulty in accessing care.

Screen Name Redacted

9/06/2022 11:56 AM

The concern is the amount of patients at surgery.

Screen Name Redacted

9/06/2022 11:59 AM

The concern is the amount of patients at the surgery

Screen Name Redacted

9/06/2022 12:01 PM

The amount of patients at the surgery is a concern.

Screen Name Redacted

9/06/2022 12:03 PM

Inadequate facilities and appointments are hard to arrange.

Screen Name Redacted

9/06/2022 01:07 PM

Difficulty in accessing care.

Screen Name Redacted

9/06/2022 01:13 PM

Disappearing because of the attitude of HDUHB. No one want to work for a HB that continues to downgrade services. Does not have the interest of patients and ignores the wishes of locals and sets its own agenda of super hospital accessible to only those who can afford to

get there.

Screen Name Redacted

9/06/2022 01:16 PM

That after October, we will have no local surgery or doctors

Screen Name Redacted

9/06/2022 01:22 PM

Neyland is a large community and requires a surgery to be able to service the needs of the community. Appointments are hard to get and too often being referred to a pharmacist. Pembrokeshire is slowly losing too many NHS facilities - unacceptable.

Screen Name Redacted

9/06/2022 01:27 PM

Neyland needs to have access to local doctors. The transport system doesn't allow for waiting times @ doctor's surgeries and could result issues getting back home if evening appointment was given.

Screen Name Redacted

9/06/2022 01:29 PM

None

Screen Name Redacted

9/06/2022 01:31 PM

Unable to get appointments + possibility of no surgery. Neyland is in need of a surgery.

Screen Name Redacted

9/06/2022 01:34 PM

1. See DRs more 2. We need Drs in our community.

Screen Name Redacted

9/06/2022 01:41 PM

We have been lucky enough to have the doctors surgery in Johnston and the high level of service that we have received over the years. I worry that if the surgery closes in Johnston it may have a detrimental effect on my health and others within Johnston.

Screen Name Redacted

9/06/2022 01:51 PM

It has been very challenging not being able to see a GP face to face. Appointments are not readily available. I am concerned that I am going to be left without a GP + also that there will be no arrangement with the local chemist for prescriptions. If there is no GP services, would the community be able to sustain a pharmacy? Overall GP services in Hywel Dda Health Board have been poorly managed over time.

Screen Name Redacted

9/06/2022 01:54 PM

Neyland needs a fully staffed doctors surgery!

Screen Name Redacted

Been very good then that's if you use them properly.

9/06/2022 01:57 PM

Screen Name Redacted

9/06/2022 02:01 PM

If its gone completely, i'm on medication what would happen if there's no doctors.

Screen Name Redacted

9/06/2022 02:05 PM

Just concerned that there will be no local surgery.

Screen Name Redacted

9/06/2022 02:07 PM

We need local GP services rather than go to A+E

Screen Name Redacted

9/06/2022 02:14 PM

How will any other person beside myself manage. I've been 10 years living on my own since my husband died of cancer in 2013. It's not easy, my diabetes is not good and i am waiting results for the X rays to come back as i fell in the garden six weeks ago, my doctor seems to think that i've seriously had a trauma to my back.

Screen Name Redacted

9/06/2022 02:18 PM

I am concerned that if this practice closes, wherever we are moved to will be overwhelmed.

Screen Name Redacted

9/06/2022 02:23 PM

What about people who don't drive. They will have to pay to travel or not bother and their health get worse. If we do not have a surgery it will be a disgrace.

Screen Name Redacted

9/06/2022 02:52 PM

I could write an essay! so difficult trying to get an appointment at the best of times. I cannot imagine what it's going to be like going forward- the end of the NHS i guess.

Screen Name Redacted

9/06/2022 02:57 PM

Service has been quite good, including remote consultation via smartphone. Prescription service also good. Other local GP surgeries are reportedly full and hardly able to cope.

Screen Name Redacted

9/06/2022 03:29 PM

NHS in Wales is a joke! you cannot get in to see a Dr and it's a 10 hrs wait in A+E. A much needed shake up is in order, people with serious illness are being missed by not being able to access services.

Screen Name Redacted

9/06/2022 03:39 PM

We travel to Neyland for appointment at present which is fine but having a GP in the village is what drawn us to moving to Johnston originally. Having a local GP which can be accessed easily is essential for all in the village.

| | |
|--|--|
| Screen Name Redacted 9/06/2022 03:42 PM | I think everybody should be able to see a GP locally. Not everybody can travel like i can. |
| Screen Name Redacted 9/06/2022 03:45 PM | Neyland and Johnston surgery must not close. |
| Screen Name Redacted 9/06/2022 03:48 PM | At the moment they are useless, being diagnosed over the telephone is a joke. |
| Screen Name Redacted 9/06/2022 03:50 PM | None |
| Screen Name Redacted 9/06/2022 03:54 PM | As we have come to rely on a very local service, it will be something that will be greatly missed. |
| Screen Name Redacted 9/06/2022 03:57 PM | That they aren't sustainable. |
| Screen Name Redacted 9/07/2022 11:07 AM | The fact that it may not be local anymore. |
| Screen Name Redacted 9/07/2022 11:10 AM | Can never get to see a GP only phone call. |
| Screen Name Redacted 9/07/2022 11:14 AM | Very good. As Johnston is a large community and needs access to local GP surgery. At it is at present. |
| Screen Name Redacted 9/07/2022 11:20 AM | We've been served by the same brilliant doctors here and the chemist Jan David and the Edwards family before him, were very good. It will be a sad day when the surgery closes. |
| Screen Name Redacted 9/07/2022 11:23 AM | I have no concerns at Neyland up till now. |
| Screen Name Redacted 9/07/2022 11:27 AM | They are already overstretched and getting an appointment is already near impossible in our local surgery. To fob the current patients on another practice would impact the service even more. God help those who cannot drive. The buses are few and far between. |

Screen Name Redacted

9/07/2022 11:29 AM

Able to make appointments.

Screen Name Redacted

9/07/2022 11:31 AM

Not able to make appointments.

Screen Name Redacted

9/07/2022 11:36 AM

The service is quite bad, as it's hard enough trying to get through to a surgery without getting an appointment, and most of the time it's for a telephone appointment. Its quite difficult explaining symptoms over the telephone when sometimes you need to see a doctor face to face.

Screen Name Redacted

9/07/2022 11:44 AM

Neyland needs to have access to local doctors. The transport system does not allow for waiting times at doctor's surgeries and could result in issues getting back home if evening appointment was given.

Screen Name Redacted

9/07/2022 11:47 AM

I've not been able to make appointments. Can't get through most of the time i go to A+E and even they say have you seen your GP. I replied saying can't get appointment, (yeah issue of appointment)

Screen Name Redacted

9/07/2022 11:50 AM

I have no complaints.

Screen Name Redacted

9/07/2022 11:54 AM

My wife don't drive and the bus service is hit and miss, so she would need local because i'm only driver and spend long time on road.

Screen Name Redacted

9/07/2022 11:58 AM

This is a very sorry state after having two surgeries fairly near. Hopefully we can have one in Neyland.

Screen Name Redacted

9/07/2022 12:01 PM

I think it's disgraceful that these services are going and the health board does nothing about it.

Screen Name Redacted

9/07/2022 12:03 PM

What happens when you're not well?

Screen Name Redacted

9/07/2022 12:07 PM

If you can get to see a doctor it is okay. But you cannot get an appointment and doing it online is hopeless.

Screen Name Redacted

9/07/2022 12:09 PM

None.

Screen Name Redacted

9/07/2022 12:13 PM

Easily accessible-supports Neyland chemist. Personal service. Easy to get appointment/advice.

Screen Name Redacted

9/07/2022 06:04 PM

They are overwhelmed with the number of patients with an ever decreasing number of GPs

Screen Name Redacted

9/08/2022 10:07 AM

Poor access, difficult to get appointments, particularly in person.

Screen Name Redacted

9/08/2022 10:18 AM

During Covid it was virtually impossible to get an appointment. I do not believe this was the fault of the doctors but overstretched receptionists protecting the surgery. Our local Pharmacy were brilliant-they should be financially recompensed.

Screen Name Redacted

9/08/2022 10:20 AM

With young children it is critical to have these facilities available.

Screen Name Redacted

9/08/2022 10:26 AM

To be honest GPs in Pembrokeshire aren't the level of what you get elsewhere within the country. We have had great care from Neyland and Johnston GP surgery, it would cause huge problems to lose this service to a large number of people. Where on earth would we move to? All other surgeries are over saturated already!

Screen Name Redacted

9/08/2022 10:28 AM

Harder to see and talk to a DR.

Screen Name Redacted

9/08/2022 10:57 AM

I worry that if Neyland and Johnston surgery closes, patients will be added to existing practices further away that are already themselves stretched to their limits. This will make it even more difficult to access advice and treatment. Currently the interaction between our GP surgery and local pharmacy is excellent and we are provided with a great service. I suspect that this will be compromised if we are forced to join a "super-surgery"

Screen Name Redacted

9/08/2022 11:00 AM

All surgeries seem to be already very busy and over subscribed. It's a shame the health board is unable to attract more doctors to the area.

Screen Name Redacted

9/08/2022 11:03 AM

Neyland and Johnston are growing in population so we do need a GP in either village.

Screen Name Redacted

9/08/2022 11:14 AM

I feel other surgeries are already full to capacity, people constantly struggle to get DRs appointments as it is. With such a huge population in Neyland +Johnston where would we all go? Such a worrying time for everyone for basic needs, what next closing pharmacy?

Screen Name Redacted

9/08/2022 11:22 AM

Concern i have is that GP surgeries in Pembrokeshire are declining, not attracting younger GP to the area to continue services impacting on the smaller and more rural GP practices closing or amalgamating with bigger practices, putting more pressure on them and this will have a direct impact on providing a good service to the population of Pembrokeshire. I have many concerns about the health care in Pembrokeshire, i also have concerns that i will have to access my GP in a already stressed and overworked...

Screen Name Redacted

9/08/2022 11:27 AM

Covid has been used as an excuse. More streamlined services are required and strong leadership. Service delivery manager level.

Screen Name Redacted

9/08/2022 11:30 AM

Distance to go and see a doctor.

Screen Name Redacted

9/08/2022 11:39 AM

We have found the service very good and do not want to travel to see a GP.

Screen Name Redacted

9/08/2022 11:42 AM

That people do not have cars/bikes wouldn't be able to access healthcare. Longer waiting lists to be able to see GP.

Screen Name Redacted

9/08/2022 11:48 AM

Regular monitoring may stop.

Screen Name Redacted

9/08/2022 11:56 AM

Most consultations now are done by telephone. My main concern is that this will encourage the centralisation of surgeries in Carmarthen for example, and if a face to face appointment is necessary, it would entail a 70 mile round trip to see a GP. I am concerned that GP services are going to go the way of NHS dentistry and some of the services that used to be at Wlithybush Hospital.

Screen Name Redacted

9/08/2022 12:02 PM

Most consultations now are done by telephone. My main concern is that this will encourage the centralisation of surgeries in Carmarthen for example, and if a face to face appointment is necessary it would entail a 70 mile round trip to see a GP. I am concerned that GP services are going to go the way of NHS Dentistry and some of the services that used to be at Withybush Hospital.

Screen Name Redacted

9/08/2022 12:04 PM

Availability of daily appointments. Having to ring at 8am is hit and miss to get appointment.

Screen Name Redacted

9/08/2022 12:07 PM

Lack of face to face appointments and the lottery of ringing at 8am for appointments.

Screen Name Redacted

9/08/2022 02:15 PM

Really concerned because getting older, all sorts of problems are cropping up, so would like to have the reassurance that i could rely on some sort of service close by.

Screen Name Redacted

9/08/2022 02:21 PM

For the elderly accessing services who do not drive, poor disability , this could be tricky. More trips i.e to put repeat prescription in, then collecting them from GP and then to pharmacy.

Screen Name Redacted

9/08/2022 02:24 PM

That the health board are not doing enough to recruit GPs and disregard the feelings of locals.

Screen Name Redacted

9/08/2022 02:29 PM

Continuity should be the aim for all existing patients at the practice. Now can other practices take on all of Neyland and Johnston??

Screen Name Redacted

9/08/2022 02:36 PM

They are getting too big and waiting times are horrendous.

Screen Name Redacted

9/08/2022 02:41 PM

Removing this surgery would mean excluding many who would like to stay independent.

Screen Name Redacted

9/08/2022 02:44 PM

The staff are very helpful and would worry if i had to meet new staff who do not know my history.

Screen Name Redacted

9/08/2022 02:48 PM

Cannot phone before 0830. Cannot book for a routine appointment in advance. Can only phone and book on the day. Not enough DRs for the area.

| | |
|--|--|
| Screen Name Redacted 9/08/2022 02:50 PM | I am concerned about not getting the same level of care. |
| Screen Name Redacted 9/08/2022 02:54 PM | Horrified that they seem to be disappearing. eg Even hospital services are being moved further away, for a rural area, it's devastating. |
| Screen Name Redacted 9/08/2022 02:59 PM | Practices are becoming too big. Patients are not just a number they are persons and should be treated appropriately. Local practices should remain and further support should be given to assist them. |
| Screen Name Redacted 9/08/2022 03:05 PM | Neyland surgery is a valuable local service. |
| Screen Name Redacted 9/08/2022 03:08 PM | Service not as good as t was but better than it going elsewhere. |
| Screen Name Redacted 9/08/2022 03:10 PM | See us face to face more often. |
| Screen Name Redacted 9/08/2022 03:51 PM | Becoming less and less GPs and Surgeries. I am elderly and have to rely on family for transport. |
| Screen Name Redacted 9/08/2022 03:54 PM | Under staffed and over worked. Demand is high and merging these services with another wouldn't help! |
| Screen Name Redacted 9/08/2022 03:57 PM | Very few doctors appointments and one less surgery mean less appointments. It is already difficult to access GP surgery services. |
| Screen Name Redacted 9/08/2022 04:02 PM | Listing them here seems futile. Everyone is aware of most of the concerns local GP services and their patients are facing. |
| Screen Name Redacted 9/08/2022 04:09 PM | I am concerned that i with others will not have reliable access to the necessary healthcare. We need more GPs. |
| Screen Name Redacted 9/08/2022 04:14 PM | I am concerned about the lack of a GP that is desperately needed, nit just for myself but the whole community. The surgery is my lifeline, |

don't know what we will all do without it.

Screen Name Redacted

9/08/2022 04:20 PM

GP services at present are excellent.

Screen Name Redacted

9/08/2022 04:23 PM

Milford Haven £16 one way. You need to look overseas and provide longer contracts to encourage GP provisions.

Screen Name Redacted

9/08/2022 04:27 PM

People's lives are put at risk, some may not even seek medical help because of lack of faith in the services provided, extremely difficult to get an appointment.

Screen Name Redacted

9/09/2022 10:08 AM

Not able to access a GP in a reasonable time- 4 wks approx. Great difficulty in calling into reception.

Screen Name Redacted

9/09/2022 10:21 AM

Not being able to make an appointment when you want to see a doctor. Getting up early (a very poor sleep) and waiting on the phone ages before finally getting through to find that there are no appointments available. Concerned about people not turning up for appointments. I question when those appointments were made? anyone really ill would surely not forget an appointment. Worked as a teacher for 30+ years up to now medical treatment in my area has been available for me. Although i understand the problems which is affecting many parts of Britain, i feel a lot of time is wasted o repeat appointments especially when they do not turn up. Were they needed in the first place? Perhaps a new system could be found where the Nurse/Manger could see people and pass on urgent/complex problems to the doctor.

Screen Name Redacted

9/09/2022 10:23 AM

So hard to get an appointment already- concerned for Octobers outcome.

Screen Name Redacted

9/09/2022 10:26 AM

By definition, Neyland and Johnston surgery served 2 towns, losing both locations increases travel time.

Screen Name Redacted

9/09/2022 10:28 AM

Need to retain GP services locally.

Screen Name Redacted

9/09/2022 10:31 AM

There are already not enough GPs and doctors, it would be a disaster to loss more and a whole surgery.

Screen Name Redacted
9/09/2022 10:35 AM

Need more doctors appointment later in the day, not have to phone early, what happens with medication.

Screen Name Redacted
9/09/2022 10:37 AM

It is very difficult to get an appointment.

Screen Name Redacted
9/09/2022 10:41 AM

Very poor, very difficult to get appointments, very difficult to get through on phone. Repeat prescriptions very difficult to order.

Screen Name Redacted
9/09/2022 10:43 AM

Waiting times to see a doctor. Accessibility to a doctor. Number of times you need to ring to even get through to reception.

Screen Name Redacted
9/09/2022 10:51 AM

The present surgery and shift have offered excellent service. I am concerned that unless a team of doctors can be arranged for Neyland, the GP service will not provide a reliable service.

Screen Name Redacted
9/09/2022 10:54 AM

Under serviced.

Screen Name Redacted
9/09/2022 10:56 AM

I wonder why the health board are actually making any attempts to keep the surgery open. I have no faith in them whatsoever !

Screen Name Redacted
9/09/2022 11:01 AM

They are all very busy now so having to absorb thousands more is going to be so hard. The staff are great but our health authority (Hywel Dda) are not popular. They seem to live in a different world to us in Pembrokeshire.

Screen Name Redacted
9/09/2022 11:03 AM

As long as i get my script if in another area. Would they supply delivery by van please.

Screen Name Redacted
9/09/2022 11:06 AM

It's nice to have GP services locally, but unfortunately not always possible. If needed, i think we will all manage to get to see a GP wherever it is.

Screen Name Redacted
9/09/2022 11:09 AM

Needed as i live in a rural area. (Needed) GP locally very important to myself.

| | |
|--|---|
| Screen Name Redacted 9/09/2022 11:11 AM | It is already hard enough to get an appointment without a practice closing. |
| Screen Name Redacted 9/09/2022 11:14 AM | Getting an appointment face to face. |
| Screen Name Redacted 9/09/2022 11:16 AM | Satisfied with service i've received in general. |
| Screen Name Redacted 9/09/2022 11:46 AM | Our local GPs are currently overstretched. Getting appointments is often difficult. Confidence in the system is at an all time low. The staff do their best but it is completely inadequate as it stands. |
| Screen Name Redacted 9/09/2022 11:49 AM | Worried that Neyland closing will impact GP services in other areas and it will be more difficult to get appointments. |
| Screen Name Redacted 9/09/2022 11:53 AM | Great concerns due to the lack of GPs locally. I realise i'm approaching the time when i'll need greater access to a GP. Unfortunately the NHS seems to be going backwards. |
| Screen Name Redacted 9/09/2022 11:58 AM | I am worried about losing them. |
| Screen Name Redacted 9/09/2022 11:59 AM | Needed |
| Screen Name Redacted 9/09/2022 12:04 PM | That we will lose them. |
| Screen Name Redacted 9/09/2022 12:07 PM | I don't want to lose the surgery in Neyland it's a big worry. |
| Screen Name Redacted 9/09/2022 12:08 PM | Friendly and efficient. |
| Screen Name Redacted 9/09/2022 12:10 PM | No concerns. Would like it to be ongoing as close to me. |
| Screen Name Redacted 9/09/2022 02:54 PM | Very concerning that it has come to this. |

Screen Name Redacted
9/09/2022 02:58 PM
Just how long it takes to get through to reception to get an appointment if they haven't all gone. 300 is not an exaggeration, that actually happened to me.

Screen Name Redacted
9/09/2022 03:01 PM
Lack of appointments.

Screen Name Redacted
9/09/2022 03:05 PM
Overrun, Lack of appointments.

Screen Name Redacted
9/09/2022 03:09 PM
With the increase in housing in Neyland, as well as upcoming developments, it is VITAL that Neyland have a GP surgery.

Screen Name Redacted
9/09/2022 03:10 PM
Very good.

Screen Name Redacted
9/09/2022 03:14 PM
Will not be able to recruit more doctors. A lot more stress on the doctors who are there now.

Screen Name Redacted
9/09/2022 03:15 PM
Difficult to get access to doctor.

Optional question (1216 response(s), 63 skipped)

Question type: Essay Question

Q4 | What is the first part of your postcode? (For example SA64)

Screen Name Redacted
8/01/2022 10:24 AM
Sa73

Screen Name Redacted
8/01/2022 12:10 PM
SA73

Screen Name Redacted
8/01/2022 05:07 PM
SA73

Screen Name Redacted
8/01/2022 06:22 PM
Sa62

Screen Name Redacted Sa73

8/01/2022 06:50 PM

Screen Name Redacted Sa62

8/01/2022 07:16 PM

Screen Name Redacted Sa73

8/01/2022 07:37 PM

Screen Name Redacted Sa73

8/01/2022 07:56 PM

Screen Name Redacted SA73

8/01/2022 08:05 PM

Screen Name Redacted SA62

8/01/2022 08:23 PM

Screen Name Redacted SA62

8/01/2022 10:45 PM

Screen Name Redacted Sa62 4

8/02/2022 11:39 AM

Screen Name Redacted Sa73

8/02/2022 03:40 PM

Screen Name Redacted SA73

8/02/2022 04:28 PM

Screen Name Redacted SA73

8/02/2022 04:44 PM

Screen Name Redacted SA73

8/02/2022 05:14 PM

Screen Name Redacted Sa62

8/02/2022 06:55 PM

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8/02/2022 10:24 PM

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8/03/2022 01:41 PM

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8/05/2022 10:52 AM

Screen Name Redacted SA73
8/11/2022 03:52 PM

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8/11/2022 04:12 PM

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8/11/2022 05:20 PM

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8/12/2022 12:28 PM

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8/13/2022 12:29 AM

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8/15/2022 10:59 PM

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8/16/2022 10:09 AM

Screen Name Redacted Sa62

8/16/2022 05:11 PM

Screen Name Redacted SA73

8/17/2022 04:56 PM

Screen Name Redacted Sa73

8/17/2022 08:22 PM

Screen Name Redacted Sa73

8/17/2022 08:31 PM

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8/17/2022 08:57 PM

Screen Name Redacted SA73

8/17/2022 09:13 PM

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8/18/2022 12:07 AM

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8/18/2022 07:11 AM

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8/18/2022 09:08 AM

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8/18/2022 10:12 AM

Screen Name Redacted SA73

8/18/2022 10:31 AM

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8/18/2022 11:42 AM

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8/18/2022 11:18 PM

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8/20/2022 12:16 PM

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8/20/2022 02:43 PM

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8/22/2022 10:35 AM

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8/22/2022 12:09 PM

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8/22/2022 02:08 PM

Screen Name Redacted Sa73
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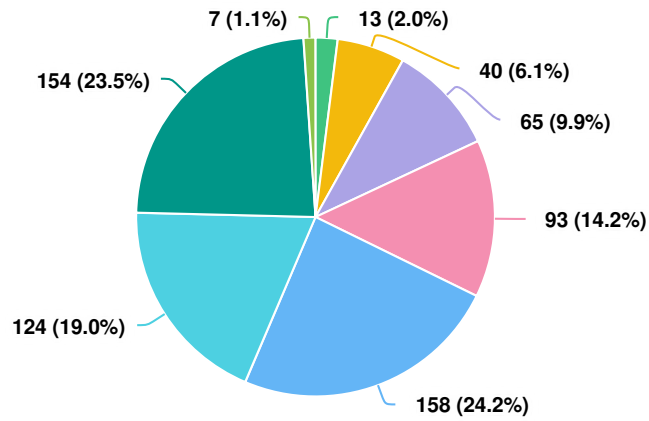
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Optional question (569 response(s), 710 skipped)

Question type: Single Line Question

Q5 How old are you?

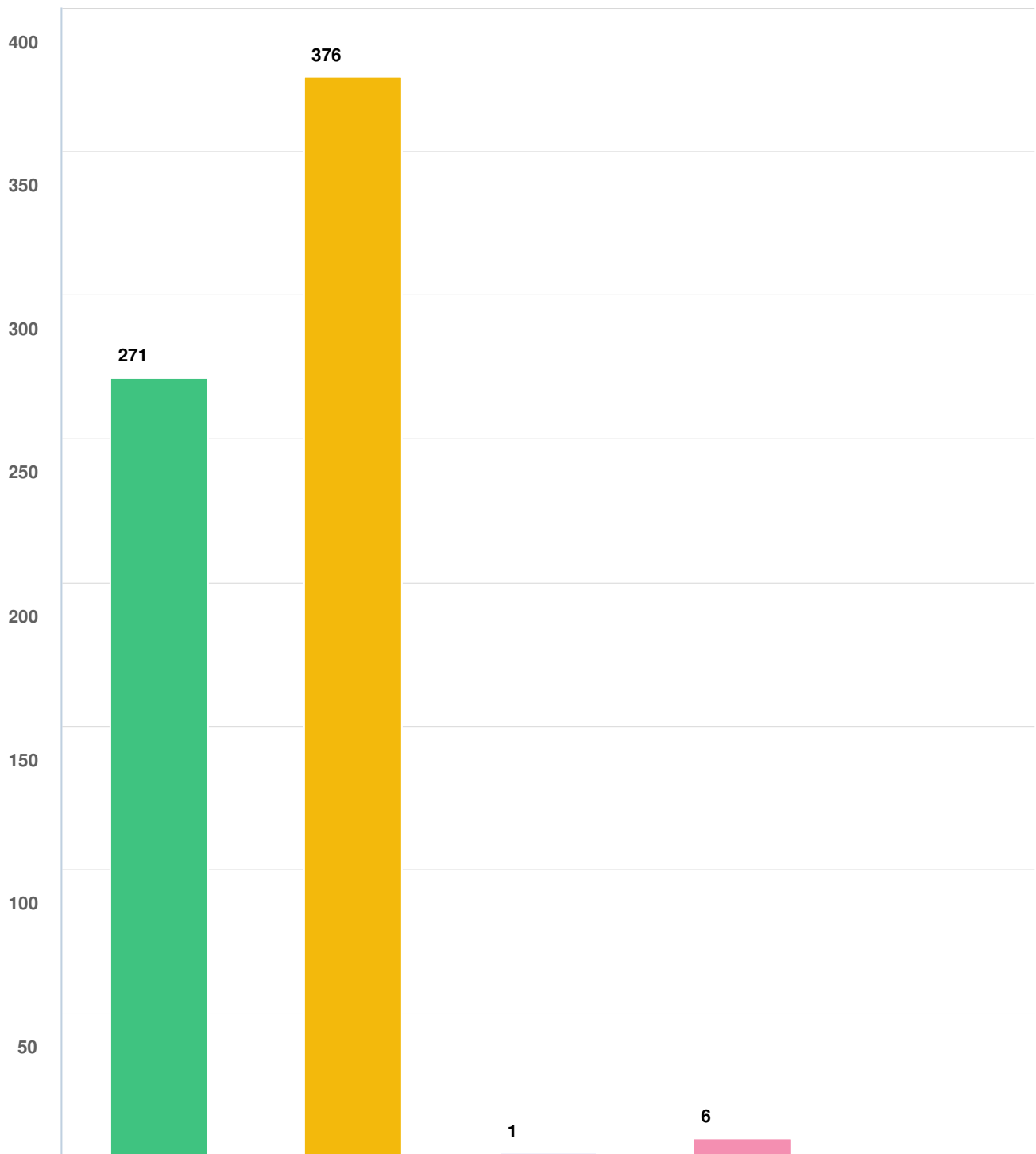


Question options

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

Optional question (654 response(s), 625 skipped)
Question type: Dropdown Question

Q6 What is your sex or current gender? (Tick all that apply)

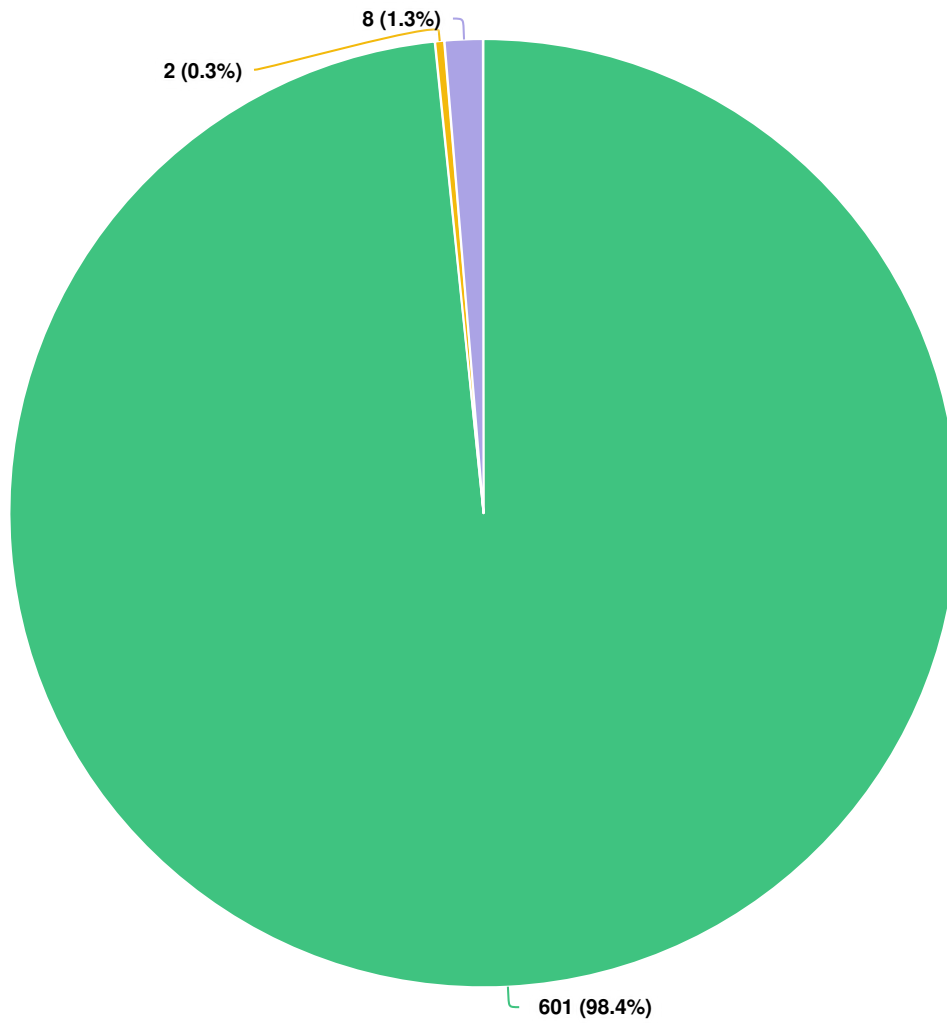


Question options

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

Optional question (654 response(s), 625 skipped)
Question type: Checkbox Question

Q7 Is this the same as the sex you were assigned at birth?

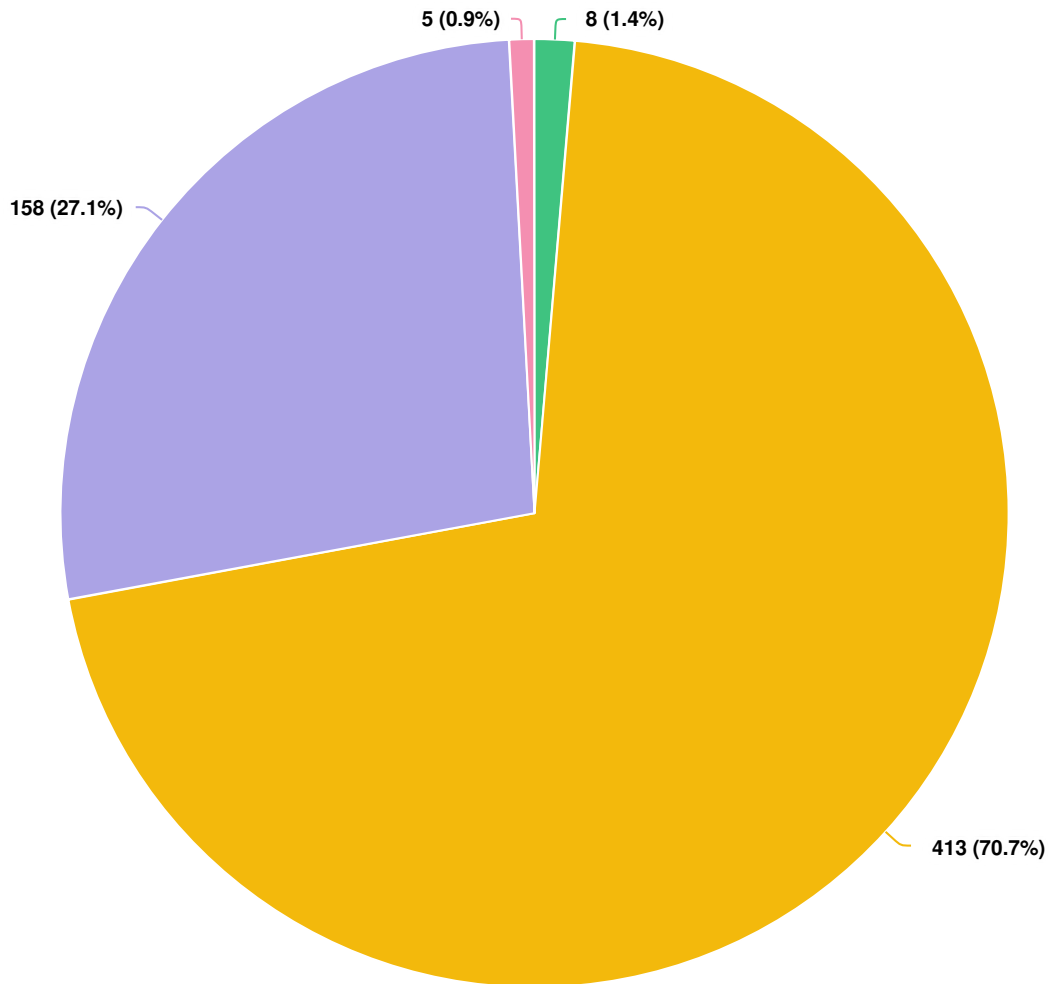


Question options

- Yes
- No
- Prefer not to say

Optional question (611 response(s), 668 skipped)
Question type: Radio Button Question

Q8 Are you currently pregnant or have given birth within the last year?

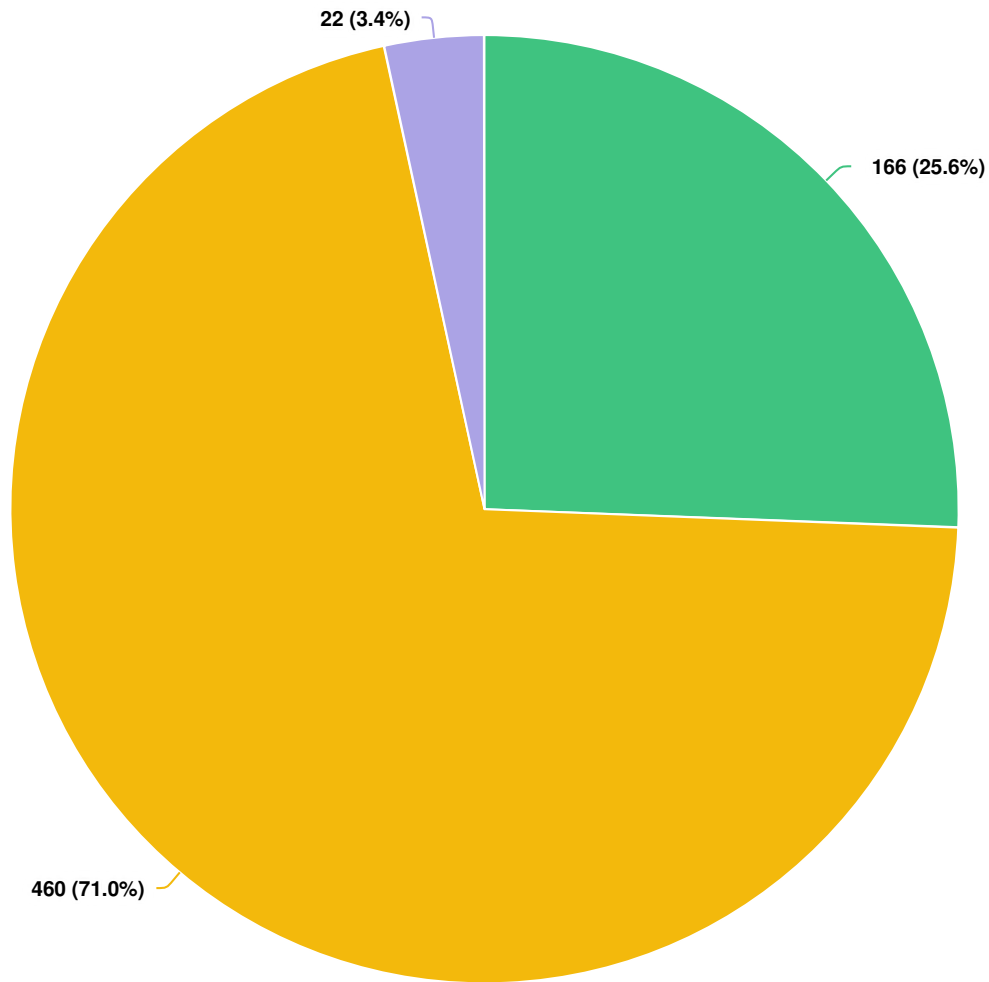


Question options

- Yes
- No
- Not applicable
- Prefer not to say

Optional question (584 response(s), 695 skipped)
Question type: Radio Button Question

Q9 Using this definition, do you consider yourself to be disabled?

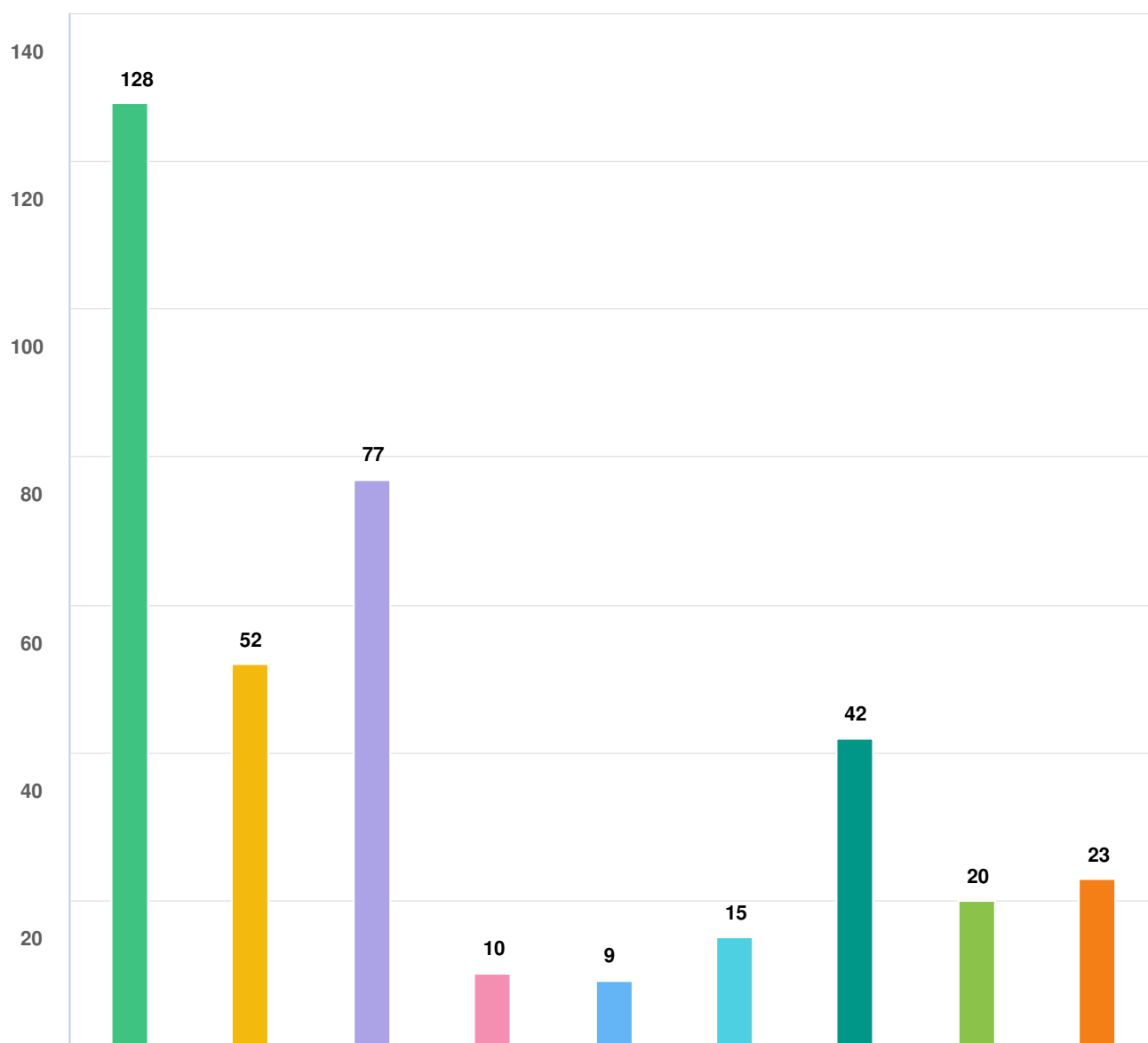


Question options

- Yes
- No
- Prefer not to say

Optional question (648 response(s), 631 skipped)
Question type: Radio Button Question

Q10 Please can you tell us what your disability, long-term illness or health condition relates to? (Tick all that apply)

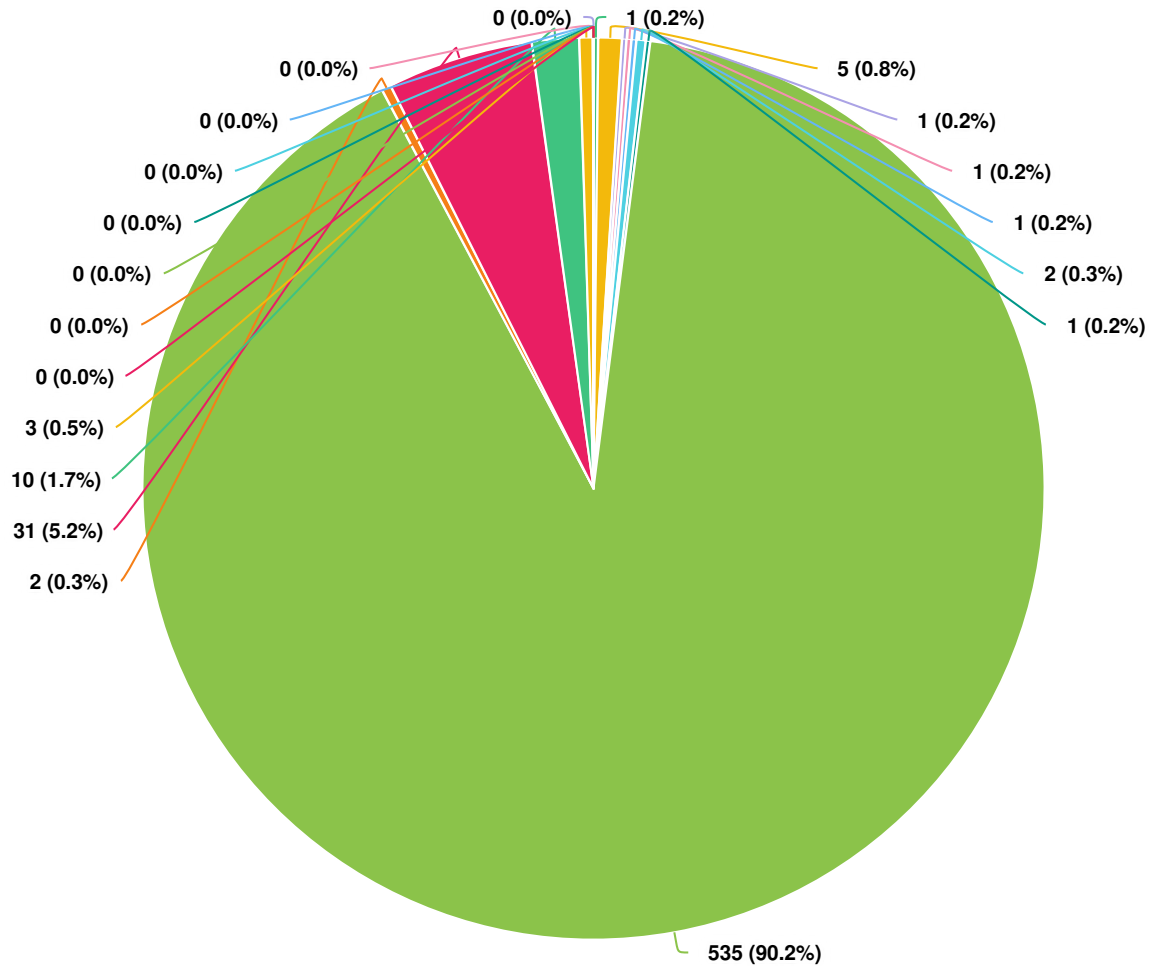


Question options

- 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 (248 response(s), 1031 skipped)
Question type: Checkbox Question

Q11 Which race or ethnicity best describes you?

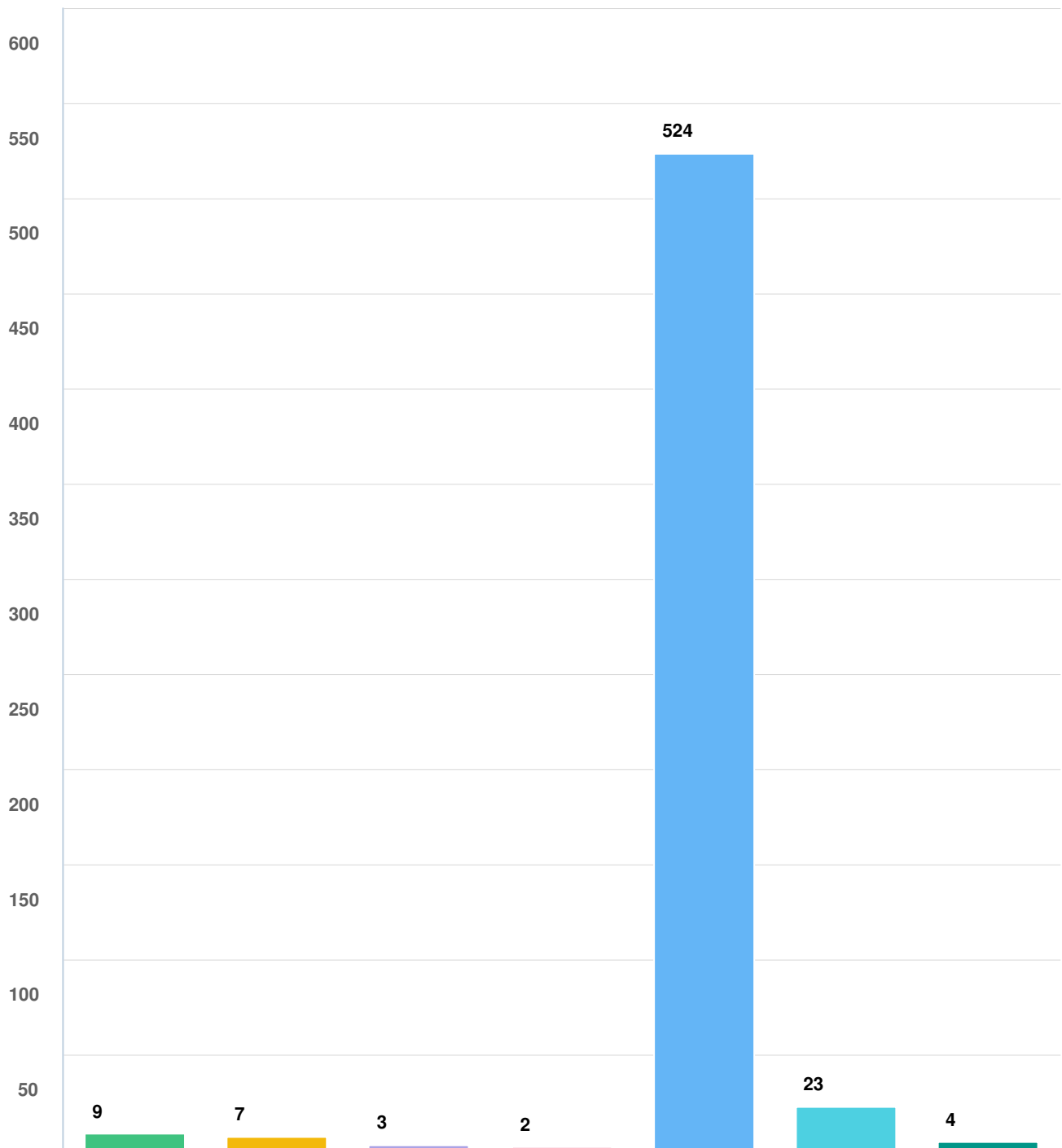


Question options

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

Optional question (593 response(s), 686 skipped)
Question type: Dropdown Question

Q12 Which of the following terms best describes your sexual orientation?

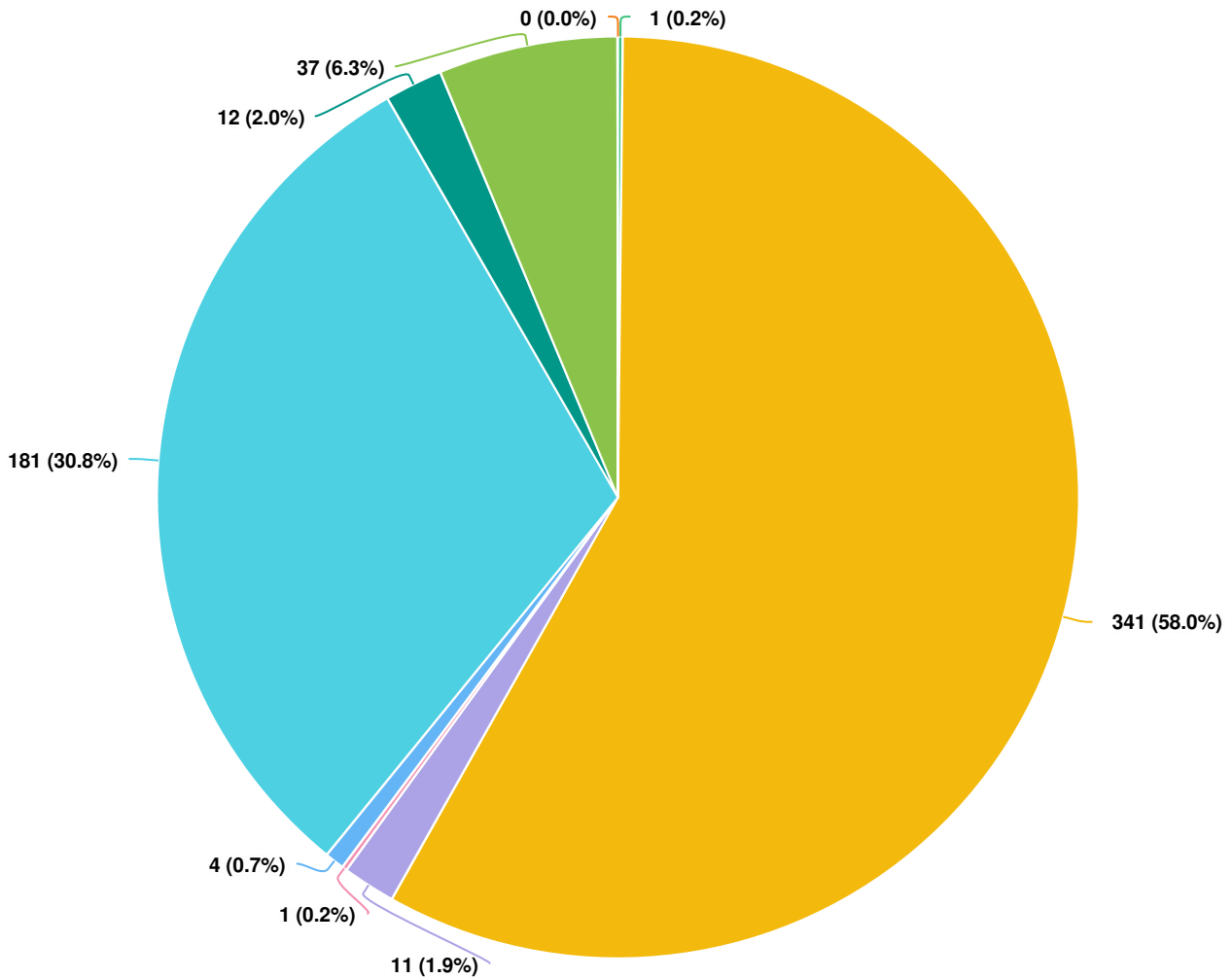


Question options

- Asexual
- Bisexual
- Gay man
- Gay woman or lesbian
- Heterosexual or Straight
- Prefer not to say
- Other

Optional question (572 response(s), 707 skipped)
Question type: Checkbox Question

Q13 What do you consider your religion to be?

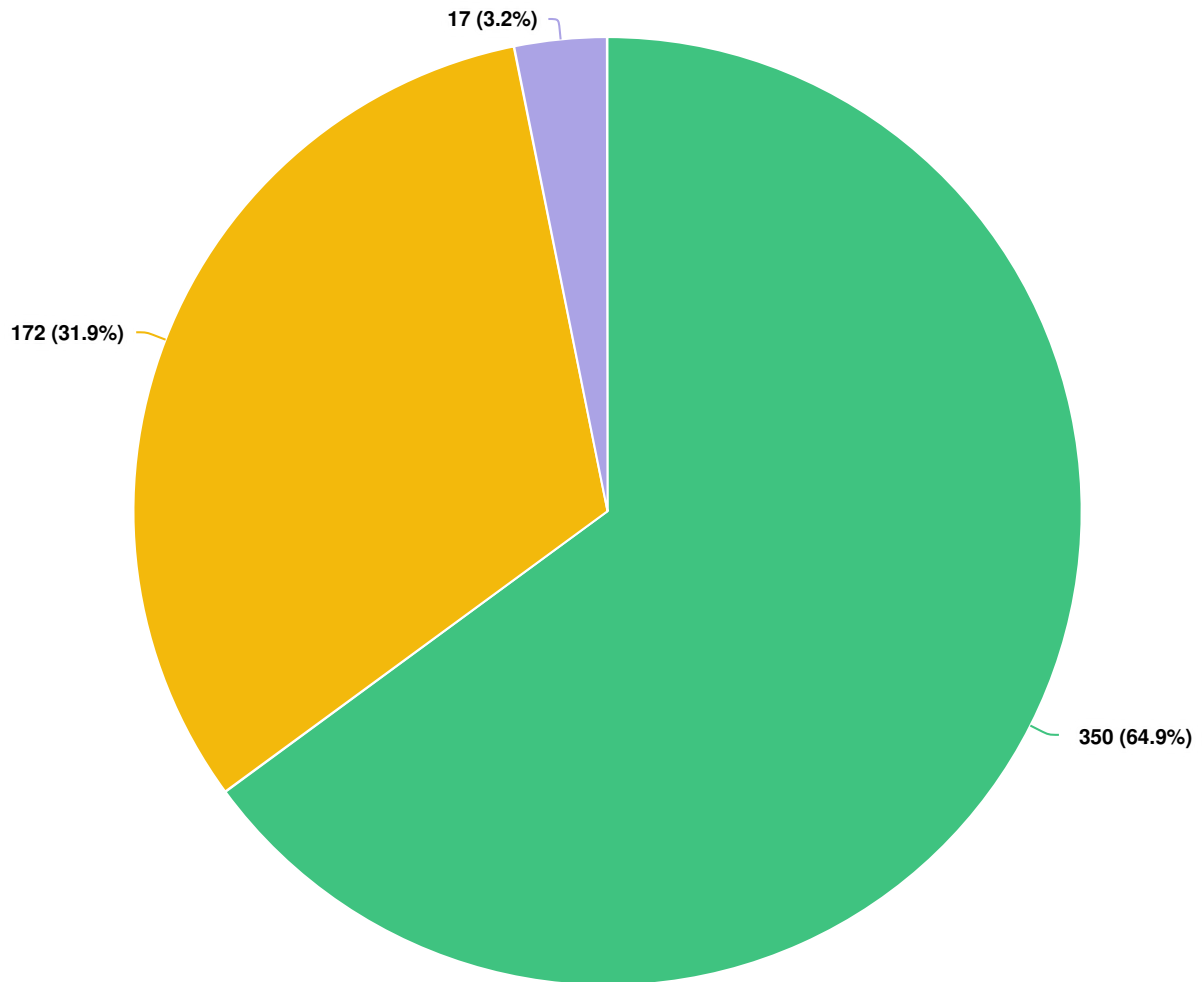


Question options

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

Optional question (588 response(s), 691 skipped)
Question type: Radio Button Question

Q14 Are you married or in a civil partnership?

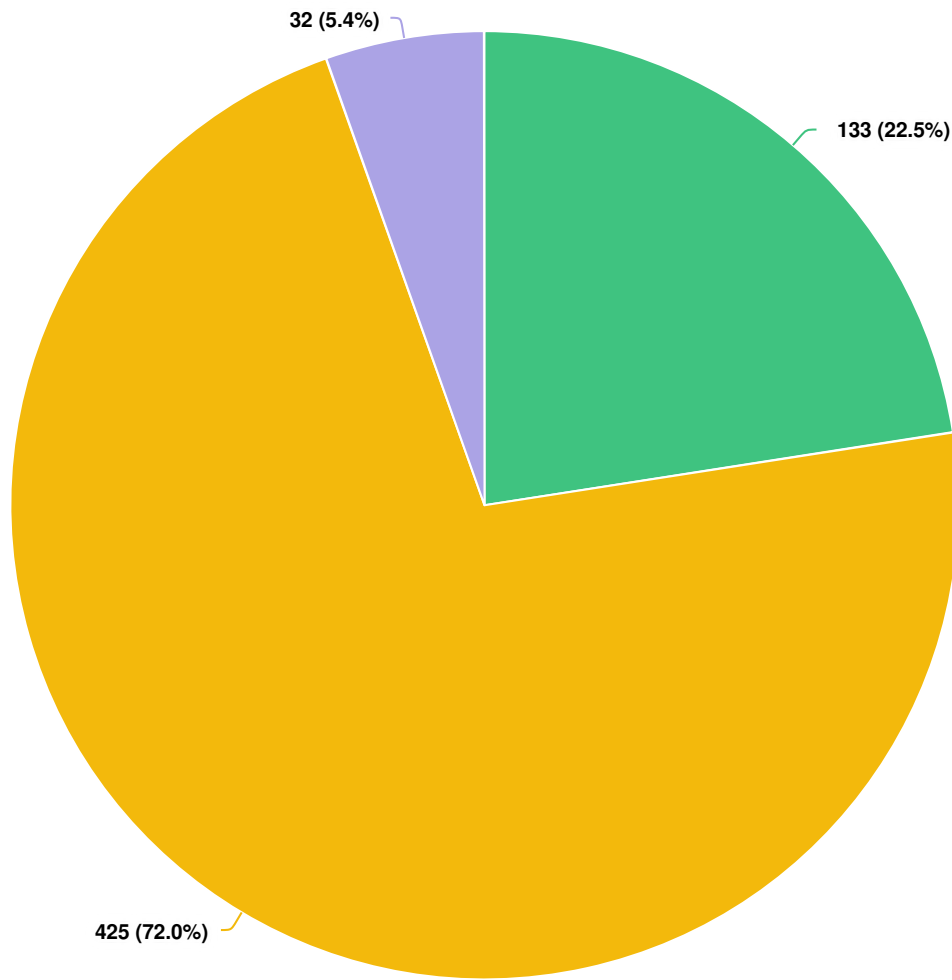


Question options

- Yes
- No
- Prefer not to say

Optional question (539 response(s), 740 skipped)
Question type: Radio Button Question

Q15 Do you provide unpaid care by looking after someone (a family member, friend or neighbour) who is older, disabled or seriously ill?

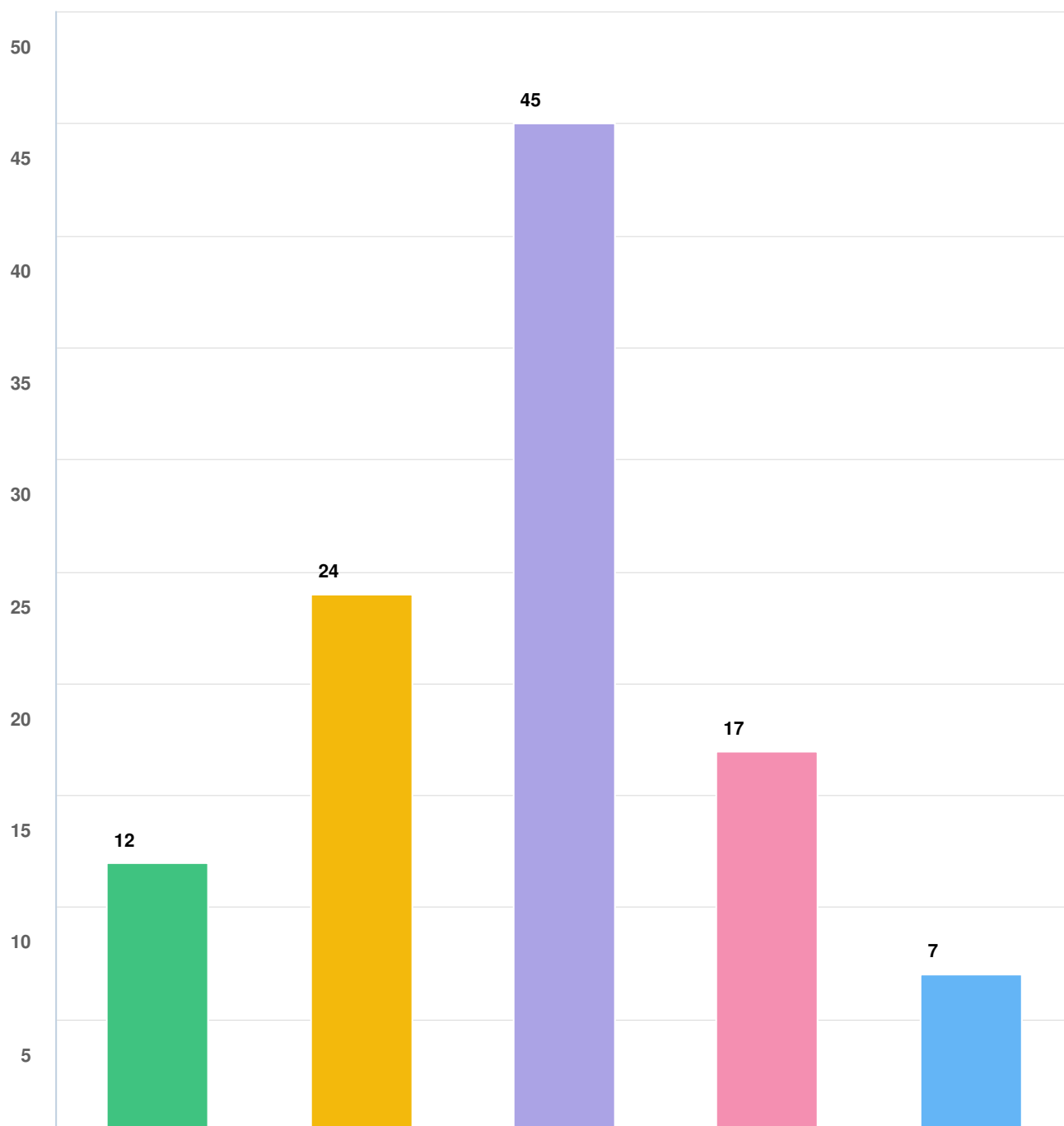


Question options

- Yes
- No
- Prefer not to say

Optional question (590 response(s), 689 skipped)
Question type: Radio Button Question

Q16 If Yes, please tick any/all that apply

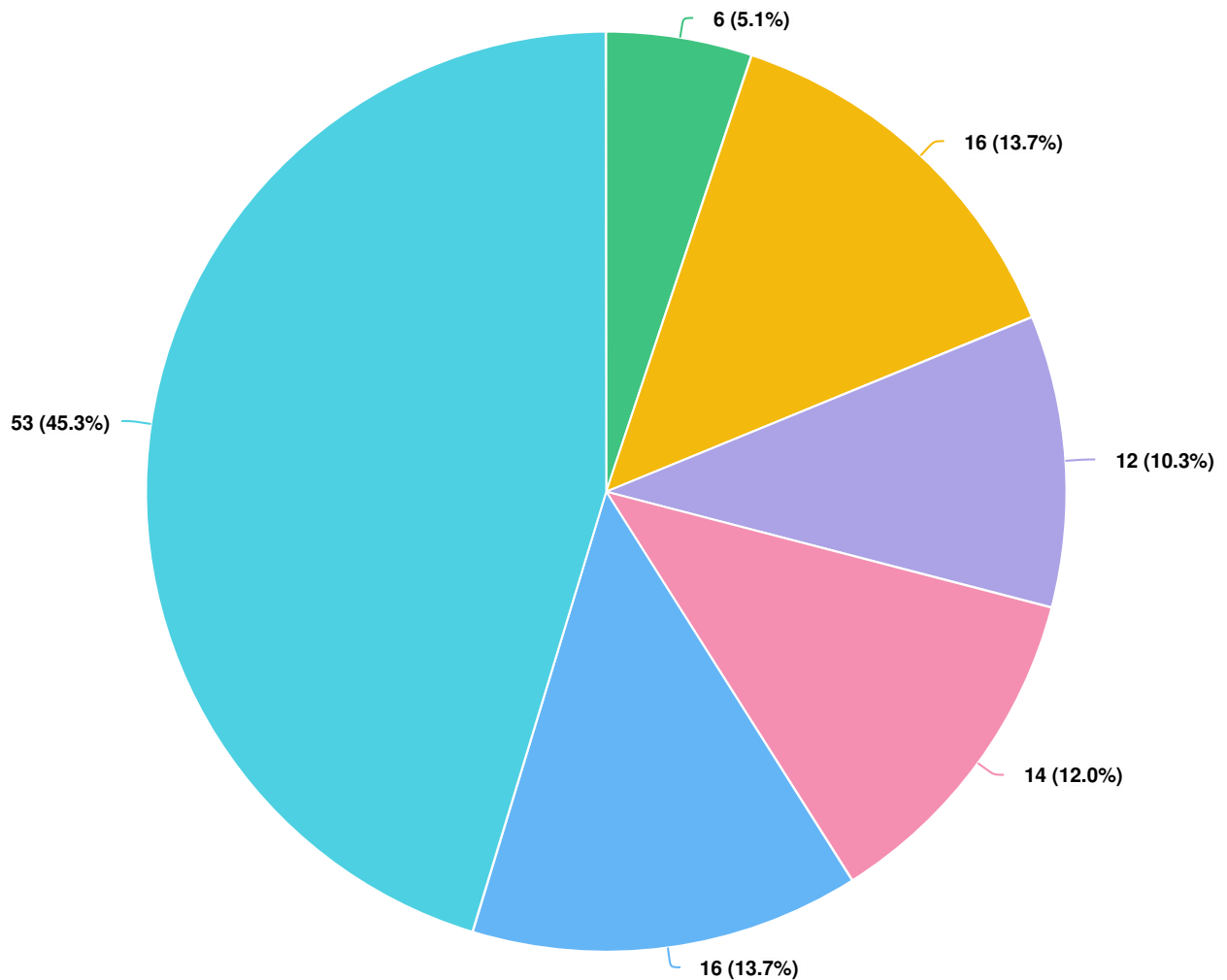


Question options

- 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 (101 response(s), 1178 skipped)
Question type: Checkbox Question

Q17 Please tell us the total annual income of your household (before tax and deductions, but including any benefits and allowances).

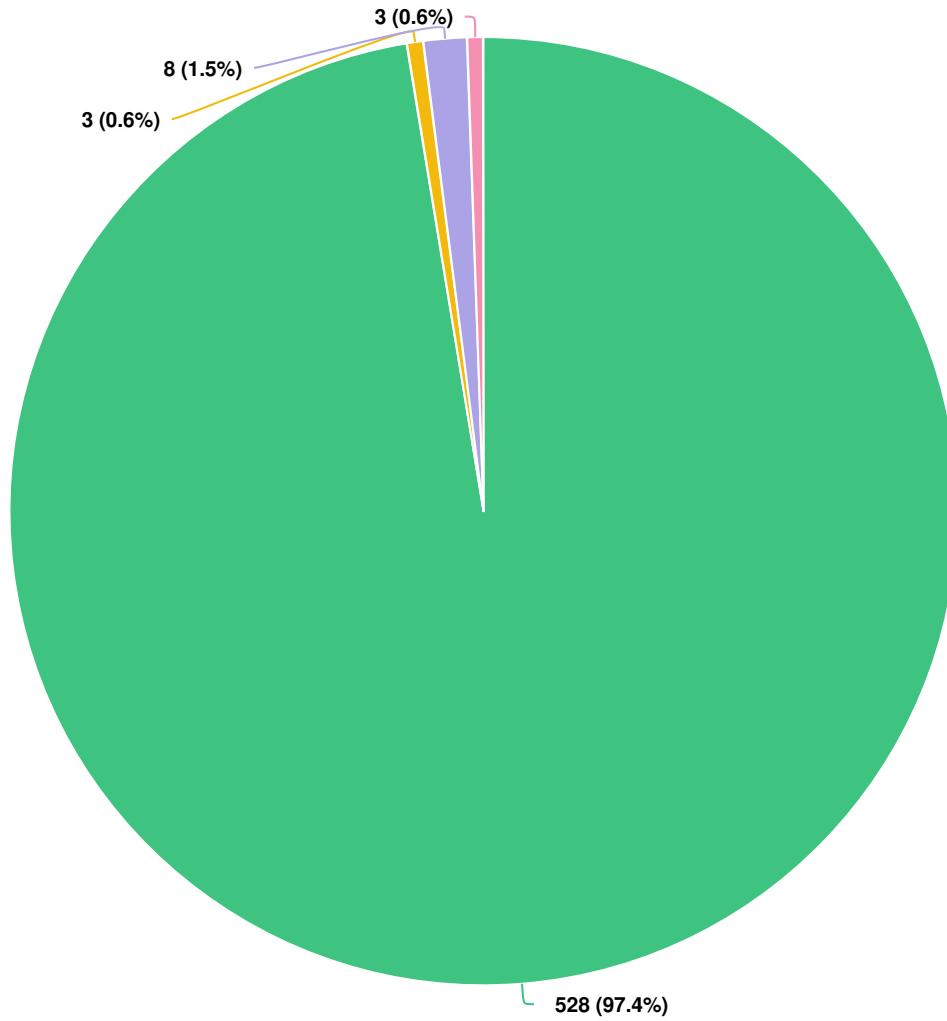


Question options

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

Optional question (117 response(s), 1162 skipped)
Question type: Radio Button Question

Q18 What is your main language spoken/used at home?

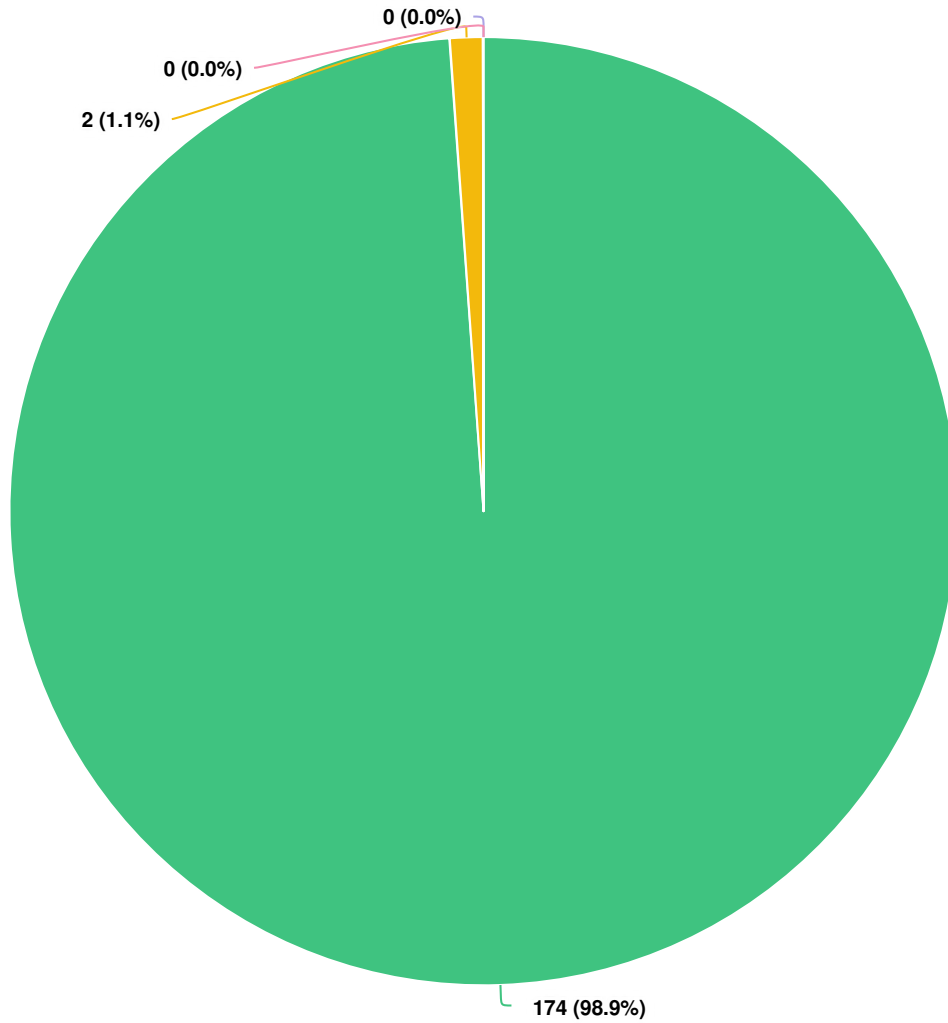


Question options

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

Optional question (542 response(s), 737 skipped)
Question type: Radio Button Question

Q19 What is your preferred correspondence language?



Question options

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

Optional question (176 response(s), 1103 skipped)
Question type: Radio Button Question

| Medium | Date received | Patient feedback | Response |
|-----------|---------------|--|---|
| Telephone | 21/07/2022 | Registered at Neyland & Johnston Surgery but it is closing, he wants a GP practice. Wants to know if he is ok going back to his old GP practice. Wants to go back to Barlow House in Milford Haven as he was originally here. Are we able to help or should he contact the surgery himself an ask them if he can register with them? | Call back from GMS team - complete |
| Telephone | 21/07/2022 | Would like to know what is happening after October with the surgery? Would like to speak to someone regarding future appointments. Reassured patient on phone call from script. | call back from GMS team - complete |
| Telephone | 21/07/2022 | Very poor show - this info leaked to the Western Telegraph before the patients heard of it. Letter is ludicrous. Wants to have a service. | Call back from GMS team - complete |
| Telephone | 21/07/2022 | Will there be consultation for people in Neyland and Johnston. Like to know if they've extended the employment net outside Europe and other areas of the world for doctors. Lots of elderly people in Neyland with no transport. | call back from GMS team - complete |
| Telephone | 22/07/2022 | What will happen after the end of October please - believes the letter doesn't cover it and plan seems vague. Although I have assured him nobody will be without medical services, Mr Fox believes something should be in place now and NHS are letting taxpayer down. Please could you respond to Mr Fox. | Call back from GMS team - complete |
| Telephone | 22/07/2022 | Wanted to know what the content of the letter is that is being sent out to patients. | Call back from GMS team - complete |
| Telephone | 29/07/2022 | Don't want to change, would have to go to Haverfordwest or Milford Haven, is disabled and can't travel far, husband is on end of life care. Says jobs will be lost which is a bad thing. She is very upset about this, if it hadn't have been for this surgery she would be in a mess | Communications Hub responded |
| Telephone | 02/08/2022 | Thinks it's a very bad idea, elderly people can't drive or travel far, they need a surgery on their doorstep. Needs to pick up prescription there every week. Will make life difficult for her if it closes. | Communications Hub responded |
| Telephone | 04/08/2022 | Concerned that she is having cancer treatment and will not receive continuous, ongoing treatment. What will happen to her after the end of October. (Has a considerable history of having to leave Winch Lane, correspondence not being received and multi problems, so really concerned about leaving Neyland surgery). | Call back from GMS team - complete |
| Telephone | 19/08/2022 | Husband and wife both registered with Neyland GP. 2 letters received today both addressed to XXXXX and none to husband. Both are dated 1st August, but received today. Are the letters dated correctly? Will husband receive letter? Have other households had letters addressed to only one member? | Call back from GMS team - complete |
| Telephone | 18/08/2022 | Calling to say that he has already done the survey. Has received another letter about this in the post telling him to give his thought and feedback to us but he has already done this. Is suggesting that we only deliver these letters to people who haven't given feedback yet. | Communications Hub responded |
| Telephone | 18/08/2022 | Carer calling, says her care home residents have dementia and can't answer these letters. Carer asked will she need to move them to another GP. Told them we still plan on delivering services at Neyland & Johnston. | Communications Hub responded |
| Telephone | 19/08/2022 | have received letters regarding the closure, they will not be responding as they are moving out of the area in the next month. Please do not send any further letters to them. Thank you | Communications Hub responded |
| Telephone | 19/08/2022 | Called to advise us that her husband has received information regarding the closure of Neyland and Johnston, the forms need to be signed and sent back by a certain date, she would like to know why she has not had forms. Please can you advise? | Call back from GMS team - complete |
| Telephone | 19/08/2022 | Neyland and Johnston surgery patients - only husband has received letter inviting form to be completed and form is not dual use. Please send to wife. | Call back from GMS team - complete |
| Telephone | 22/08/2022 | Just a query as is a patient of Neyland & Johnston surgery and has not received any correspondence on the closure. Could someone please send the relevant info to her | Call back from GMS team - complete |
| email | 14/07/2022 | In your press release regarding the above, does the term "resignation" actually mean cancellation of the contract? | Email response from GMS team - complete |
| email | 14/07/2022 | My 79 year old grandmother is about to move to Neyland, will she still be able to register at the surgery? | Email response from GMS team - complete |
| email | 14/07/2022 | European Health Insurance Card - can she register/have treatment at Neyland in August? If she decides to remain permanently, can she register at Neyland? What will happen to the surgery - is there a possibility of a private practice? | Email response from GMS team - complete |
| email | 21/07/2022 | Hi I have received a letter from the surgery although it says to carry on with appointments and prescriptions as normal until the end of October does this mean we will need to look at finding another surgery and Doctor if they can't find any more new GPs? For the practice and will the surgery close down here in Neyland? Thankyou if you could let me know whats going to happen after October | Email response from GMS team - complete |
| email | 22/07/2022 | Very cross pensioner in Pembrokeshire, feeling very let down by Hywel Dda. What are her options after the 31/10/22? nearest GP is Milford or H'West which are too far, the hospital will not have a A&E and the new hospital will be further away despite public protests. Paid NI all her life and now feels that she will not get the care she will need in older years. | Email response from GMS team - complete |
| email | 22/07/2022 | Please advise as to why you seem to be doing everything possible to close my local surgery? | Email response from GMS team - complete |
| email | 02/08/2022 | Hi am a patient at neyland surgery and i was wondering what is going on? Is possible to get more information please, because if i closes i would not be able to get to any other doctors surgery in the area, due to being visually impaired. My son who is autistic would have difficulty moving surgery to. | Email response from GMS team - complete |
| email | 06/02/2022 | Please can you let the patients of Johnston and Neyland Practice know what is going to be in place for primary care after October. This is less than two months away. Inviting people to have their say is just an insult to patients as none of this will provide a GP service by October. Or are you saying you had better go private as there will be no other choice and an apology to those who can't afford it. To announce closure of GP services with nothing in place to replace it is enough to send many seriously sick people into a complete melt down. | Email response from GMS team - complete |
| email | 10/08/2022 | Town Clerk for Neyland town Council, Called and would like to set up a Virtual meeting regarding the closure of the Neyland and Johnston Surgery. Could someone pl call to discuss? | Call back from GMS team - complete |
| email | 13/08/2022 | It doesn't matter how slick your Press Release is, if you don't get the majority of the Surgery Patients to know it exists. The questionnaire has been running for almost 2 weeks and I only found out about it by chance at a Zoom Meeting between the Health Board and local Councillors yesterday. It's the 12th of August today. You need to make sure you are getting across to the people, not just telling each other how wonderful your Press Release looked. It's your job to get in touch with the people, not their job to find you. How would you prefer GP services to be delivered in your area after October? I expect to be able to telephone a Surgery and make an appointment to see Medical Professional. Not in 2 weeks time, but within 5 days. (If we leave it too long my rash may have gone!!) Notice, I didn't just say Doctor. I am realistic. Who 'delivers' the Service is not to great an issue to me. But I expect a Service. How would you be affected if you had to access services elsewhere? I don't expect to be on a bus for most of the day travelling to and from a Surgery. 18 months ago, before I retired, I could only have done that at weekends. The 94 year old, who my wife takes for almost weekly Blood Tests, expects to be seen and then head for home. She isn't expecting to spend ages in a waiting room. What views and concerns do you have about GP services locally? Thank God I'm not in Pembroke Dock, 'Argyll Surgery' And I don't want to get anywhere as bad as that. I don't live out in the wilderness. Between Milford Haven, Pembroke Dock and Neyland there is surely a large enough population for people to expect the services of a Surgery and of a Doctor. I want to know ASAP how my wife's repeat prescription is going to be signed come November? If the Health Board can't deliver you must 'shout it out'. Things won't get better if all you are doing is papering over the cracks. I am registered with St Clements Surgery | Email response from GMS team - complete |
| email | 16/08/2022 | Please could you email me a questionnaire form regarding our views on the imminent closure of our surgery in Johnston. | Call back from GMS team - complete |
| email | 18/08/2022 | As I am a patient of the above I am concerned as to how I would continue to receive my repeat prescriptions. I use the My Health On-Line site to order and the script goes to Neyland Pharmacy where I collect the medications from. It is not long now until the proposed 'closure' of this excellent surgery and this is causing some mental anguish and concerns not only to myself but to others I know who are also patients there. Would you please reply with information on what we are to do. Also should we need to see a GP... what happens then? | Email response from GMS team - complete |
| Telephone | 19/08/2022 | Need surgery to stay open if possible, as unable to travel. Need ease of access for prescriptions | Communications Hub responded |
| Telephone | 22/08/2022 | Hasn't received 2nd letter - all her friends have - please can you send out | Complete |
| Telephone | 23/08/2022 | Was not given a letter saying that the surgery was closing. Husband and son had letters and questionnaire. Pl call back | Complete |
| email | 21/08/2022 | Dear sir or madam, I recently received information regarding the difficulties with Neyland and Johnston surgery and the possibility of closure. In the communication it asks for patients views on this subject. Included with the letter is an equality monitoring form. How does the completion of this form benefit the retention of services at Neyland surgery? What difference does Gender, ethnic group, sexual orientation or marital status have on retention of services and long term security? Another pointless and meaningless exercise which no doubt costs a considerable amount of funds to carry out. The main issue is, as you say to secure a long term solution that secures this important service to my area. Recently I contacted Elunid Morgan and Mark Drakeford with comments about the NHS crisis throughout Wales and the UK in general. I accused this government and previous government of misuse of the national insurance contributions from our earnings and our employers, some of which were designed to provide health care. I also asked the question why there is a national problem with recruitment of doctors? Are the doctors training colleges closed due to lack of candidates? Elunid Morgan did give me the courtesy of a reply, however none of my questions were answered. I wait with baited breath for any comments from Mr Drakeford. You asked for views as a patient of the Practice Pembrokeshire has its own unique charm, we do not have large theatres, night clubs, places of entertainment or major retail outlets. All of this can be obtained by a trip down the M4 if required. My working career was in the oil and gas industry. Often we had difficulties in recruitment of candidates with the necessary skills and commitment. Research found that university graduates, unemployed engineers were unaware of the benefits of living in Pembrokeshire. Our extremely proactive and forward thinking management set out to address this situation by visiting colleges, universities and holding seminars at strategic locations. The result was, after enlightening prospective employees of the benefits of our county the refinery had more than enough suitable candidates. I would like to ask the question, Does the Wales NHS, Hywel Dda health board adopt a similar attitude or do they just rely on advertisements on university notice boards? I hope that my comments have been of benefit to you. | Call back from GMS team - complete |
| telephone | 18/08/2022 | Caller is visually impaired so she can't travel and won't have a GP surgery. Son is autistic and has taken 16 years just to get used to these doctors. Doesn't want things to change. | Communications Hub responded |
| letter | 23/08/2022 | I have decided not to complete your questionnaire as I find it offensive. I am very concerned about the future of Neyland Surgery. My family and I have always received the best care and support from the Doctors, Nurses and Staff at Neyland Surgery. They have cared for us with kindness through serious illness and difficult times and are still continuing to do so. The staff are wonderful. Neyland is a lovely safe town with a caring community. We need and deserve a doctors surgery. Please continue to deliver our GP services in Neyland. I would find it very very difficult if they were not here. I am 81 years old with ongoing health issues. I do not drive. | No contact details provided to respond |
| email | 25/08/2022 | Neyland and Johnston Surgery: If it closes it will affect - my physical well being: I am very concerned at not being able to attend a local surgery as I have to attend clinic on a regular basis to monitor my blood. My Mental health: I am worried about what will happen if my local surgery closes. This is causing much anxiety at present. And this will only increase. Coupled with the fact that the local A&E is also closing. People without their own transport will find great difficulty getting to appointments. Local bus services are very infrequent and taxis are extremely expensive. The community spirit of Neyland will be lost. Older patients like myself will lose confidence in the NHS and our quality of life will diminish. Having no local doctor or clinic our town will go downhill and become a backwater. Neyland has already lost a dentist, if we lose a doctor's surgery we could also see the pharmacy close. This would mean a town of approximately 4000 people would have no immediate access to any health care. I am very concerned about this and truly hope the powers that be will do their utmost to keep the surgeries open. We must maintain a doctor's surgery in Neyland at all costs. | Communications Hub responded |
| Telephone | 30/08/2022 | Had a form to fill in. Disabled patient. Does not drive, lives in Johnston, needs to reply on someone to give a lift to Neyland. Been so pleased with the service, they know him and having to go to a new practice in terms of can't would not favour him well. Mental health issues, low mood and anxiety. Very sad to leave the practice. Is there any chance of the practice staying open from November 2022? Distressing to thought of moving practice. Please call | Call back from GMS team - complete |



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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Ein cyf / Our ref: NJ/#1

Gofynnwch am / Please ask for: Communications Hub
Rhif Ffôn / Telephone: 0300 303 8322 (option4)

E-bost / E-mail: ask.hdd@wales.nhs.uk

Dyddiad / Date: 1st August 2022

Ysbyty Cyffredinol Llwynhelyg
Heol Abergwaun, Hwlfordd,
Sir Benfro, SA61 2PZ

Withybush General Hospital
Fishguard Road, Haverfordwest,
Pembrokeshire, SA61 2PZ

Dear Patient

Neyland & Johnston Surgery – please share your views as a patient

As you will be aware from our letter dated 13th July 2022, Neyland and Johnston GP Surgery has made the difficult decision to resign the General Medical Services contract they hold with the Health Board to operate the Practice from 31st October 2022. This follows the recent retirement of one of the GP Partners and unsuccessful attempts by the Practice to recruit more GPs.

Patients of Neyland & Johnston Surgery should remain registered at the Practice and should continue to access services such as appointments and prescriptions as normal. Care will continue to be provided by the same team currently within the Practice until the end of October.

The Health Board is working with a number of stakeholders locally to develop a long-term solution that secures this important service for your area. As part of this work the Health Board wants to hear your views as a patient of the Practice on what matters to you about the services you need from your GP Practice, and how any changes to the way services are delivered after October may affect you.

From 1st – 28th August we are undertaking a public engagement exercise with the Community Health Council. We would be grateful if you could complete and return the enclosed questionnaire, or contact us by any of the means below:

- By telephone to the Health Board's Communications Hub on 0300 303 8322 (option 4)
- By email to ask.hdd@wales.nhs.uk

Swyddfeydd Corfforaethol, Adeilad Ystwyth,
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon
Job, Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Corporate Offices, Ystwyth Building,
Hafan Derwen, St Davids Park, Job's Well Road,
Carmarthen, Carmarthenshire, SA31 3BB

Cadeirydd / Chair
Miss Maria Battle

Prif Weithredwr/Chief Executive
Mr Steve Moore

Bwrdd Iechyd Prifysgol Hywel Dda yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Hywel Dda
Hywel Dda University Health Board is the operational name of Hywel Dda University Local Health Board

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn amgylchedd di-fwg Hywel Dda University Health Board operates a smoke free environment

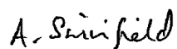
- By writing to us and/or completing the enclosed questionnaire and posting it to 'FREEPOST HYWEL DDA HEALTH BOARD'. Alternatively you can drop off your completed questionnaire at one of our collection boxes at Neyland Surgery, Johnston Surgery, Neyland Pharmacy or Johnston Pharmacy
- Online via our 'Have Your Say' website at www.haveyoursay.hduhb.wales.nhs.uk
- Online in a virtual meeting (a group of patients meeting online with members of the Health Board Primary Care team using Zoom or similar.) Please email ask.hdd@wales.nhs.uk for more details.

Alternatively, you can feed back your views to the Community Health Council at <https://hywelddachc.nhs.wales/get-involved/ways-to-share-your-views/gp-services-in-neyland-and-johnston/>

Please feedback your views by 28th August. All feedback will be collated and will form an important part of the consideration and decision making by the Health Board on how services will be delivered from November onwards.

The Health Board appreciates the continuing support given by the community to the team at Neyland & Johnston Surgery through this challenging period.

Yours sincerely



Anna Swinfield
Head of GMS Sustainability



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Neyland and Johnston Surgery – the future of services for registered patients

Neyland and Johnston GP Surgery has made the difficult decision to resign the General Medical Services contract they hold with the Health Board to operate the Practice from 31st October 2022. This follows the recent retirement of one of the GP Partners and unsuccessful attempts by the Practice to recruit more GPs.

The views of the local community and patients are being gathered prior to any decision by the Health Board about long term provision for the service. The Health Board is working closely with the Community Health Council during this process.

Please complete this questionnaire and return to us, either by dropping off at the following collection points: (Neyland Surgery; Johnston Surgery; Neyland Pharmacy; and Johnston Pharmacy) or by posting to **FREEPOST HYWEL DDA HEALTH BOARD**. You can also complete the questionnaire online on www.haveyoursay.hduhb.wales.nhs.uk (for Welsh version www.dweudeichdweud.biphdd.cymru.nhs.uk)

| | |
|----|---|
| 1. | <i>How would you prefer GP services to be delivered in your area after October?</i> |
| 2. | <i>How would you be affected if you had to access services elsewhere?</i> |
| 3. | <i>What views and concerns do you have about GP services locally?</i> |

Equality Monitoring Form

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

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

County: Carmarthenshire/Ceredigion/Pembrokeshire (please circle)

In order to monitor the effectiveness of our Equality Policy and practice, and to ensure our services are delivered in a way that is fair to all and free from bias, we would appreciate your co-operation in providing, on an entirely voluntary basis, the information as requested below. The information is confidential and anonymous, and will be used solely for statistical monitoring purposes. It is separated from any correspondence received from you and will be securely destroyed after we have captured the information in line with Health Board policy and General Data Protection Regulations 2018.

| | | |
|---------------------------------|-------------------|--------------------------|
| Age: How old are you? | 18 – 24 years | <input type="checkbox"/> |
| | 25 – 34 years | <input type="checkbox"/> |
| | 35 – 44 years | <input type="checkbox"/> |
| | 45 – 54 years | <input type="checkbox"/> |
| | 55 – 64 years | <input type="checkbox"/> |
| | 65 – 74 years | <input type="checkbox"/> |
| | 75 and above | <input type="checkbox"/> |
| | Prefer not to say | <input type="checkbox"/> |

| | | |
|---|--------------------|--------------------------|
| Gender Identity: 1. What best describes your gender? (Tick all that apply) | Man | <input type="checkbox"/> |
| | Non-binary | <input type="checkbox"/> |
| | Woman | <input type="checkbox"/> |
| | I use another term | <input type="checkbox"/> |
| | Prefer not to say | <input type="checkbox"/> |
| 2. Is this the same as the sex you were assigned at birth? | Yes | <input type="checkbox"/> |
| | No | <input type="checkbox"/> |
| | Prefer not to say | <input type="checkbox"/> |

| | | |
|--|-------------------|--------------------------|
| Pregnancy and Maternity: 1. Are you currently pregnant or have you given birth within the last year? | Yes | <input type="checkbox"/> |
| | No | <input type="checkbox"/> |
| | Not applicable | <input type="checkbox"/> |
| | Prefer not to say | <input type="checkbox"/> |

| | | |
|--|-------------------|--------------------------|
| Disability 1: Section 6(1) of the Equality Act 2010 states that a person has a disability if: (a) That person has a physical or mental impairment, and (b) The impairment has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. | | |
| Using this definition, do you consider yourself to be disabled? | Yes | <input type="checkbox"/> |
| | No | <input type="checkbox"/> |
| | Prefer not to say | <input type="checkbox"/> |

Disability 2:

Please can you tell us what your disability, long-term illness or health condition relates to?

- 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

Ethnic Group:

Which race or ethnicity best describes you?

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

Sexual Orientation:

Which of the following terms best describes your sexual orientation?

| | | | |
|----------------------|--------------------------|--------------------------|--------------------------|
| Asexual | <input type="checkbox"/> | Heterosexual or Straight | <input type="checkbox"/> |
| Bisexual | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
| Gay man | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Gay woman or lesbian | <input type="checkbox"/> | | |

Marriage / Civil Partnership:

1. Are you Married or in a Civil Partnership?

| | |
|-------------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Religion or Belief:

What do you consider your religion to be?

| | | | | | |
|-----------|--------------------------|-------------|--------------------------|-------------------|--------------------------|
| Buddhist | <input type="checkbox"/> | Jewish | <input type="checkbox"/> | Sikh | <input type="checkbox"/> |
| Christian | <input type="checkbox"/> | Muslim | <input type="checkbox"/> | Other religion | <input type="checkbox"/> |
| Hindu | <input type="checkbox"/> | No religion | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

Caring Responsibilities:

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

Yes No Prefer not to say

If Yes, please tick any/all that apply:

- 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

Language:

What is your main language spoken / used at home?

| | |
|--|--------------------------|
| English | <input type="checkbox"/> |
| Welsh | <input type="checkbox"/> |
| Other (Please state - including British Sign Language) | <input type="checkbox"/> |
| Prefer not to say | <input type="checkbox"/> |

Hywel Dda University Health Board
Equality Impact Assessment (EqIA) for Neyland & Johnston Surgery

Form 1: Overview

| | | |
|-----------|--|---|
| 1. | What are you equality impact assessing? | This EqIA assesses the potential impact of changes to the way General Medical Services (GMS) will be delivered to the registered practice population of Neyland & Johnston Surgery from 1 st November 2022. |
| 2. | Brief Aims and Description | On 11 th July 2022, the GP Principal at Neyland and Johnston Surgery resigned their GMS Contract with Hywel Dda University Health Board. The Health Board has a statutory duty to ensure the sustained delivery of primary medical services to this practice population of approximately 5,930 patients. |
| 3. | Who is involved in undertaking this EqIA? | GMS Sustainability, Primary Care team |
| 4. | Is the Policy related to other policies/areas of work? | Yes – WG and Health Board process for managing GMS Contract terminations and the Joint Framework for Managing Continuous Engagement (with CHC). |
| 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, local stakeholders including neighbouring GMS Practices, other Primary Care Contractors, staff at the Practice and potentially the wider healthcare system (includes Out of Hours and Withybush Hospital). |

| | | |
|-----------|--|--|
| 6. | What might help/hinder the success of the Policy? | <p>The three-month notice period for single-handed Contractors has necessitated timely public engagement to support decision-making on the future of services for the practice population. This notice period is extremely challenging. There exists a degree of concern among many residents in Pembrokeshire regarding the siting of the new hospital and this has been voiced during the public engagement.</p> <p>The broader sustainability picture for GMS Practices within Pembrokeshire and the wider Health Board is concerning (Risk Register 1451).</p> |
|-----------|--|--|

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 people with more complex health needs tend to use primary care services more heavily than other younger sectors of the population. Any changes to the location of services necessitating travelling further than is already the case will impact this group. There is a Health Visitor clinic weekly in Neyland (not Johnston). | Consideration could be given to how some patients could access services closer to their home address than is currently the case by allocating some patients to a neighbouring practice closer to them. |
| Disability Those with a physical disability, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes | | X | | 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. | Consideration could be given to how some patients could access services closer to their home address than is currently the case by allocating some patients to a neighbouring practice closer to them. |
| Gender Reassignment 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. | X | | | Neyland & Johnston Surgery does not provide the Transgender Local Enhanced Service (LES) for their patients. | All 4 neighbouring practices provide the full or part of the Transgender LES – Winch Lane, St Thomas’s, Robert Street and Barlow House. Any patients allocated to one of these practices would have the opportunity to benefit from this service in their practice. |
| Marriage and Civil Partnership This also covers those who are not married or in a civil partnership. | | | X | | |

Neyland & Johnston GMS Contract termination, 2022

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 | There is a Health Visitor clinic weekly in Neyland (not Johnston). There are no Midwife clinics held in either surgery. | |
| 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 | | |
| 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 | | |

| 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. |
|--|----------|----------|-----------|--|--|
| <p>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.</p> | | X | | <p>The Welsh Index for Multiple Deprivation for this area is classed as Medium. Cost of living increases will affect all socio-economic groups but disproportionately (food and fuel poverty).</p> <p>Any increase in travel 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.</p> | <p>Reducing travel for some patients who live closer to another practice than to GP and other services in Neyland ('care closer to home').</p> |
| <p>Welsh Language Please note opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.</p> | | | X | <p>18% of Pembrokeshire residents identify as Welsh speakers.</p> | |

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 EqIA is ongoing? | Yes |
| 3. | Does the information collected relate to all protected characteristics? | Yes |
| 4. | What additional information (if any) is required? | - |
| 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). | - |

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) |
| Disability | 2 | -2 | -4 (Medium) |
| Sex | 1 | 0 | 0 |
| Gender Reassignment | 1 | +2 | 2 (Positive) |
| Human Rights | 1 | 0 | 0 |
| Marriage and Civil Partnership | 1 | 0 | 0 |
| Pregnancy and Maternity | 1 | 0 | 0 |
| Race/Ethnicity or Nationality | 1 | 0 | 0 |
| Religion or Belief | 1 | 0 | 0 |
| Sexual Orientation | 1 | 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 the future of services for this registered population after 31 st October 2022 will be made at Board. |
| 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 |

| | |
|--|---|
| <p>Where positive impact has been identified for one or more groups please explain how this will be maximised?</p> | <p>Potential positive impacts on travel distances and times if this can be reduced for some groups (elderly, disabled), and for any transgender patients (no data available for this group) through allocation to another Practice.</p> |
| <p>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.</p> <p>If negative impact cannot be mitigated and it is proposed that HDUHB move forward with the plan / project / proposal regardless, please provide suitable justification.</p> | <p>Potential negative impacts on travel distances and times for some patients, depending on where they live. This forms part of the determination by Board.</p> |

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 | |
| | Title | |
| | Team / Division | |
| | Contact details | |
| | Date | |
| EqIA Authorised by: | Name | |
| | Title | |
| | Team / Division | |
| | Contact details | |
| | Date | |

THE ROBERT STREET PRACTICE

Dr. C.A. Davies Dr. B. Aubrey Dr D Weaver Dr A Mackintosh

Manchester Square Health Centre, Manchester Square, Milford Haven, Pembrokeshire SA73 2JW
Telephone: 01646 690690 Fax 01646 691966

25th July 2022

To Whom it may concern

Following our recent meeting in relation to the LHB proposed plans for the surgery in Neyland/Johnston and having discussed these plans with all the partners we would like to raise our concerns and objections to the current proposal.

At present the proposal is that the LHB take over and manage the practice. However, they do not propose to take over the practice as it stands but intend to alter the existing practice boundary and deregister a significant number of patients. As a practice we object to the LHB making these boundary changes.

The patients who will be deregistered under this plan have chosen to register with the practice despite having the option to register with other practices whose boundary they live within. We feel that the LHB are taking away this patient choice and that the LHB should take over the Neyland/Johnston practice as it stands and only deregister those patients who are outside the current practice area. We are concerned that the LHB do not appear to have considered that some of these patients will have relatively recently been allocated to the practice following the change in the Argyll boundary and reallocating these patients again may affect patient care.

We are very concerned that changing the practice boundary, deregistering patients and allocating them to neighbouring practices will destabilize these practices. As you are aware we have ongoing sustainability issues and feel that any change to our list size could exacerbate this. We continue to operate an open but closed list, in line with BMA guidance due to workload issues. However, due to ongoing patient allocations our list size continues to grow. We are concerned that the LHB have not considered our position and how the proposed sudden influx of patients could impact on our ability to provide services for our patients.

We appreciate that the LHB need to have a plan in place to continue to provide primary care services for the patients currently registered in Neyland/Johnston. However, we feel that this plan does not offer the best option for either the patients at the Neyland/Johnston practice or the neighbouring practices. The LHB needs to revisit the proposal with the aim of the taking over the management of the practice as it stands.

On behalf of the partners at The Robert Street Practice

Neyland/Johnston



👍 Reply ↶ Reply All → Forward ⋮

Fri 09/09/2022 10:05

Further to the comments we have made to you previously in relation to the options that are available for Neyland/Johnston after the contract is handed back, we would like to make some additional comments to be taken to the next VPP meeting.

The practice would currently struggle to take on any more patients and have been operating a closed but open list for several years. Patients are allocated to either practice in turn. We have been asked various questions in relation to our sustainability recently by the health board and we continue to have issues with no end in sight. Our salaried GP has returned from maternity, but we still have 5 sessions unfilled, which have historically been an issue for many years, despite advertising etc. We cannot see this changing when the contract is handed back. We still have a partner who is on reduced duties for the foreseeable future, and another salaried GP with health issues. We feel the extra burden of additional patients would have a domino effect for the practice, risking us tumbling and possibly getting into the same situation with contracts as Neyland/Johnston.

The practice also feels that to disperse some of the patients would leave a practice too small to be sustainable in the long term, leading to additional patients possibly being allocated to us, accelerating the issue with sustainability leaving us again at risk of handing our contract back.

We continually have difficulties in recruiting staff to the practice as shown by our unfilled vacancies. Locums are few and far between and we feel we are probably in a worse position to recruit GPs than a managed practice would be. We have had difficulty recruiting staff as a whole with numbers applying being now drastically reduced, and we do not have the ability to call on bank staff for nursing or clerical employees if they are absent. The health board do have this ability and would be in a stronger position to manage the practice if kept as a whole, as opposed to the additional work practices would encounter if patients were dispersed to us.

Please can these comments be passed to the VPP and any relevant person in relation to the decisions the health board will make. Please can a response to our comments be passed back to the practice in a timely manner.

Thank you



The Robert Street Practice
Manchester Square Health Centre
Manchester Square
Milford Haven
Pembrokeshire
SA73 2JW





[REDACTED]
Head of General Medical Services – Sustainability
Hywel Dda University Health Board
[REDACTED]

26th August 2022

Dear [REDACTED]

Re: Response to Neyland/Johnston practice GMS contract termination

Please would you accept this letter as our official stakeholder response to the consultation period. Thank you for the information you have provided, at a series of meetings, regarding the Health Board proposals to continue GMS to the patients of the Neyland/Johnston practice. We appreciate the modelling work you have done on the proposed allocations.

However, we feel it is important that we ensure the Health Board is aware of our dissent from the proposed solution.

This is based on the following principal issues:

- St Thomas surgery has never closed its list. We have accepted organic growth of our list size in a sustainable way over the last few years. Many years ago, in 1998 we had an allocation of approximately 1000 patients to our list. Service expectation, repeat prescription numbers and patient demographics were very different. However, we all remember the operational difficulties

Drs. V Buntwal, A Paterson, R Thompson, S Vijay, T Ali, C John, K Mathias

St. Thomas' Surgery, Rifleman Lane, St. Thomas' Green,
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Follow us on Twitter [@stthomassurgery](#) / [Website: stthomassurgery.wales.com](#)

this rapid growth caused and can only expect it to be more substantial

- We currently have sustainability issues ourselves. We have not successfully replaced a retiring partner and have struggled to recruit suitable clinicians (nurse/doctors) over the last 2-3 years. Our practice will have 3 doctors over the age of 60 within 12 months. These are all doctors who work full time. Retirement may occur with short notice, especially if clinical practice becomes unsustainable
- The timing of the list allocation is possibly the worst possible. We will be conducting influenza and Covid vaccination clinics during the months of October/November, often on Saturday's. We will have little resource for additional work
- We strongly object to redrawing of practice boundaries. The proposal would see us as the only practice covering a substantial area south of Llangwm down to Burton. This includes a Nursing Home. This defies patient choice and is at odds with the Health Board policy. It limits options if the doctor patient relationship irretrievably breaks down between our practice and a patient. We already have the largest practice area in Pembrokeshire and cover the highest number of Nursing/Residential homes

We accept there is no simple solution to this problem. Whilst we will continue to engage with the Health Board, we feel it is important our views are formally recorded.

Yours sincerely,

Richard Thompson

Dr Richard WG Thompson
On Behalf of St Thomas Surgery Partnership

Drs. V Buntwal, A Paterson, R Thompson, S Vijay, T Ali, C John, K Mathias

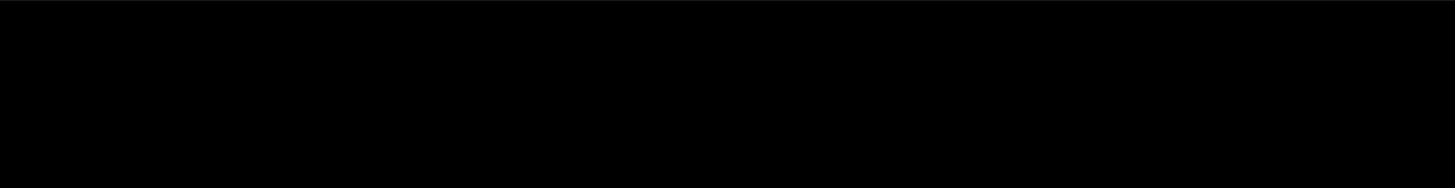
St. Thomas' Surgery, Rifleman Lane, St. Thomas' Green,
Haverfordwest, Pembrokeshire, SA61 1QX
Tel: (01437) 762 162 Fax: (01437) 776 811

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N&J dispersal Winch Lane perspective

  Reply  Reply All  Forward 

Thu 11/08/2022 15:27



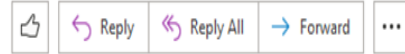
Hi 

Thank you for coming to the practice again today to explain the dispersal of patients as part of the N&J move to a managed practice.

Winch lane Surgery would like to make the point that the dispersal of patients to Winch Lane puts additional pressures on us and reduces our ability to manage our current list and may threaten our sustainability. We have a growing practice population and this may be further increased by local housing developments; whilst we have successfully recruited 2 doctors to replace a retired partner and to match the list increase we now find ourselves limited by the size of the surgery building. Further increases in the practice population cannot be matched by an increased number of clinicians as there are no more rooms for them to work from. The increase in list size from the dispersal will increase demand for routine and urgent primary care, will increase waiting time for appointments and will increase the demand on our telephone lines which are often very busy. As workload increases this will put strain on existing clinicians and could lead to loss of staff threatening the sustainability of the practice. I think it is important for the Health Board to understand that dispersing patients as part of making N&J a managed practice will put pressure on us and the other neighbouring surgeries and I would be grateful if this view could be represented to the Health Board as they develop a solution for the future of Neyland surgery.



Support for patient dispersal



Wed 24/08/2022 08:31

Hi [REDACTED]

Should the dispersal of patients to Winch Lane and other surgeries happen in November could the health board consider additional support to the surgeries receiving those patients? When patients are transferred to a new surgery the surgery will conduct a review of their notes and medication, establish repeat prescriptions, check blood tests and other prescribing safety checks; for medications such as opiates and benzodiazepines we will ask to see a patient to discuss the prescription. This is a large amount of work normally but for 700 to 800 patients in one month would be overwhelming and we would need support in terms of a pharmacist or other qualified personnel to support this transition.

Yours

[REDACTED]

From: Johnston Community Pharmacy, via [Sharepoint](#)

Date: 10th August 2022

To whom it may concern,

I've been asked by [REDACTED] to share my views on the situation with regards to Neyland and Johnston surgeries as a local stake holder.

I can only really speak of the Johnston branch as this is the population that I serve via my pharmacy in Johnston ([Noott's Pharmacy](#)).

It would be a massive blow to the population of Johnston if they were to lose their surgery. Johnston village has a significant population many of whom that require medical services have limited mobility and would have to make the choice of postponing / not receiving treatment if they were moved to a surgery in a different town such as Haverfordwest. There is also a large population on low incomes who would find the cost of transport to another town as prohibitive and an impediment to access GP services.

There is a risk that if the patient list is moved to other [towns](#) then the patients would then collect their prescriptions in those localities posing a significant risk to our pharmacy business. If the impact is such that the business is no longer viable then the patients would also lose access to clinical services provided through the pharmacy.

The result would be a massive increase in workload and pressure on the Haverfordwest Surgeries and Pharmacies which are already cracking at the seams. I feel it would be a dereliction of duty for the Health Board to leave this population under provisioned and the result will lead to significant patient harm.

I sincerely hope that the right decision is made and the surgery in Johnston is maintained.

Kind Regards,

Simon [Noott MRPharmS](#)

Sent: 11 August 2022 14:45

Subject: Neyland and Johnston GP practice

Hi [REDACTED]

I have attempted to respond on the link within the above attached letter regarding Neyland and Johnston GP practice resignation from the GMS contract but I am getting redirected. Hence the response to you in person. Although there are no health visitors actually based in these practices prior to COVID Health Visitors were based in Neyland.

I have discussed the stakeholder response in regards to Health Visiting Service with [REDACTED] Senior Nurse Quality Assurance for Pembrokeshire and [REDACTED] Health Visiting Team Leader for this area of Pembrokeshire. Our concerns in regards to how medical services will be run from 31st October for these practice populations include the following:

1. The 8 week GP examination of the infant: this is currently supported by the health visiting service, through health visitors being present at the clinic appointments. This allows for communication with GP, parent and health visitor to address any concerns that have been identified in regards to the infant's growth and development as well as parental wellbeing.
2. Continued delivery of the childhood immunisations is a concern as there has already been a long que in this area which is gradually reducing.
3. The general support and communication between the Health Visitors and other members of the Primary Care Team is a concern, especially in regards to children and families where there are or could be safeguarding issues. Continuity and good communication, sharing of information are essential contributory factors to ensure children are safeguarded and also in the care of the vulnerable.

Thank you for the opportunity to respond to this issue and if there is anything further that you require from us as a service please do not hesitate to contact me.

Regards,

[REDACTED]
SDM/Senior Nurse Health Visiting & Early Years

Rheolwr Cyflenwi Gwasanaeth/Uwch-nyrs – Gwasanaethau Ymwelwyr Iechyd, Y Blynyddoedd Cynnar a Phartneriaethau

LLANSTADWELL COMMUNITY COUNCIL

Chairman: Cllr Hywel Dyer

Clerk: Mrs Jane Clark, 'Cobwebs' 38 Kiln Road, Johnston, Haverfordwest, SA62 3PF

Tel: 01437 621850 or 07980 303996 e-mail: janeclark2009@hotmail.co.uk

26th July 2022

Mr Steve Moore

Chief Executive

Hywel Dda University Health Board

Ystwyth

St David's Park

Jobswell Road,

Carmarthen SA31 3BB

cc. Jill Patterson - Director of Primary Care

Dear Mr Moore and Ms Patterson,

Re: Neyland Health Centre

We are writing as a Community Council regarding the relinquishing of the GP contract by Neyland Health Centre. The vast majority of residents in our council area are registered with the Neyland Health Centre.

We feel that it is essential that General Medical Services continue to be provided from a health centre based in Neyland. We understand that the area of Neyland town centre is not within the catchment area of any other medical practice, and we are very aware that all the surrounding practices are under considerable pressure. Indeed, it is only a couple of years since the Argyle Practice in Pembroke Dock transferred around three thousand patients to the Neyland Health Centre to ease the pressures in Pembroke Dock.

We wish to express our continuing support for Neyland Health Centre and strongly urge the Health Board not to consider dispersal of the practice.

It is also important to stress how important the development of the proposed Health and Wellbeing Centre is to the future development of health services in the Neyland area. The current premises are not large enough to allow for any expansion of patient numbers nor the range of services that could be provided. The new Hub will have the potential to transform healthcare provision and will make recruitment of staff easier. The community hub that was completed a couple of years ago has become a focal point of the community and is helping to foster the re-development of Neyland area, which, in turn, will help to address the issues of urban deprivation.

Yours sincerely,



Cllr Hywel Dyer - Chairman

Cyngor Cymuned
JOHNSTON
Community Council

Peter Horton (Clerk)
Greenland
Clarbston Road
Sir Benfro /Pembrokeshire
SA63 4QP

Tel / Ffon : 01437 731713

23rd August 2022

[REDACTED]
Head of GMS Sustainability
Withybush Hospital
Fisguard Road
Haverfordwest
SA61 2PZ

By email to ask.HDD@wales.nhs.uk

Dear [REDACTED]

JOHNSTON GP SURGERY

The Community Council wishes to address the impending closure of the GP surgery in Johnston.

Johnston Surgery has provided an invaluable service to the majority of Johnston residents over many years. Pre covid the Doctors were carrying out many minor operations, and the surgery was functioning superbly in parallel with the Neyland Surgery. Since Covid, Johnston Surgery has been substantially downscaled to basically two mornings per week. Patients have had to travel to Neyland Surgery on a poorly timed bus service, which frequently results in much lost time waiting for buses in Neyland. With a substantial number of elderly residents in Johnston, this is surely not acceptable, especially with Winter approaching.

While we acknowledge the national issue of a shortage of GP provision, it is imperative that we keep Johnston Surgery open. If this cannot be as a standalone practice by recruiting a replacement GP, then it could be made a subsidiary of one of the other large local practices such as Barlow House, Robert Street, St Thomas Green, Winch lane etc. With the right NHS support and enthusiasm to succeed, this would be the best option. The registered patients do not want to go to Neyland, Milford or Haverfordwest. The size of practice here in Johnston surely meets the necessary criteria, and must therefore remain open.

Yours sincerely

PETER HORTON
CLERK TO JOHNSTON COMMUNITY COUNCIL



Neyland Community Hub, John Street
Neyland Pembrokeshire SA73 1TH

01646 629571

paul@communityinterestcare.com

Dear Jill,

Can I first thank you for your time, initially on the 14th of July and more recently on the 2nd August, to discuss with me our interest in supporting Hywel Dda University Health Board maintain Primary Care Services in the Neyland and Johnston communities.

We understand that the current contract holder has given notice which expires on the 31st October.

As I explained you on the 2nd, we have convened a Primary Care Advisory Panel to support the development of the Board's thinking. I attach the panels Terms of Reference for your information.

Following the initial meeting of that panel and subsequent consideration by the board of that panels recommendations, I write today to formalise our expression of interest in providing, on behalf of Hywel Dda University Health Board, Primary Care services to the Neyland and Johnston communities.

In addition, on the advice of the panel, I wish to make the following points to you for your consideration;

- 1) While acknowledging your initial view that it would not be practical for a collaboration to be taken forward immediately - i.e. contemporaneously with the expiration of the notice period on the 31st August - after due consideration we would wish to make it clear that we believe we can be in a position to assist on that timeline. We have, at our disposal, GP resource committed to delivering a minimum of 12 sessions per week, GP Locum Resource to augment that capacity, resource experienced in the TUPE transfer of staff (we have from the current contract holders an outline understanding of staff likely to fall within the TUPE regulations) and in the operation of the Alternative Provider Medical Services (APMS) Contract. We accept the need for the opportunity presented to be competitively tendered in time (and indeed would welcome such an exercise as an opportunity to demonstrate more fully our credentials) however would respectfully suggest that the Health Board may decide to make a time-limited direct award to Community Interest Care CIC. This is permissible because the Public Contracts Regulations 2015 allows a "light touch" regime to be used for services (including healthcare services) worth under £663,540 (which we would expect to apply here for a contract of a significant number of month). In the alternative, you may even prefer to structure a more innovative partnership arrangement between ourselves and Hywel Dda UHB for this immediate period.
- 2) While accepting you were unable to confirm on the 2nd (in advance of patient engagement and certain stages within your formal decision making process) your proposals in relation to the practice in the short term I wish to convey to you formally our request that the Health Board ensure that nothing done in the interim, immediate term, has the effect of undermining the long-term viability of the Neyland and Johnston Surgery. By this I mean, in particular, that the patient list is maintained at it's current level. Reductions in that overall patient number through dispersment would in our considered view pose a very considerable risk to the long-term viability of the remaining practice and would likely negatively impact on the Health Boards ability to secure a long-term alternative provider of the service.

3) We are beginning, immediately, to work up a prospectus setting out our vision for the operation of the practise and developing our high level business plan. In order to enable us to do that we have a number of information requests to put to you. We would be very grateful if you could facilitate responses to the following queries;

- Patient Roll of the Practice (Split by Branch)
- Income Potential (Global Sum / Additions / QUAIF Potential etc.)
- Real Estate Position (Ownerships) and Cost Information

Some of the above will be held by the practice who've agreed to make their financial information available for inspection by our Finance Director however we'd welcome confirmation of the figures from yourselves.

4) My final ask is, I'm pleased to say, one to which we're already both committed and that is that we work in the closest possible collaborative fashion to deliver the very best possible outcome for patients in the communities of Neyland and Johnston. It's the belief of Community Interest Care C.I.C. that we can bring substantial benefit in both the immediate and the long-term, innovating to integrate Health with our existing Social Care and Community provision. We believe we can be part of the solution from the 31st October and would ask that, through your team, you accelerate dialogue and collaboration in order that we deliver the best possible immediate outcome for patients and the locality.

We would very much welcome a member of your team being allocated as our official link to the Health Board and their participation in our Primary Care Advisory Panel going forward.

I very much look forward to continuing to work with you to secure the future of the Neyland and Johnston Practice,

Yours Sincerely,



Paul Miller

Managing Director (RI)

Community Interest Care

Hywel Dda Community Health Council



EXTRAORDINARY EXECUTIVE COMMITTEE MEETING

| | | | |
|----------------------|---|-----------------|----------------------------|
| SUBJECT: | Neyland and Johnston Practice Vacant Practice Process | | |
| AUTHORS: | Sam Dentten, Deputy Chief Officer | | |
| AGENDA ITEM: | 3a | | |
| MEETING DATE: | 5th September 2022 | | |
| | Noting | Discussion ✓ | Decision/Ratification ✓ |

Purpose

To agree the CHC's stance on the future of GP services in Neyland and Johnston as part of the Health Board's Vacant Practice Process and the CHC's role in NHS service change.

Background

The CHC first learned of problems relating to the sustainability of the General Medical Services Contract held at Neyland and Johnston Practice in late May. We learned that the contract had formally been returned on July 11th giving a statutory notice period of 3 months. Work began immediately with the Health Board to understand the emerging position and how public engagement should be designed and structured. A Vacant Practice Panel was held by the Health Board on July 14th. A further Vacant Practice Panel will be held on September 13th to reflect on engagement responses and a final decision will be taken by the Health Board on 29th September.

Role of the CHC in Service Change

Community Health Councils have a particular role regarding NHS planning or service change which is set out in Welsh Government Regulations (2015). This specific role has been subject to more detailed Welsh Government guidance which addresses the roles of NHS organisations and CHCs in relation to the processes of service change and public consultation.

Our role in planning the public engagement process

Through discussions with the Health Board we worked together to agree a public engagement plan. The approach was agreed virtually by the CHC Executive Committee in July.

- The short notice period meant that the public engagement period had to be compressed to fit the challenging governance timescales involved.
- The engagement period ran from Monday 1st August to Friday 2nd September with online responses captured up to Friday 9th September.
- The engagement process used standard media, social media, poster and paper/virtual survey approaches. The Health Board's dedicated Communications Hub was used to field telephone calls.
- At time of writing approximately 750 people responded.
- The Health Board engaged with politicians as part of their approach at the request of the CHC as part of learning gained from another recent GP service change process.
- Due to the concerns relating to potentially major changes to the local communities' GP services, the public were given the option to respond directly to the CHC. Approximately 80 people chose to do this.

What we thought about the engagement process

We felt that the Health Board listened to what we had to say when the engagement process was being planned. The Health Board ran regular "engagement and communications" meetings that the CHC attended prior to and during the engagement period. Anonymised public views were shared and the engagement process or emerging issues were discussed. We welcomed the use of the Communications Hub and we

were also pleased to see that the Health Board responded to questions from the public during this time.

What people said during the engagement

A number of broad themes arose during the engagement period:

- As is common with GP contract resignations, there were substantial concerns raised within the local community around any perceived loss of services.
- The vast majority of responses indicated that people wanted to continue receiving care from their current practice.
- We heard from more residents from the southern part of the practice area (Neyland and Johnston) than the northern areas (Johnston and Haverfordwest).
- People highlighted the following as major concerns relating to the future of services.
 - Difficulties arising around needing to travel further to access care, lack of transport, inconvenience, fragility, cost etc.
 - Loss of continuity of care particularly as many people clearly valued the existing service and the staff who have cared for them
 - Worries about accessing GP care at a new practice, the related upheaval and uncertainty
 - Concerns around being allocated to a GP practice that they didn't like
- Current challenges around accessing a GP clearly fed into people's concerns. They were worried about how hard it was to see a GP now. Whilst some were happy to access care virtually many felt that face-to-face care was important to them. Generally people felt that were they to be allocated to another practice, access to a GP would become much harder.
- Difficulty seeing or speaking to a GP for working people was another theme, with worries that greater pressures on surrounding surgeries would exacerbate access problems in working hours.

Our Conclusions

In presenting the CHC's conclusions, it is important to highlight the respective roles of the Health Board and CHC within this process. The

Health Board holds a contract with GP practices. If it receives a contract resignation it will seek to ensure that affected people remain registered with a GP. It must also give due consideration to the needs of the community it serves.

As set out at the start of this document, the CHC has a statutory role in NHS service change, ensuring that the Health Board engages effectively with the public. The CHC will also develop its own balanced view based on what the public have said.

CHCs are not in a position to take an expert stance on the complex and challenging logistics of GP provision or generate solutions for an area. Our focus is on ensuring that our conclusions are based on the real-world impacts of service change proposals on people, ensuring these impacts are understood and incorporated into decision-making. We have taken the opportunity to absorb the responses made by the public.

Having considered information available and public feedback during the engagement period CHC makes the following points:

GP provision at St Clements surgery

The CHC understands that the Health Board would favour maintaining St Clements surgery as a “managed practice” in the absence of another provider. Some Neyland patients experienced uncertainty in 2018 when 2,200 patients were registered with St Clements rather than Argyle Surgery. We feel it is important to keep GP services stable and accessible within the Neyland area and people would welcome the continuity of accessing the same practice.

Managed practices can be difficult to staff however and tend to be reliant on locum GPs. If St. Clements did become a managed practice:

- the CHC would like to see robust measures in place to capture patient experience
- the CHC would like to see the continuation of existing additional and enhanced services where there is a need for them
- the CHC would like regular updates as the practice becomes established on a managed basis

GP provision at Johnston surgery

Johnston surgery has been run as a branch site for some time and services accessible at the site have reduced in recent years. It has generally operated as an admin site with some limited clinical services provided.

The CHC understands that maintaining the branch surgery could impact on the ability of the Health Board to sustain the necessary range of services at the St Clements site.

- the CHC has concerns around the physical capacity of St Clements surgery to handle patient flows whilst also feeling that care should be offered as close to home as possible. Therefore, Johnston should remain open for local residents to access GMS services.
- if the site did close the CHC feels that the Health Board should consider what services might be provided locally to reduce the impact on local people.

List Dispersal

The CHC understands that the Health Board may seek to disperse a proportion of patients who live closer to the neighbouring practices in order to protect the sustainability of St Clements, on the assumption that staffing a managed practice safely will be difficult.

We feel that the impact of this development on people should not be underestimated. Many people described their relationship with their practice as very good and others have voiced fears around being moved to an unfamiliar practice.

- The CHC feels that numbers of people to be dispersed should be minimised, accepting that this is a difficult situation and too many patients trying to access too few staff is not safe or sustainable.
- Where patients were allocated to another GP surgery, they should be allowed to appeal that decision and have their views considered individually.

- Patients attending a new surgery should have appropriate information about their new surgery provided and feel welcomed
- Practices that accept new patients should be monitored to understand the impact that any new patient numbers have had so that appropriate support is available. Patients of GP practices that have received increased numbers after a nearby GP closure have sometimes reported that it can make their practice busier and more crowded.

General Feedback

As mentioned earlier, the format of the patient survey allowed patients to comment on a wide array of their experiences as they seek to access GP services.

- The CHC feels that the Health Board should use this feedback as a basis for establishing a managed practice if this was the option selected. Amongst many positive comments, there are concerns about specific facets of access and customer care attitudes.