



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	29 September 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Application from Margaret Street Practice to Close Tycroes Branch Surgery
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Jill Paterson, Director of Primary Care, Community and Long Term Care
SWYDDOG ADRODD: REPORTING OFFICER:	Rhian Bond, Assistant Director of Primary Care

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

An application has been made by Margaret Street Surgery in Ammanford to close its branch Surgery in Tycroes. Following receipt of this application, a formal process, agreed with the Community Health Council and the Local Medical Committee, has been undertaken and now concluded. This process has included establishing a Branch Practice Review Group, and undertaking a public engagement exercise. A Branch Practice Review Panel has heard the application and made a recommendation to the Primary Care Contract Review Group.

Cefndir / Background

Margaret Street Surgery is located in the centre of Ammanford and is part of the Amman Gwendraeth (AG) Cluster. It has 9,471 registered patients making it the second largest Practice within the Cluster.

Tycroes is the branch Surgery of the Margaret Street Practice. A Branch Surgery is contractually considered to be a GP Practice site which operates for a minimum of 20 hours per week. **Appendix 1** is an extract from 'Guidance on the Implications of the new GMS Contract on Provision of Buildings to Suit Different Service Models (ref: Para 4.53 – 4.58 of the old Red Book)', which highlights and considers the components needed to qualify as a Branch Surgery. These include;

- 20 hour opening
- Compliance with standards
- Additional and essential services
- Disputes procedures
- Outlying consultation facilities

The Tycroes branch Surgery is located 1.5 miles away from the main site and has been closed for routine GMS provision since the beginning of the pandemic (February 2020). Tycroes was converted into a 'red site' for the Cluster during the pandemic which attracted additional funding from the Health Board (£27,817). The Practice Manager has advised that the site has recently only been accessed by Health Visitors who occasionally use the office space.

Asesiad / Assessment

An application to close the Tycroes Branch Surgery was formally received from Margaret Street Practice on 28th January 2022. The reasons cited for the application are concerns around sustainability due to a decreasing workforce which is preventing working across two sites and the financial burden of a second site.

Before receipt of their formal application, the Practice was provided with the process for closing Branch Surgeries and was asked to provide an up-to-date Sustainability Matrix, which was received on 31st January 2022.

In line with the documented process, Hywel Dda Community Health Council (CHC) was made aware of the application and subsequently, a meeting took place on 1st February 2022 with the Deputy Chief Officer of the CHC, the Margaret Street Practice Manager and the Health Board to discuss the engagement element of the process.

The CHC agreed to provide timelines and structure around the engagement process and highlighted the need to work closely with Hywel Dda University Health Board's Engagement team to discuss the breadth and depth of the engagement required, given the current pressures and restrictions.

A meeting took place on 11th February 2022 with the Engagement team to discuss requirements and expectations, and clarity around the engagement process was obtained. The Branch Practice Review Group was established, which includes representation from Hywel Dda Community Health Council and Dyfed Powys Local Medical Committee (LMC) and an engagement plan was agreed (attached for information at **Appendix 2**).

The activity period for this work took place between Monday 9th May 2022 to Friday 24th June 2022 with the purpose of the exercise being to:

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

The engagement period provided stakeholders with an opportunity to participate through providing their views by answering the following question "How do you feel about Margaret Street Surgery's application to close their Branch site in Tycroes". Responses could be submitted by telephone, letter, scanning a QR Code, email or by completing paper slips that were available from Margaret Street Surgery, Tycroes Branch Surgery and Tycroes Pharmacy. A summary of this engagement is included at **Appendix 3**. The main themes of concerns raised can be categorised as transport, parking, appointment capacity at Margaret Street, convenience, ease of access for local community, care being moved further from home and loss of service.

As part of the opportunity to engage in the public consultation, a group of residents have presented the Health Board with a petition of 1822 signatures opposing the closure of Tycroes Branch Surgery.

The Health Board was made aware of a public meeting on 11th June 2022, facilitated by local politicians. Comments received from this meeting have been included in the feedback summary.

The CHC Executive committee met on 30th June 2022 and, in summary, believes that Tycroes branch surgery should remain open and accessible to the public (**Appendix 4**)

An Equality Impact Assessment is included at **Appendix 5**.

In line with the agreed Health Board process, a Branch Surgery Panel was convened on 11th August 2022. The panel was chaired by the Vice Chair of the Health Board and members included the Local Medical Committee and the Community Health Council. The Practice was represented by the Practice Manager, who outlined the rationale for the proposed closure. In considering the level of feedback received, both through the agreed process, the petition and the local political meeting there were two options for consideration which are detailed in the table below.

	Benefit	Risks
Option 1 : Approve the application to close Tycroes Branch Surgery.	<ul style="list-style-type: none"> • Margaret Street Surgery assert that this will improve their recruitment possibilities and therefore improve the long term sustainability and viability of their main site in Ammanford. • The Practice Manager has committed to making additional appointments available at Margaret Street Surgery every day as a result of consolidating services at a single site due to a reduction in clinicians travelling time. • There would be a notional rent financial saving for the Health Board of £12,460 per annum (£110m2) and £175 per parking space per annum. 	<ul style="list-style-type: none"> • Closure of a GP Branch Surgery does not fit with the ambition of providing care closer to home. There is a recognition that the AG Cluster has previously expressed an interest a community venture and therefore this could be an opportunity. • The public engagement exercise shows demonstrable concerns around transport, parking, appointment capacity at Margaret Street, convenience, ease of access for local community, care being moved further from home and loss of service. • Potential long term destabilisation of the Tycroes Community Pharmacy in an area where the most recent Pharmaceutical Needs Assessment concluded that those living within the locality and registered with one of the GP practices generally choose to access one of the pharmacies in the locality in order to have their prescriptions dispensed.
Option 2 : Decline the application to close Tycroes Branch Surgery	<ul style="list-style-type: none"> • Retains care closer to home for existing and potential new users of Tycroes branch surgery • Access and Parking problems would not be compounded in 	<ul style="list-style-type: none"> • This may impact the practice's ability to recruit new GP partners. Recruitment is a national issue and not specific to Margaret Street Surgery and therefore the Surgery should consider submitting a

	<p>Margaret Street by additional patients.</p> <ul style="list-style-type: none"> Community Pharmacy in Tycroes will be able to sustain an ongoing service in an area where the most recent Pharmaceutical Needs Assessment concluded that those living within the locality and registered with one of the GP practices generally choose to access one of the pharmacies in the locality in order to have their prescriptions dispensed. 	<p>Sustainability Application to address these issues.</p> <ul style="list-style-type: none"> Possibility of fewer appointments being made available due to clinician travel time.
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In considering all of the facts presented to them, the Branch Surgery Panel concluded that the recommendation to the Board would be to decline the application from the partners of Margaret Street Surgery to close the Branch Surgery at Tycroes and to offer support from the Primary Care team to assist the Practice in considering best use of the premises.

Argymhelliad / Recommendation

The Board is asked to:

- NOTE** the recommendations of the Branch Surgery Panel;
- RATIFY** its recommendation that the Health Board does not agree to the closure of Tycroes Branch Surgery.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3. Effective Care 3.2 Communicating Effectively 5. Timely Care 5.1 Timely Access
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	N/A
Rhestr Termiau: Glossary of Terms:	Included in the body of the paper
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	N/A

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	To be determined as part of the branch Surgery closure process.
Ansawdd / Gofal Claf: Quality / Patient Care:	To be determined as part of the branch Surgery closure process.
Gweithlu: Workforce:	To be determined as part of the branch Surgery closure process.
Risg: Risk:	To be determined as part of the branch Surgery closure process.
Cyfreithiol: Legal:	To be determined as part of the branch Surgery closure process.
Enw Da: Reputational:	To be determined as part of the branch Surgery closure process.
Gyfrinachedd: Privacy:	To be determined as part of the branch Surgery closure process.
Cydraddoldeb: Equality:	Equality Impact Assessment undertaken and included at Appendix 5

Guidance on the Implications of the new GMS Contract on Provision of Buildings to Suit Different Service Models (ref : Para 4.53 – 4.58)

Paragraph 4.54 of “Investing in General Practice” states that “For a branch surgery to qualify as a second main/split-site it should meet the following criteria:

- (i) be open for at least 20 hours a week for provision of medical services automatically entitling it to proper IT support;
- (ii) meet the minimum standards set out in paragraph 4.52;
- (iii) deliver essential and additional services.”

Components :

- 1 20 hour opening
- 2 Compliance with standards
- 3 Additional and essential services
- 4 Disputes procedures
- 5 Outlying consultation facilities

Each element will be considered in turn.

1 Hours Opening for Branch Surgeries

Issues of hours of opening will be critical to determining whether LHBs should be funded for the premises costs of provision of services from a branch surgery. The 20 hours should not be the time the doors are open, and receptionists are available, but reflect the times that clinical services are being provided.

For the purposes of this issue, clinical services should include those provided by GPs, practice nurses, community nursing services and dispensing services. Services being provided by non-GMS funded staff can be included, but administrative services such as the collection of repeat prescriptions cannot.

Current branch surgeries have not developed services within the 20 hour framework, and LHBs will have to use their judgement on whether to support surgeries open for less than 20 hours. In some cases, it may be desirable to agree shorter opening hours, for example in rural areas where there is no realistic alternative to the branch surgery.

2 Compliance with Quality Standards (para 4.52)

Subject to appropriate funding agreed between LHBs and practices, premises will not be accepted unless the accommodation is deemed by the LHB, following a visit, as satisfying the minimum standards.

Schedule 1 of the National Health Service (General Medical Services – Premises Costs) (Wales) Directions 2004 sets out the minimum standard for practice premises.

LHBs should use the results of the premises survey commissioned by Welsh Health Estates to inform the initial judgement. This should be followed up by a visit using the Quality Standards – Practice Premises Inspection Report. LHBs will also need to link decisions about the future of branch surgeries to their integrated service and estate strategies.

There are a number of courses of action that can apply following an inspection of a branch surgery:

- (i) Where the premises does not meet the quality standards and is not supported by the estate strategy then there are 2 options:
 - The LHB and GP can agree to closure and follow the closure procedure;
 - If the GP does not agree with the LHB's decision to disinvest in the premises there is an appeal procedure to the Welsh Assembly Government
- (ii) Where the premises does not meet the quality standards but is supported by the estate strategy then there are 2 options:
 - a) If there is long term commitment to the current building then a refurbishment programme would need to be agreed;
 - b) If there is a need for replacement of the premises then an interim investment plan would need to be agreed to ensure that the premises meet an acceptable standard in the interim period before closure and transfer to new premises.
- (iii) Where premises meet the quality standards and are supported by the estate strategy but the GP wants to close then the GP will need to issue an application to close. There will be a given period in which the LHB can issue a counter notice, to allow for any necessary consultation. It is recommended that the LHB involves its Local Medical Committee in trying to resolve the issue. The surgery will be required to stay open until the issue is resolved. Normal appeal procedures will apply.

LHBs may wish to consider whether there are any procedures contained within the premises flexibilities, issued in WHC (2004) 06 in January 2004, which could facilitate these actions. Further information can be found in the guidance on quality standards of GP premises.

3 Additional and Essential services

Branch surgeries should always aim to deliver both essential and additional services. However, some additional services would only be provided when it was deemed appropriate by the LHB following discussion with the practice, and with regard to the quality standards. For example, minor surgery may require additional facilities which are not economic within a branch setting.

4 Disputes procedures

These are explained in Part C of 'Delivering Investment in General practice – Implementing the new General Medical Services Contract in Wales'. Part 7 of the National Health Service (General Medical Services Contracts) (Wales) Regulations 2004 sets out procedures that need to be followed.

5 Outlying consultation facilities

Paragraph 4.57 states that "branch surgery standards need not be fully met where a practice provides outlying consultation facilities using premises usually used for other purposes."

There are a number of issues with such outlying facilities:

- IT and patient notes may not be available for a patient consultation;
- not all the minimum quality standards need apply, but some will have to. Those covering privacy, infection control, and clinical waste disposal in particular have to be met;
- privacy can best be tested by whether the GP has a dedicated room for their surgery sessions;
- infection control will be subject to developing guidance being agreed by the Royal College of General Practice and Assembly;
- clinical waste disposal will again be subject to important procedures covering storage, handling and transport. GPs should take the necessary steps to ensure that sessions are provided in rooms where the GPs have exclusive possession. Where this is not possible then LHBs should consider the introduction of mobile service units, where appropriate.

In many respects, however, the surgery sessions will be little different to a series of home visits where all these issues will apply but be overcome. LHBs will need to weigh up the advantages in terms of access of supporting such clinics with the disadvantages in terms of quality of service delivery.

6 Summary

LHBs' decisions regarding branch and split site surgeries should be made on the basis of service delivery and not solely on financial grounds. Each LHB will need to provide evidence of their assessment of these premises, and have developed an action plan for their Management Board's approval.

Focused Communication and Engagement Plan for the closure of Tycroes Branch Surgery

Background

An application has been made from Margaret Street Surgery in Ammanford to close its branch Surgery in Tycroes.

Margaret Street Surgery is located in the centre of Ammanford and is part of the Amman Gwendraeth (AG) Cluster. It has 9,471 registered patients making it the second largest Practice within the Cluster.

Tycroes is the branch Surgery of the Margaret Street Practice. A branch Surgery is contractually considered to be a GP Practice site which operates for a minimum of 20 hours per week. The following components are needed to qualify as a branch surgery;

- 20 hour opening
- Compliance with standards
- Additional and essential services
- Disputes procedures
- Outlying consultation facilities

Detail of the opening and provision of services of Tycroes prior to the COVID-19 pandemic is included in the application letter from the Practice, but generally, prior to February 2020, the branch was open Mon – Fri 8.30am – 12pm

The Tycroes branch Surgery is located 1.5 miles away from the main site and has been closed for routine GMS provision since the beginning of the pandemic (February 2020). Tycroes was converted into a 'red site' for the Cluster during the pandemic which attracted additional funding from the Health Board (£27,817).

The Practice Manager has advised that the site has recently only been accessed by Health Visitors who occasionally use the office space.

Proposed approach for engagement activity

Any engagement will need a broad brush approach encompassing the wider population together with targeted activity around those potentially most affected, as identified by the stakeholder mapping.

The purpose of this engagement exercise is to:

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

The engagement activity period for this work will take place Monday 9 May 2022 to Friday 24 June 2022.

This period will provide those who are interested to have an opportunity to participate through providing their views by answering the following question **“How do you feel about Margaret Street Surgery’s application to close their Branch site in Tycroes”** by phone, letter, email or placing views in feedback/response boxes at the Margaret Street Surgery and Tycroes Branch Surgery.

This document is a live document and will be updated regularly.

Engagement and Communication methods employed and rationale

Method	Rationale
Engagement period	Engagement will take place from Monday 9 May 2022 to Friday 24 June 2022.
Broad Approach	<p>Awareness of the focussed engagement and opportunity to share views through the following methods:</p> <p>The following activities will be undertaken:</p> <ul style="list-style-type: none"> - Information will be circulated to patients and stakeholders. - Information made available on the Surgery website. - Information will be shared with the media. - Utilise any existing opportunities identified during the focused engagement period. <p>People can share their views by:</p> <ul style="list-style-type: none"> • Feedback/ response boxes • My Surgery app • Telephone - calls to be diverted to the Communication Hub • Email - Hyweldda.Engagement@wales.nhs.uk Emails will be forwarded to the Head of GMS and Primary Care Service Manager • Written comments to be addressed to Margaret Street Practice • Have your Say/Dweud eich Dweud Page (EHQ Software)

	Source of Feedback	Call Title	Caller Group	Comment	Theme 1	Theme 2	Theme 3
09/05/2022	Engagement Team Guestbook	Comment	Patient	I worry as I get older how am I going to get to my appointments if at all. I can not see why it can't be kept open as more and more houses are being built here	Transport		
09/05/2022	Engagement Team Guestbook	Question	Health Care Professional	I don't agree with Margaret St Surgery closing its doors in the village of Tycroes, it is a shame the surgery couldn't be utilised by other surgeries eg brynteg Cross Hands, Penygroes. This was a busy surgery, GP service on week day mornings, blood tests, other multidisciplinary teams also used this surgery. What needs to be also considered the surgery no longer does blood tests in Margaret St, there is also a reduction on bus service in the area and no service to Pph and twice daily to glangwili for blood tests. Patients from the villages of Capel Hendre, Pantyffnon, Penybanc also used this surgery. As a health care professional this surgery would be a great loss to the community as the village is developing year by year. My elderly parents would walk to this surgery as many other people in the locality could do. Please consider allowing other local surgeries and multidisciplinary teams from Hywel dda to use this facility. It would be a massive loss to the community if the surgery closed its door for good.	Transport		
09/05/2022	Engagement Team Guestbook	Comment	Patient	It would be a terrible decision to close the surgery in Tycroes. Its a surgery with easy access, it's easy to walk too but also easy to park...unlike Margaret street. It's right next to the complex and bungalows where elderly people reside which i imagine is a great comfort knowing they haven't got to rush for the bus ect. This surgery can be utilised better and be a great asset to the village again.	Transport		
10/05/2022	Sharepoint	Comment	Patient	Retired elderly Care Nurse, read in Local Guardian about the closure. The bus drop off is a good walk for people with mobility issues or people with young children. Practice was always busy.	Transport		
10/05/2022	Engagement Team Guestbook	Comment	Patient	1. I note you say we would have additional appointment availability at Margaret Street as staff wont be covering both sites - presumably this 'promise/commitment' would be monitored and tracked independently by the heath authority in terms of both staff numbers, deployment and number of appointments. 2. How will elderly local patients manage to travel on bus services - I think this is a big issue for local elderly patients and feel this could just be a further efficiency measure as opposed to GP surgery providing an NHS 'service'. 3.The availability of appointments has been severely impacted during Covid and any assessment of increased appointment numbers must be made against 'Pre-Covid numbers'	Transport		
10/05/2022	Engagement Team Guestbook	Comment	Patient	I think it would be a shame to close Tycroes surgery, I have lived in Tycroes for nearly 40 years and have used the surgery numerous times, it is so easier than having to go to Ammanford, the waiting time is a lot less, parking is easier. When my girls were small it was only up the road I had to go to take them to see the doctor. Tycroes has grown with a large number of new housing developments, these extra patients will put an even larger strain on the Ammanford surgery, which is already struggling to provide appointments to the patients they already have. I personally think it would be a big mistake to close it	Transport		
10/05/2022	Engagement Team Guestbook	Statement		Why bother asking? You've already decided it's done for	Statement		
10/05/2022	Engagement Team Guestbook	Statement		Save the surgery!	Statement		
10/05/2022	Engagement Team Guestbook	Comment	Patient	As long as this guarantees access to appointments in Margaret Street then I think this makes sense. Tycroes surgery rarely offered GP appointments and in 14 years of being registered with the practice even though I live a 3 minute walk away I have rarely been offered a local appointment. The building is not being used to its capacity and therefore must be a financial burden . Hopefully closing it will result in more resources being available at Margaret Street.	Positive Response		
10/05/2022	Engagement Team Guestbook	Comment	Patient	What a complete waste to close the surgery in Tycroes, there is a great need to keep it open for convenience and care for the people in the area who have utilised it over the past years. Parking is easier than Margaret street and now that they have stopped doing blood tests it is really difficult to get to The Antioch centre in Llanelli or Glanamman Hospital without a car. To see a Doctor is difficult, if Tycroes Surgery is to close it will only make it harder to receive medical care. Please put people of the area first before profit.	Parking		
10/05/2022	Engagement Team Guestbook	Comment	Patient	For convenience it was always nice to sometimes be sent to Tycroes as you didn't have to fight to get a parking space as you do in town. Getting to the alternatives in Llanelli for blood tests now is horrendous so we still need this surgery for this if nothing else. Why can't it become a blood testing station for all local surgeries?	Parking		

10/05/2022	Engagement Team Guestbook	Comment	Patient	Having used the Tycroes branch as living in Tycroes it was very handy especially as the parking in Margaret street is awful. Yes you can park in the paid parking near by but when you have an illness or a baby it has been a much harder experience. Would it be wiser to offer additional services as a Hwb also rather than close? The appt system has been awful too.	Parking
10/05/2022	Sharepoint	Question	Contractor	Contractor at Tycroes Pharmacy. Could you provide something so they can hand out to the patients attending the pharmacy. Also asking if there will be anything going out to the local newspaper as the elderly do not always access to social media. Can someone please make contact with her? Thank you	Engagement Channels
11/05/2022	Engagement Team Guestbook	Comment		I think it should stay open some people are struggling to go to ammanford	Transport
11/05/2022	Engagement Team Guestbook	Comment	Patient	In the 15 years I have lived in tycroes I have only once managed to get an appointment to see a doctor in tycroes surgery. Normally you have to go to Margaret Street to see a GP anyway so the closure of the surgery will have little impact to the community. The biggest challenge at Margaret Street is the very limited parking there is only space for 8 cars which the staff park in and there is double yellow lines everywhere else this needs to be improved. The Tycroes surgery site should be used for other healthcare services instead of pulling people into Prince Philip Hospital for care and treatments that should be being delivered in the community i.e. phlebotomy, podiatry, diabetes etc.	Parking
11/05/2022	Engagement Team Guestbook	Comment	Patient	Here we have a surgery that has reasonable parking facilities opposite a pharmacy which also has a car park and the HB are considering closing this convenient building .The Ammanford site has very little in the way of car parking facilities . In a time when we need to support our disabled , elderly , parents with young children and the vulnerable more than ever , it is extremely disappointing. I sincerely hope the Health Board consider this issue seriously and put patients needs first . I am also very concerned that the public may not be aware that the practice also own the pharmacy next door to the Margaret St Surgery . Closing a surgery opposite a pharmacy would inevitably cause longer waiting times for acute prescriptions to be dispensed in the Ammanford pharmacies . Patients will get a poorer standard of NHS care at all levels and I find that extremely concerning.	Parking
11/05/2022	Engagement Team Guestbook	Question	Patient	How would Margaret Street surgery now deal with the extra influx of calls to book an appointment which is already very difficult if not impossible within the timeframe given .	Appointment
12/05/2022	Sharepoint	Comment	Patient	Lives in Tycroes, elderly mother to the Ammanford surgery and is hard to get her to it. Parking is not good in Ammonford. Pharmacy opposite which is helpful. Big problem for elderly or mobility issues getting there.	Transport
12/05/2022	Sharepoint	Comment	Patient	Attending Margaret street for the last 2 years, blood test every Thursday due to medication taking. 83 drives herself there but will not be able to drive long term. Whole of community increasing, new houses being built, in time larger need for increase of GP, nurses etc. Large elderly community currently in area, Margaret street too far for elderly to get to and walk to. Informed that only bed ridden to see district nurse. Pharmacy is good location directly opposite the surgery for elderly. Parking outside Margaret street is awful not enough places to park safely, ends up parking in Church Street.	Transport
12/05/2022	Engagement Team Guestbook	Comment	Patient	I do not see how more appointments would happen at Margaret St if Tycroes is shut down. They only have one receptionist answering at a time, and not enough Doctors. I think Tycroes should stay open for people who find it hard to get to Ammanford. But I also think they have already made their minds up on what they are going to do. Covid helped take this Surgery away, and they don't realise how much this has affected the community in the past and the present and for the future.	Transport
12/05/2022	Sharepoint	Question	Contractor	Getting loads of enquiries re surgery closure. Please could they have they have leaflets/flyers - anything that is large enough for window will be appreciated if possible.	Engagement Channels

12/05/2022	Engagment Team e-mail	Comment	Patient	I understand that it is proposed to close the branch site at Tycroes. I would ask that this decision is urgently reconsidered in that it would seriously affect the local community who have been without this service for two years now and is causing much inconvenience. Personally I and my wife, who is incapacitated, have sorely missed it during this time, and we're looking forward to its reopening. We are both in our eighties and find travel to Margaret Street very stressful. would you please reconsider.	appeal to reconsider
13/05/2022	Engagement Team Guestbook	Comment	Patient	It is very difficult to get an appointment to see a Dr in MARGARET St Surgery at the moment, without having extra patients from Tycroes needing to be seen. For the Derby sick from Tycroes will no doubt be a nightmare if they have to rely on a bus to get them to Ammanford, the wait at the surgery and then a return bus. This could take well over 2hrs from time they would leave home. My husband was prescribed a prescription by a dietician T Glangwili Hospital, on its non arrival after a week, I contacted the surgery and was told that he would need to fill out a form to request the prescription, before it could be added to his repeat prescription.	Transport
13/05/2022	Engagement Team Guestbook	Comment	Patient	This just cannot be allowed to happen. This surgery serves both tycroes and Llanedi residents. The village chemist directly opposite, with the bus stop only yards away. It has [arking space which Ammanford never has spaces and it is a much used conveninet surgery for residents which Margaret Street cannot offer.	Transport
13/05/2022	Engagement Team Guestbook	Comment	Patient	We Tycroes people need our surgery To be kept open as there is a large majority of elderly people living in Tycroes that are unable to travel 3 miles to the nearest surgery , The surgery hasn't been open for two years because of Covid and the elderly have been scared to go out this is a necessity for Tycroes village as so mean people really on the surgery and chemist	Transport
13/05/2022	Engagement Team Guestbook	Comment	Patient	We have just moved to the village of tycroes and feel that to have a doctors surgery and chemist on your door step to be an amazing addition to keep within the community. Within our family we have two disabled members whom require monthly medication. With Myself being one of them and the only driver in the family too it's difficult to have to park in the ammanford doctors surgery to then have to pay for parking due to the fact there is never any parking spaces(even disabled ones, as staff park in them instead) I am unable to walk far distances so would have to use my mobility scooter or powered wheelchair along with my crutches. This is such an inconvenience to me as I have to have my husband with me as well due to not being able to get my chair out the back of my vehicle myself. If I was able to visit the local doctor surgery it would simply be a matter of taking myself there on my own by using my chair or scooter and crutches. It does in some way take away the independence part of my own mental health of myself as I am having to be reliant on my husband to just simply visit the doctor due to the unfortunate event of the tycroes surgery being closed and needing his extra assistance when I could do this all myself when it is on the doorstep. o as you can see there is many reasons as to why having tycroes surgery being kept open for not only our family but to other families within tycroes. It's a vital need for a small community to be able to have the surgery open and services restored to fulfill each persons need of visiting a doctor. As I can imagine there are many elderly that also suffer with lacking of family able to help to get them to the doctors in ammanford. Thankfully I don't have that issue, but to imagine anyone struggling to find a lift or accessible taxi if needed just to be able to attend a doctor appointment when they have a fully accessible and sustainable surgery in their own hometown is shocking and dissatisfying. So I hope that my point is taken across the board as to the importance of keeping and reopening tycroes doctors surgery.	Transport
13/05/2022	Sharepoint	General Enquir	Pharmacist	Thanks for flyers but need lots more english one please - Helen is suggesting hundreds please. They are going to leaflet drop I think. Window poster would be appreciated.	Engagement

13/05/2022	Engagement Team Guestbook	Comment	Patient	I disagree with the closure of this surgery, the main practice in Ammanford is hard enough to get an appointment with or even speak to someone, instead of closing this site. It may be useful to run clinics with practice nurses who are able to prescribe medication a few days a week which could take the pressure off the main site and enable ease of access for elderly patient who live in the area and are unable to travel to Ammanford at short notice. Another suggestion that may be useful would be for blood clinics and injection clinics and diabetes clinics ect...Bloody clinics would be useful as due to the new system of booking online being difficult for the elderly and those that require the use of public transport. Although the new system can be convenient for service users such as myself who is able to book online and drive to Glanamman, many are unable to. So having a clinic with adequate transport links as well as for those that are unable to book online maybe more beneficial than having an empty building. As well as potentially easing the services at Ammanford. Most people understand the pressures of the NHS, more so now due to the effects of the covid pandemic, by closing this site it could lead to more pressure on the main site as well as missed opportunities for patients who require regular checks therefore adding more pressures to the hospitals if they do not receive their required care. I know myself that my opinions and suggestions alone will not change the situation, but maybe it could be considered as an option for the surgery to remain open and ease the pressures on other NHS settings.	Building
13/05/2022	Engagement Team Guestbook	Comment	Patient	There is a serious lack of information to support or oppose opening or closing. The only piece of information was "Should Tycroes close, the potential benefits for patients include more available appointments for all patients at the Margaret Street Practice, as staff would not be covering two sites, and earlier and later appointments could be offered from Margaret Street". It does not explain how. Surely having two sites can mean more doctors to provide appointments? What about those who live further away? This is an accessibility issue. More patients in one place is surely going to mean a higher ratio of patients to doctors, no.	Appointment
14/05/2022	Engagement Team Guestbook	Comment	Patient	I was born and raised in Tycroes (70 years ago) and there has always been a surgery somewhere in the village. It is stated that blood tests can be done at Margaret Street Surgery, but this is wrong. They are no longer doing blood tests there and only way to access a blood test for Tycroes Residents is to arrange an appointment at Glanamman Hospital or the Antioch Centre in Llanelli, neither of which are easily accessed by public transport, with at least one bus change and a walk involved for both.	Transport
14/05/2022	Engagement Team Guestbook	Comment	Patient	I think it's disgraceful that Margaret street surgery is applying to close Tycroes surgery! My wife and I are both pensioners with various medical conditions living in Tycroes. We had always found it convenient and easier to attend Tycroes surgery before it was closed due to the covid pandemic. Since then we have found it very difficult to attend Margaret street because of traffic and parking facilities. I would urge you to think again about your decision to close Tycroes surgery as it is much easier to attend for everyone who live in and around the Tycroes area	Parking
14/05/2022	Engagement Team Guestbook	Comment	Patient	You state: "Should Tycroes close, the potential benefits for patients include more available appointments for all patients at the Margaret Street Practice, as staff would not be covering two sites, and earlier and later appointments could be offered from Margaret Street." However, Tycroes has effectively been closed for over 2 years and NONE of the above has happened. It is almost impossible to get through by telephone and appointments are virtually non existent.	Appointment
16/05/2022	Engagement Team Guestbook	Comment	Patient	I feel it would be an incredible loss to the community of Tycroes as well as surrounding areas. It has been such a loss for 2 years to the area and really have affected myself and nearby neighbours. I have a knee injury and cannot walk the distance from the council carpark and there are limited spaces outside Margaret Surgery. I am having to rely on people to drop me outside which can cause complete chaos for traffic and buses. I have been offered appointments for myself and my child with only a few minutes to get there....since COVID restrictions have lifted the Surgery seems to think it can ask you to come down within minutes, for someone who isn't driving at the moment it's caused me so much unnecessary stress. The amount of times I have queued to get through on the landline to the surgery has been ridiculous, only to be told all appointments are gone. Surely opening up appointments in Tycroes also would alleviate some of the pressure for the main Margaret Surgery.	Transport

16/05/2022	Engagement Team Guestbook	Comment		I think it's absolutely terrible that they're trying to close Tycroes surgery. The parking at Margaret Street is awful and even worse between 8.30 and 9am and 2.30 and 3pm when there's a lot more traffic because of the amount of people taking their children back and forth to school and the amount of buses passing. It's dangerous for me and my small children. There's just nowhere safe to park ! Tycroes surgery is wonderful for me and my family and a lot of other residents of Tycroes whom some of which simply cannot get to Ammanford, it's a real struggle. It's really worth it to keep Tycroes surgery open for the community. But it really isn't worth the risk for a lot of people to try and get to Margaret Street. Please save Tycroes surgery	Parking		
16/05/2022	Engagement Team Guestbook	Comment		I think this is just another money saving option & as such does not mean that there will be a better service for the patients of the practice. This site could ealy be used to better use by movnig some of the Margeret street clinic's there. As for the Margaret Street surgery being easily accessed by public transport, I believe that most people attend hte survery use there own transport, they then can't find a parking space the surgery car park (some of the limited spaces being used by staff), most of the patients attending are probably seniors & could not use public transport confidently	Parking		Transport
16/05/2022	Engagement Team Guestbook	Comment	Patient	Dear Sir/Madam, I should like to register my objection to the proposed closure of the Surgery in Tycroes, part of the Margaret Street practice in Margaret Street, Ammanford. It has been unused for over 2 years now and has been a complete waste of a valuable facility. During the Covid 19 Pandemic, it could have been used to administer the Jabs. Instead, we have had to go to the Carmarthen Showground to get ours. A large proportion of the community in Tycroes is elderly and does not have independent transport. The surgery is conveniently located and right opposite the Tycroes Pharmacy. It does not have the parking problems that the main surgery in Margaret Street has (there is ample parking in the street outside, besides the small surgery car park). In the 27 years I have lived here and whilst it was open, I was able to walk to the surgery and collect prescriptions from across the road. This must be considered as beneficial to the environment, as I have not needed to drive there or get a bus. There has been a large building programme in the area in recent years, so there is even more need for a local medical facility. I would urge you to pressure the Margaret Street Practice to re-consider closing this much-needed facility. If not, then to offer it to another owner for the same use. Thank you for your attention. Kind regards	Location - convenience/ease of access for communitiy	Parking	Transport
16/05/2022	Email	Comment		Dear Sir/Madam, I should like to register my objection to the proposed closure of the Surgery in Tycroes, part of the Margaret Street practice in Margaret Street, Ammanford. It has been unused for over 2 years now and has been a complete waste of a valuable facility. During the Covid 19 Pandemic, it could have been used to administer the Jabs. Instead, we have had to go to the Carmarthen Showground to get ours. A large proportion of the community in Tycroes is elderly and does not have independent transport. The surgery is conveniently located and right opposite the Tycroes Pharmacy. It does not have the parking problems that the main surgery in Margaret Street has (there is ample parking in the street outside, besides the small surgery car park). In the 27 years I have lived here and whilst it was open, I was able to walk to the surgery and collect prescriptions from across the road. This must be considered as beneficial to the environment, as I have not needed to drive there or get a bus. There has been a large building programme in the area in recent years, so there is even more need for a local medical facility.I would urge you to pressure the Margaret Street Practice to re-consider closing this much-needed facility. If not, then to offer it to another owner for the same use. Thank you for yor attention, kind regards.	Location - convenience/ease of access for communitiy	Parking	Transport
16/05/2022		Question	Patient	Impossible to get appointment at Margaret Street - 8.00 am calls are constantly engaged and then no appointments left. Gentleman had good treatment at Prince Phillip but feels very strongly that closure should not go ahead. Needs blood tests as per treatment in Prince Phillip - he has had to go all the way to Llanelli and he is unable to drive due to his illness. Concerned how his wife would cope if he wasn't around too. Please call him back mainly to assist with how he can have local blood tests.	Appointments & Blood tests		
16/05/2022	Engagement Team Guestbook	Comment		Please don't close down Tycroes Surgery. If anything it's utilisation needs to be expanded and maybe shared with other practices/medical services. People need more facilities and more options for access to NHS services, not less. If there are not enough staff to cover both sites sufficiently and also offer more appointments at more flexible times the answer is to recruit more staff, not close a surgery that is convenient located to serve to a lot of patients. If it is closed it will be just another very sad example of how NHS services are being cut back to everybody's detriment.	Appeal to reconsider		Use to create/expand access to more services

16/05/2022	Email	Comment	Patient	<p>Dear Sir/ Madam, I would like to express my concern regarding the proposed closure of the above surgery, by Margaret Street Practice, Ammanford. My understanding is that by closing the above surgery, Margaret Street will be in a position to offer more appointments and that the Tycroes surgery was used mostly for blood tests prior to Covid. Tycroes is an expanding village in terms of new houses but also has an ageing population. Getting an appointment at Margaret Street Surgery, prior to, during and since the easing of Covid restrictions, is no easy task. It takes forever to get through on the phone, appointments are on the day appointment, so if you can't get through early enough then you may not be seen that day, or you are advised that a nurse will ring you but no timescale can be given for that. Therefore, you can be waiting about for a phone call which may not happen for a few hours. Not everyone has mobile phones! You aren't allowed to book a non urgent appointment in advance and in my case, after receiving a letter to make an appointment with a GP regarding my recent blood tests, I had to wait Five weeks for a telephone consultation, despite allegedly, six GP's working!!! I would seriously question Margaret Street GP's, how they intend to resolve the current unsatisfactory situation regarding access to timely and appropriate appointments. Blood tests are no longer performed at Margaret Street Practice due allegedly, to the Health Board withdrawing funding for this procedure. The current system of having to attend Glanamman Hospital (Wed am only) or Llanelli near the train station, is not ideal. Neither site is easily accessed by public transport and so for many elderly or infirm patients, this can be very stressful. Much is made of how A&E Departments are over run with people turning up inappropriately but maybe the answer lies in making GP appointments more accessible. Have Margaret Street GP's set out their plans on how they propose to make appointments more accessible? I appreciate that financial viability of any service has to be considered but has there been any discussion around using the Tycroes site as a multi Allied Health Care Professional site? After all, more often than not, it is a nurse that sees one at their appointment, in Margaret Street Practice. I would ask that my objection to closing Tycroes surgery be noted along with the request for the Health Board to give due consideration to the elderly and more vulnerable, in Tycroes.</p>	Access to appointments	
17/05/2022		Comment	Patient	<p>Magaret Street GP. Difficult to get to Surgery, lot of elderly in the community, people do not have cars and cannot rely on a bus. Difficult to get to Surgery, lot of elderly in the community, people do not have cars and cannot rely on a bus. Not suitable for anyone with mobility problems. Parking will be a big issue. Lady has a scooter and cannot get the scooter out of the car at the car park to use it due to the high volume of cars there.</p>	Transport	
17/05/2022	Engagement Team Guestbook	Comment	Patient	<p>I live near to Tycroes surgery. Over the years this has been invaluable as a resource in the community. There have been occasions where I have been too unwell to drive and having the doctors surgery nearby allowed me to access a doctor without having to get a bus or taxi to Ammanford. My wife currently cannot drive due to a knee injury and I work so if she needs to see a doctor again it's either a bus journey or taxi unless Tycroes is open. There is also an elderly community in Tycroes and the surgery is an important resource for them. Please don't shut our surgery. We need it and we will use it.</p>	Location - convenience/ease of access for community	Transport
17/05/2022	Engagement Team Guestbook	Comment	Patient	<p>I am not happy with that, we only moved from Brynteg to attend tycroes branch, then covid hit and we were only waiting for branch to open back. We have walking distance to surgery in Tycroes, and we have 4 children plus 2 adults in our household.</p>	Location - convenience/ease of access for community	
17/05/2022	Engagement Team Guestbook	Comment		<p>I feel this will degrade the current services provided even further, its almost imposible to get an appointment wthin a reasonanable timescale at present. therefore I am dead against the proposal</p>	Access to appointments	
17/05/2022	Engagement Team Guestbook	Comment	Community councillor	<p>We in Tycroes and a large surrounding area need Tycroes surgery to stay open as it is very very hard to get any appointments with the surgery in Margaret st surgery and it would mean that there would only be 1 surgery to see any doctor which is totally unacceptable Tycroes Community counsellor</p>	Access to appointments	

17/05/2022	Engagement Team Guestbook	Comment		The population of Tycroes is growing, many new houses are under construction, and the surgery is more important now than ever. Nobody wants the inconvenience of having to wait for buses..perhaps in inclement weather.. when you are feeling unwell. Nobody wants the expense of a taxi. Not everybody has a car at their disposal. Those who do find great difficulty in parking near Margaret Street practice, and have to pay car park charges. The reopening of the facility at Tycroes would give residents the convenience of walking to the surgery, or free parking just outside. Please consider the needs of disabled patients, and mothers of young children who juggle prams/pushchairs. I'm sure I speak for the whole community on this dreadful proposal to rob the village of a purpose-built surgery located in the very centre of the village. To lose it will cause a lot of people a lot of distress. Please re-open it asap --- the wellbeing of a whole village is at stake.	Transport	Parking	Location - convenience/ease of access for community
17/05/2022	Engagement Team Guestbook	Comment		It would be a loss to the community if Tycroes surgery was to close. Elderly people, disabled people and people that don't drive don't want the inconvenience of having to travel to Ammanford. It is impossible to get an appointment with the surgery now, it would be a nightmare to get an appointment if Tycroes surgery closes. Tycroes surgery has been a big part of the community for a long time & would be a huge loss to the community. I also feel ill people would not venture to Ammanford and would therefore rather suffer and end up not seeing a GP at all.	Transport	Access to appointments	
17/05/2022	Engagement Team Guestbook	Comment		I don't think closing the surgery is a good idea, it's one of the main things for people who live in tycroes, it has been really hard without the surgery for many people and I am one of them I'm not happy about it at all.	Location - convenience/ease of access for community		
17/05/2022	Email	Comment		I am writing about the proposed closure of the Tycroes surgery. Living in Tycroes, we were very disappointed when we heard of the proposed closure of the surgery. We understand why it needed to be closed during the pandemic, but were surprised to see that that seems to have been used as an excuse to close it permanently. There are many people in the village that have been able to use it for many years, saving a lot of time and often inconvenience to travel to Ammanford. Elderly people especially, and those without their own transport, find it difficult to get to the Ammanford surgery. It is very well situated in the centre of Tycroes and opposite a chemist and it serves around 2000 people. It would be a big loss if it were to close. Please will you reconsider this decision and keep the Tycroes surgery open.	Location - convenience/ease of access for community	Transport	
18/05/2022	Sharepoint	Comment	Patient	Concerned that the blood test have stopped at Margaret street surgery. Going to Amman Valley Hospital only offers once a week or antioch centre in Llanelli which is a good drive.	Transport & Blood Appointments		
18/05/2022	Engagement Team Guestbook	Comment		**translation included below** Penderfyniad annoeth llwyr. Y feddygfa yn rhan anatod o'r gymuned, yn enwedig i rhai hyn neu llai ffodus! Cymaint o dai newydd i'w codi yn y pentre ble ma nhw fod dderbyn cyngor/triniaeth. Y fferyllfa hefyd yn angenrheidiol i'r pentre a shŵd adnodd bosid. Anodd mäs draw gael ateb i'r ffôn yn Heol Marged, arwahan i drefnu apwyntiad. Gwir angen CADW MEDDYGFA TYCROES AR AGOR! Translation - Unwise decision. The surgery is an integral part of the community, especially for the elderly or less fortunate! So many new houses are being built in the village, where can they get advice / treatment? The pharmacy is also a must for the village and a great resource. It is difficult to get anyone to answer the phone in Market Street, let alone to make an appointment.. You really need to KEEP TYCROES SURGERY OPEN!	Location - convenience/ease of access for community	Access to appointments	
18/05/2022	Engagement Team Guestbook	Comment		Not a good idea for the expanding population of Tycroes. With the proposed new building developments in the village it is essential that we have a surgery. Why not consider combining the facility with Brynteg ??	Location - convenience/ease of access for community		
18/05/2022	Email	Comment	Patient	Dear Sir/Madam, As a resident of Tycroes and a patient of the local surgery, I am extremely concerned to hear about the proposed closure of the local surgery. I am an OAP which makes matters more concerning. It is very disturbing that local services are being done away with no regard to the feeling of local residents. Experience has shown that the bigger that services are they are more inefficient and lack the personal touch. It is sad that local authorities in Wales are considering such a move at the detriment of local communities. I seriously hope that the people in charge reconsider this decision not only for financial reasons but for common sense purposes. Thank you	Location - convenience/ease of access for community		
19/05/2022	Sharepoint	Comment	Patient	Caller doesn't want it to close, use pandemic as excuse to close surgery and it is very inconvenient to nearby residents who want it to remain open. The medical staff are superb	Convenience		

19/05/2022	Engagement Team Guestbook	Comment		Since moving to Tycroes recently, we've been impressed with the facilities virtually on our doorstep available to the growing elderly population. How sad, therefore, to hear about the withdrawal of a valuable asset to the community. Once closed, the facility will be lost forever. We, therefore, urge you to re-consider this retrograde decision.	Location - convenience/ease of access for community	
19/05/2022	Engagement Team Guestbook	Comment		Disagree with the closure. Every service is being cut or reduced to the detriment of patients.	Statement - disagree with closure	
20/05/2022	Sharepoint	Comment	Patient	Used facility many times and is dissapointed/sad to see it close down, would rather not see it close down. Margaret St is an excellent surgery but parking is very bad. Tycroes had provided excellent services and dont want to see it close.	Parking	
20/05/2022	Engagement Team Guestbook	Comment		Surely continuing with Tycroes surgery spreads the load and available appointments away from Ammanford enables less crowding and more appointments at both practices. Various clinics could be run at the premises. But like the Bank Closures who cares about the customer/patient nowadays	Access to appointments	Use to create/expand access to more services
20/05/2022	Engagement Team Guestbook	Comment		Extremely disappointed. The ease of access to the surgery is beneficial to all members of the community. The branch is Ammanford is clearly being overrun, by the lack of appointments available and extremely long wait times to even speak to a doctor or nurse. With the growing population of Tycroes, the application to close the branch is not one that makes any sense whatsoever.	Location - convenience/ease of access for community	Access to appointments
20/05/2022	Engagement Team Guestbook	Comment		This application is extremely disappointing. The surgery is a vital amenity for the community of Tycroes, which has an older demographic in need of close accessibility to healthcare professionals.	Location - convenience/ease of access for community	
20/05/2022	Engagement Team Guestbook	Comment		Just because this site has not been fully used during covid is not a reason to close it. In the years before covid, Tycroes was an easier to access location for the practice. The people of Tycroes and Capel Hendre used to have the option to attend Tycroes rather than Ammanford. Consideration should be given to the older or disabled people for whom Tycroes would be a much better option.	Location - convenience/ease of access for community	
20/05/2022	Email	Comment	Patient	Dear sir x we are totally opposed to the closure of our clinic x we always choose to go there to see the doctor etc x It's convenient for our whole community x saving on transport x taxi fares to Ammanford etc etc x not everyone has the mobility to climb onto a bus or even walk to the bus stop x Please reconsider our Tycroes surgery closure x thank x David and Helen Crabb	Location - convenience/ease of access for community	Transport
20/05/2022	Email	Comment		Good Morning this is a ludicrous proposal with an ageing population in the immediate area of the village and as it is virtually impossible to have face to face meetings with Doctors in Margaret Surgery it would leave many many patients without the care they require and having worked and contributed to the NHS all their life deserve the phone appointment system in Margaret Surgery is a joke after busy line for 30 minutes you get through to be told all appointments have been filled for that day if you can go in the surgery when it opens again no face to face available but A Doctor will ring you.I do hope this proposal will be turned down and better judgement will prevail.Many Thanks Sincerely Thomas P Moore	Access to appointments	
20/05/2022	Email	Comment	Patient	Dear/madam, I am a resident of Tycroes and am a patient at the local surgery. I am an old age pensioner and I am very concerned and disappointed to hear that the health authority are considering closing the local surgery.I suffer from chronic COPD, and I also have a serious back condition. Currently I have to visit Margaret Street. Due to my breathing and walking difficulties it is very very inconvenient to go there as well as the limited parking space and restricted street parking in that area. Having a surgery in Tycroes would make my life so much easier and far less stressful. I use all the local facilities and doing away with the surgery is to the detriment of myself and local people. Thank you.	Location - convenience/ease of access for community	Parking
21/05/2022	Engagement Team Guestbook	Question		Essential information we would like from the surgery would be :Accurate numbers of increased face to face appointments that are going to be made available. As the surgery has already been closed in Tycroes for two years that data should already be available. Accurate numbers of increased face to face appointments that are going to be made available. As the surgery has already been closed in Tycroes for two years that data should already be available. Number of patients registered in the practice who live nearer Tycroes surgery than Ammanford . Are the Health Board officials then going to consider the age of those patients , co morbidities , disabilities etc . I hope this information is going to be made available to the public and our Government officials within the locality as soon as possible	Request for further information	

21/05/2022	Email	Comment		We do hope this is not another depressing withdrawal of one of our public services. We are all aware of the reducing funds made available these days but surely good health support should be untouchable. Tycroes surgery is a vital asset to the community and many of the local inhabitants will suffer if it is removed. We do hope this invitation to express views is genuine and not just another academic exercise going through the motions as has been the case so often in the past.	Location - convenience/ease of access for community		
22/05/2022	Engagement Team Guestbook	Comment		Very limited parking at Margaret Street, more so when staff and Drs. are parking all day in disabled bays. Appointments are not easily available at Margaret Street. Where are blood tests to be done? Prince Philip Hospital? Consideration must be given to disabled local people who may be forced to use public transport.	Parking	Access to appointments	Transport
23/05/2022	Sharepoint	Comment	Patient	Thinks this is wrong and that everything should return to normal. Happy with the services before it closed down.	No theme		
23/05/2022	Sharepoint	Comment	Patient	78 year old and lived in Ty Croes most of life. Does not drive and has a housebound husband. Needed bloods had an option of PPH or Amman Valley Hospital which is very difficult for her to attend. Feels that old people are being penalised. GP does not need to be in Surgery for Bloods, Blood pressure and general checks and will be a loss to the area. Please give it a second thought and think about using the centre as a wellbeing centre for the community.	Transport	No blood service locally	
23/05/2022	Sharepoint	Comment	Patient	Strongly against the closure, too far for people to go (to the other surgery), elderly will struggle.	Access		
23/05/2022	Sharepoint	Comment	Patient	Feels that it would be a bad choice to close the surgery, lots of people in community who do not drive. Phone system is awful, has to wait 4 days on the phone to get an appointment, phones at 8am, engaged and by the time you get to 8.30 the appointments have gone. Go to be a better system in place. Needs to keep practice open to accommodate the amount of people in the community using it.	Loss of Community Service	Access to appointments	
23/05/2022	Engagement Team e-mail			Re: Margaret Street Surgery's application to close its branch site in Tycroes. To whom it may concern, I have been asked by the Tenants of Pant Y Boblen Sheltered Housing Complex in Tycroes where I am employed as the Supported Housing Officer by Carmarthenshire County Council to email their views regarding the application to close the surgery in Tycroes. These are their views: All tenants who are Margaret Street patients feel strongly that Tycroes need the surgery, some for the same reasons some for reasons concerning themselves due to differing health concerns. Ages of those patients - 66.79.82.85.85.92.96. It is too difficult to get to the surgery in Ammanford by bus. The walk from the bus station to the surgery is difficult especially when the weather is bad and you have to wait around. Also the cost of a taxi for the 2 mile distance one way is now £8 which few are able to afford. Some feel the facility properly managed could provide an invaluable service to the ever growing community. People are now being told to go to Llanelli for Blood tests and since the diabetic eye check clinic annually closed people have been told to go Swansea or Cardiff and they ask how are they expected to travel so far. In addition to this, the time it takes to get through on the phone to Ammanford Surgery, where they could pop in and make an appointment at reception in Tycroes. Some struggle with the telephone due to age related hearing difficulties. As the scheme Manager I can say that the tenants at the scheme are upset and worrying over the closure. They have found it difficult when the surgery was closed due to Covid but accepted that thinking the situation was temporary. I would fear that the older generation may suffer in silence rather than go through the ordeal of travelling to Ammanford. One gentleman actually did a property transfer to live in Tycroes just to be near the surgery as he was spending so much money on Taxis, as his health problems mean many appointments. Covid vaccines caused a lot of upset and worry with elderly people expected to travel to Carmarthen to be vaccinated, people were paying a fortune to get there so had to cut back on costs elsewhere. Where the older generation is concerned those cuts are generally made on food and heating which often means other problems. With the current rising living costs it is a concern and many will suffer one way or another. Thank you, Gail Thomas, Supporting Housing Officer.	Access to appointments	Transport	Age / Cost / may suffer in silence
23-May	Sharepoint	Comments		Thinks it's a good idea to keep open, lots of places to park and elderly nearby. More doctors would make it even easier as Margaret Street is full all the time. Struggle to get appointments.	Access to appointments	Parking	

23/05/2022	Engagement Team e-mail	Comment	I have been handed a slip from my chemist in Tycroes regarding the above and asking for feedback, although I suspect it has already been decided. Firstly, there is a wonderful team of staff at Margaret Stret surgery an I am happy to belong to this surgery. Sadly though, I do have issues with regards to the Tycroes branch closing and the current parking at Margaret Street. I am registered disabled and walk with a stick so I have limited mobility with my legs and feet. The Tycroes brnach, whilst not being on a particularly large plot, was more convenient for me to be able to park, independetly, either on site or just on the quiet side street where it is situated. Additionally, the surgery being considerably smaller, made my visits more comfortable by not having to walk so far once inside. When you have pain and/or limited mobility, this is crucial when visiting that the walk once inside, is suitable for ALL patients. However, as I previously mentioned, there are issues with parking at Margaret street that I am extremely unhappy with. The facilities have a very limited number of parking bays, including 2 disabled. So I am very sad to tell you that several parking spaces, including the disabled bays are used by staff at the surgery, which does not seem fair to patients. I have brought this to the attention of the Receptionists previously and received an extremely blunt and rude reply telling me that Doctors can park where they like. I was so shocked by this, that I have never mentioned it again. It was a dreadful and arrogant response. Consequently, I can no longer go to the surgery on my own as almost always, I would only be able to park on a very busy street and walk, which I simply cannot due to my health. My husband now needs to take me, drop me off at the surgery door and park elsewhere until he hears from me to come and get me. I believe that I would not be the only patient with these thoughts but these are my thoughts regarding the closure of Tycroes and why I believe it to be a very valued place in the community. Thank you for reading my e-mail	Access to appointments	Parking	
24-May	Sharepoint	Comment	Elderly patients who are currently housebound and would like to comment that the surgery is very popular and will be a large loss to the area. Difficult to get appointments in Margaret Street surgery and unable to get to Margaret Street due to transport. The surgery is the hub of the community which is a small aged population community	Loss of community service	Access to appointments	Transport
25-May	Sharepoint	Comment	Registered with Margarets Street Surgery. Disappointed it is closing - convenient for her to travel to	Transport		
25/05/2022	Engagement Team Guestbook	Comment	I do not support this application. Margaret Street surgery is often over populated with patients in the waiting room and there always seems to be a long wait to see a GP. In addition from past experience getting an appointment in Tycroes was sooner than in Ammanford, possibly due to the sheer demand at Ammanford Surgery.	Access to appointments		
25/05/2022	Engagement Tear	Comment	I have lived in Tycroes all my live (am now 57) and can't tell you how useful it was when the surgery opened. I'm lucky that I don't visit very often, but when I do, it's mostly elderly and very ill people there. The transport links to the surgery are invaluable. You can actually park outside instead of parking in the old Coop carpark in Ammanford then having to walk what is a long way for a lot of people. Just because the majority of our most vulnerable have been too afraid to attend a surgery does not mean that the need isn't there. So what, if the majority are blood tests. Have you tried to get to Glanamman Hospital? Flipping impossible. I work for the Local Authority and am still working from home for the majority of the week, this isn't likely to change. I have now had to give up my car, so this would mean an expensive and time consuming bus trip to Ammanford. Please, please, please, have a re-think about closing this satellite service which is desperately needed for our elderly and most vulnerable in our society	Transport	Parking	Access to appointments
25/05/2022	Engagement Team Guestbook	Comment	I am totally against Tycroes branch surgery closing as this benefits nobody. Firstly when the surgery was open it was for appointments to see the doctor on duty. It was not just to see the nurse for blood tests and there were always plenty of patients to see the doctor. It was much easier to get an appointment to see the doctor in Tycroes than it was to see the doctor in Margaret Street. Tycroes took a lot of strain off Margaret Street. Since it closed, to get and appointment in Margaret Street is near impossible so how is a permanent closure of Tycroes going to make anything better? It defies logic. Does it help patients that they now have to travel to Llanelli or to Glannaman to have blood tests especially if they have no transport as Margaret Street no longer do blood tests even if it is them that wants it Again illogical. What serious thinking person came up with this idea and the reasoning for it? It certainly was not a vunerable patient living in this area. I fail to see how any patient can benefit from the closure of Tycroes. As I say it defies logic.	Access to appointments	Transport	

26/05/2022	Engagement Team Guestbook	Comment		I am totally against the closure of Tycroes surgery, it was, before covid a very valuable asset to residents of the area. For people of all ages in the community the convenience of having a surgery in the locality, within walking distance for many can not be exaggerated especially with the increasing population due to new houses being built. I feel lots of clinics could be accommodated there, saving people having to travel to medical centres much further away, incurring stress, discomfort and extra expense in these trying times.	Access to appointments	Transport	increase in capacity concern due to new houses being built
28-May	Sharepoint	Question		Setting up a petition as everything is closing down. Can they have the support of Welsh Minister and Labour MP. Please email response	Government support?		
28/05/2022	Engagement Team Guestbook	Comment		I'm opposed to the closure. Unfortunately I have a chronic illness/disability and since moving to the area last year, have required numerous GP and hospital visits. I virtually live 1 minute walk away from Tycroes surgery. I need easily accessible, local primary and also secondary care just like many others do. IMO Surgeries due to covid need to adapt to a new mode of working. I'd like to see better use of tech and offer telephone triage/video calls as well as face to face appointments and share resources between the two sites. Increased collaboration and hold multidisciplinary clinics (i.e. bloods, wellness and mental health support etc.). With the current economic situation and on the brink of recession / Massive NHS backlog of patients, people are finding it tough going already and the application to close a local valuable resource serving many in their local communities will only add to existing pressures, increase anxiety and Push people who can't get timely access to their GP, onto hospitals for minor issues. Also increasing population and life expectancy, surely it makes sense to be increasing access to local health services and not detracting away from it, make it easier not harder, as we all have the right to free, local, accessible Primary Health Care.	Access to appointments		will add to existing pressures
30/05/2022	Margaret st comment box	Comment		The surgery is essential to the community of Tycroes, we are all getting older and need our services more.	Access to appointments		
30/05/2022	Margaret st comment box	Comment		Please consider the closure of this "little gem" so convenient for the elderly, mothers with young children and people with mobility problems.	Access to appointments		
30/05/2022	Margaret St Comment box	Comment		Essential to the community of Tycroes village. The elderly rely on accessibility.	Access to appointments		
30/05/2022	Margaret st Comment box	Comment		1. Large population in Tycroes with further 200 houses in pipeline (high % older). 2. Parking outside Margaret st horrendous for elderly, disabled & infants. 3. Amalgamate Margaret st & Brynteg surgery (morning/afternoon shifts) for blood tests (how cancelled in Margaret st) & clinics to avoid travelling into Ammanford.	Population	Parking	suggestion to amalgamate Marg st & Brynteg for blood tests /
30/05/2022	Margaret st comment box	Comment		I oppose the closure of the above surgery due to being elderly and mobility slow and unable to catch the bus, also I feel that young mothers who need to see the Doctor would feel hardship in getting there especially with Children.	Transport		
30/05/2022	Engagement Team Guestbook	Comment		Totally against closure of yet another vital local health service which will be lost to a growing local community. Why are we racing to the bottom? Surely we need more local services, not fewer. If the current setup doesn't work, could Hywel dda repurpose this as a community hub surgery.	loss of service		
30/05/2022	Margaret St Comments box	Comment	Patient	Please do not close Tycroes Surgery as it is hard for many people to go to the busy area where Margaret st is situated.	Access		
30/05/2022	Margaret St Comment box	Comment	Patient	I was upset to hear the application to close Tycroes Surgery as it will be a great loss to the Community.	Loss		
30/05/2022	Margaret St Comment box	Comment	Patient	I am greatly saddened by the proposed closure for tycroes Surgery as it was very handy for certain services and was more homely and pleasant for the community.	Accessibility		
30/05/2022	Margaret St Comment box	Comment	Patient	I think it will be a great loss to the community to close Tycroes Surgery as it is more accessible to many elderly people for certain services	Accessibility		
30/05/2022	Margaret St Comment box	Comment	Patient	Its disgusting that tycroes Surgery may close when blood tests etc can be done there for people especially the elderly cant travel for.	Travel		
30/05/2022	Margaret St Comment box	Comment	Patient	I feel shocked at the closure of Tycroes Surgery as it could be used for many services lacking in the area such as blood tests.	Service Loss		
31/05/2022	Engagement Team Guestbook	Statement		Once lost, gone forever!	Loss of service		

01/06/2022	Engagement Team E-mail	Question	Patient	Dear Ms Huggins, I am contacting you concerning the proposed closure of Tycroes Surgery. This is a terrible idea. Closing Tycroes Surgery will exclude people from Health Services. When I was a child I suffered from asthma. I was regularly attending Tycroes Surgery. If I had to go to Ammanford I would have lost school and the cost of bus fare would have been challenging to our family budget. With the current cost of living crisis closing our local surgery will stop people with limited incomes accessing essential health services. I feel very strongly about this matter. I consider it as an attack on our N.H.S. I would like to know the logic of this decision.	Access		
02/06/2022	Engagement Team E-mail with Letter attached (copy also sent in envelope)	Comments	Patient	Full letter saved in file on Teams	see letter		
6th June 2022	Engagement Team Guestbook	Comment	Patient	Closing this branch in Tycroes would be a disgraceful neglect of duty. There are very many elderly people in Tycroes who would have great difficulty in accessing services in Margaret Street, which is 3 miles away. How can any one possibly view this as a good move? What has happened to "Duty of Care"? As a resident of Tycroes, I object most strongly to this plan, and implore the powers that be not to allow this closure.	Access		
06-Jun	Sharepoint	Comment	Patient Margaret St	Carer for father who is 91, lives in Tycroes. Parking in Margaret Street is awful. There is a main car park behind main bus station, her father is deaf, will have to drop off and find somewhere to park and leave him on his own. Worried about lack of appointments there already and this will make it worse. Cousins have mobility issues, they currently live next door to Tycroes surgery, now they'll have to walk to the bus and get on the bus which will be impossible for her. Blood tests were being done there and other services which benefited the community.	Parking	Access issues	Loss of community services
07-Jun	Sharepoint	Question	Pharmacist Tycroes	Wants to speak to Tracey Huggins - believes the statement put out is wholly incorrect. Helen wants to know demographics - patient statistics around comparison with other small surgeries. Believes closure is a breach of NHS regulations. Have given Hywell.Engagement@wales.nhs.uk. and asked her to raise all her concerns. Meantime, Helen does require a call back and full response.	Engagement		
7th June 2022	Engagement Team Guestbook	Comment	Patient	I think its so wrong very glib to say regular bus service can be expensive, for most things we have to go to Llanelli (no direct bus from Tycroes or Amman valley which would require 2 buses). We could have a clinic run by nurses to do blood tests BP tests antenatal asthma clinic. Endless uses not requiring a GP. I recently had to go to A & E to have my blood pressure checked because I couldn't have one in Ammanford for a week. I could have had a stroke. Advice was Ammanford was to buy my own machine !!!	Transport		
08-Jun	Sharepoint	Comment	Patient	Patient Really concerned about the surgery closure of Ty Croes in Ammanford. Patient saying she managed to get there on her scooter and to close the surgery will be upsetting.	Transport	Access issues	
09-Jun	Sharepoint	General Enquiry Local councillor		Mrs Higgins would want to speak to someone ASAP with regards to the closure of the Margaret Street Surgery TyCroes. she does have a petition to present	Engagement		
9th June 2022	Engagement Team Guestbook	QUESTIONS FROM PATIENT & RESPONSE FROM ENGAGEMENT TEAM (SEE ABOVE IN RED) - see message from Gaynor in column M		In response to this message from LJ on 21 May 2022. Essential information we would like from the surgery would be: Accurate numbers of increased face to face appointments that are going to be made available. As the surgery has already been closed in Tycroes for two years that data should already be available. Number of patients registered in the practice who live nearer Tycroes surgery than Ammanford. Are the Health Board officials then going to consider the age of those patients, co-morbidities, disabilities etc. I hope this information is going to be made available to the public and our Government officials within the locality as soon as possible RESPONSE: Thank you for your comments in response to the engagement on the 'Application to close Tycroes branch surgery received by the Health Board'. Previously there would have been one or two clinicians working out of Tycroes, so it is very difficult to give a definitive answer. For each clinician working in Tycroes four appointments were removed from the appointment system to allow for their travelling time. By two clinicians not having to travel to Tycroes every day the practice are able to offer an extra eight appointments per day in the Margaret Street site. This would not necessarily mean face to face. The practice now offers a mix of face to face and telephone consultation appointments. In addition, the practice has successfully recruited two extra practice nurses. This will allow the practice to offer significantly more appointments than it did two years ago. The following documents "drive time to Margaret Street and Tycroes practices" and a "distribution map of numbers of patients registered at Margaret Street Practice" can be found in the document section on the top right of this page.	Q&A		

10th June 2022	Engagement Team Guestbook	Comment	Patient	I am strongly against the closure of Tycroes Surgery, Ammanford. The population of Tycroes is constantly increasing. New houses are being built all the time, and Ffordd Y Deri housing estate is being enlarged near me. No new houses will be built near Margaret Street surgery, Ammanford, unless we decide to build high rise blocks of flats similar to those found in the ex Eastern Block countries. There is much in the press these days about the increasing difficulty to have an appointment with a doctor face to face. Despite what Margaret Street surgery think, closing this will not help, it will simply add to the problem. I see people using mobility scooters all the time in Tycroes. Unfortunately their batteries are not big enough to take them to Margaret street and back, and these cant go on buses, and people who use these aids are more likely to want to go to a doctors surgery anyway. Also, in the past, it has only been used by Margaret St Surgery, on a part time basis. What a waste! Is it not possible for other local surgeries to use it for appointments? This should be looked into. Tycroes is increasingly popular as a residential area due to its proximity to the M4 giving easy access to Swansea/Llanelli/Carmarthen where many are employed, and unlike in other nearby villages, several new shops have opened up in recent years, not closed down. We all know that once a facility like a surgery is closed, it is closed for good, and with today's spiralling property costs, unlikely to open again anytime soon. Thankfully we do NOT have an American type healthcare system, where everything is based on profit. We all agree the needs of the community and their future offspring come first, and one day most of us will all reach the point when our ability to travel any distance from our homes will be significantly reduced.	Access	Transport	Capacity
10th June 2022	Engagement Team Guestbook	Questions	Patient	Out of interest , could we have the number of clinicians who actually pass Tycroes surgery on their way to Margaret St ? There was clearly a need for a local GP premises in the area of Tycroes , that is the reason why the building was purpose built several decades ago . May I ask what has changed ? The demographic of Tycroes and the surrounding villages predict many more residents being over the age of 75 in future years . This surely would create greater demand for an accessible surgery with a car park to be operational. If it is a matter of additional funding being required to maintain a separate building , can this not be addressed at Welsh Government ? Can we ask if the practice is experiencing financial difficulties and if so why ? What could be done to address this ? If it is an issue of affordability then other practices will soon follow to make a saving . Also would they not see the merit in closing down their branch surgeries to allow more appointments at their main branches? It may increase the number of appointments but it would potentially leave thousands of frail elderly , disabled residents with dangerously poor access to Primary Care Services . It would be interesting to hear the views of other GPs and clinicians on this issue.	QUESTIONS		
11th June 2022	Engagement Team Guestbook	Comment	Patient	I am very annoyed that this service is going to be closed, but the only reason I moved to Tycroes was because of its surgery. Now looking at all the new houses being built in Tycroes we need the surgery now more than ever. Bus fares and petrol have gone up and many patients can not afford to go to Margaret street surgery what do they do then (I think they would then suffer in silence rather than admit they could not afford the bus fare)	Accessibility	Travel costs	
11th June 2022	Engagement Team Guestbook	Comment	Patient	What about patients that can't drive? I know there is a bus service but when you need to see a doctor it is not easy to get on a bus and time your appointment appropriately. Getting an appointment is a nightmare, phoning first thing in the morning is not easy when you have been ill all night, and getting through is a nightmare. I know you have staffing issues, but your patients have health issues which need to be seen locally. The population of Tycroes is increasing exponentially and services need to be provided for its population.	Transport	access to appointments	increasing population/capacity
11th June 2022	Engagement Team Guestbook	comment	Patient	We moved to Tycroes 15 years ago, and the proximity of a surgery in the village helped us decide to move here. Since then the village population has increased considerably. Surely we should be expanding services, not cutting them? One of our neighbours is 86 years old, lives on his own and doesn't drive. To expect him to get to Ammanford for a doctor's appointment, when there is a purpose built surgery in the village is ridiculous. I appreciate that the Ammanford surgery has staff shortages and is under pressure. Would it be possible to base one of the excellent nurse practitioners from Margaret Street in Tycroes, or could it be used by both the Ammanford surgeries plus one or two other local surgeries? Please, please, do not close the surgery. I understood that current thinking was to encourage NHS services to be more local. This proposal is a huge backward step for the many residents of Tycroes who have been awaiting the doors to reopen after a tough two years.	increasing population/capacity	Transport	suggestion to place a NP at Tycroes

11th June 2022	Engagement Team Guestbook	Comment	Patient	When we moved to Tycroes fifteen years ago, the existence of a village surgery was certainly a plus factor. Since then the village has grown considerably, and the population continues to increase with several new housing estates swelling numbers. Services should be increasing to meet demand, not being cut! One of our neighbours is an 86 year old, who lives alone and doesn't drive. To expect him to walk, wait for a bus, and then walk to Margaret St, when there is a purpose built surgery in the village is ridiculous. Of course the Margaret St surgery has staff shortages and is under pressure, but there are excellent nurse practitioners there. Maybe one of them could work from Tycroes? Or how about use of the building being shared by both Ammanford surgeries plus some other local surgeries? Who knows, it may even be possible to get a blood test without a lengthy and expensive journey. I understood that the latest thinking is that NHS services should be made more local - this proposal definitely contradicts that. PLEASE PLEASE do not close the surgery. So many patients in Tycroes have looked forward to it reopening after two rough years for everyone.	similar comment to above (same patient)			
11th June 2022	Engagement Team e-mail	Comment	Patient	I am writing this email with concerns regarding the closure of the above surgery. 1. If its due to staff shortages would it be possible for other surgeries to use the facilities to provide care for their patients, 2. To say its only bloods they did in the surgery is untrue, I used to see a GP in this surgery easier than getting to see a GP in Margaret Street Ammanford surgery. This surgery was run 5 mornings a week pre covid, some GPs would run their clinic from there all day. I personally have been seen there in the afternoon/evening. 3. Couldn't other multidisciplinary teams use the facilities eg Mental Health, Health Visitor, Heart Failure Nurse, Community Cardiology Team, Community Diabetic Team, Mother & baby clinics.4. Trying to get appointments in Ammanford is shocking and for on the day appointments unless you are at the door by 8am there is nothing available if you ring at 9.30am 5. Could the Nurse Practitioners do some surgeries there? Along with the Practice Nurse and HCSW. 6. Could they run a phlebotomy service there that could accommodate all patients within the surrounding area as the Phlebotomy service has finished in the Margaret Street surgery and Amman Valley Hospital only run a clinic once a week and the other option is Llanelli. 7. Transport is a big issue for all ages if you don't drive or unwell to drive. Bus services are disgusting and most services do not turn up as I've experienced personally myself. 8. There's ample parking for Tycroes surgery to run clinics if anything better than Margaret Street Surgery Ammanford as most spaces at the practice is taken over by staff. 9. Why do Margaret Street patients have to see some health care services in Brynteg Surgery? if Tycroes Surgery was to be kept open then that service could be held in the Tycroes Surgery.10. When I have visited Tycroes Surgery patients I have spoken too have come from other villages within Ammanford Area. 11. This closure could have a great impact on our village chemist. The chemist works very closely with the surgery, where they would collect repeat prescriptions for patients at lunch time as they only have to cross the road, you as a patient knew that you prescription would be ready for collection at the end of the working day. 12. If up get a telephone consultation with you GP you usually have to go down to Ammanford to collect your forms/prescription as the GPs don't ring until after 2pm. If the surgery is blaming staff pressures maybe they need to look at employing more staff eg Nurse Practitioners to help with the work load, as they prescribe, request scans, xrays etc refer to consultants within the hospital settings. Maybe offering a better package to staff so there is not such a fast turn over within their team. To think main years ago the GPs in the Margaret Street Practice felt Tycroes needed the surgery my question is what has changed because the population in the village has trebled since the surgery was built 1991? Tycroes is a growing village, with more properties developing in the community by the day. I was born in the Village of Tycroes and my local doctor was in a private house in the village. I set up my own home in the village due to all the amenities we have, this would be a great loss to the village and surrounding areas if this surgery was to close. Please save our local surgery. Kind Regards Miss Sarah Morgan	Access to appointments	Transport	MDT suggestion	
11th June 2022	Engagement Team E-mail	comment	Patient	I strongly feel that Tycroes surgery should remain open and operating. We moved to Tycroes a little over a year ago in a new build home. One of the reasons we chose Tycroes was because of the convenient shops, pharmacy and doctors. It wasn't until we moved in we found out it wasn't operating. It's so difficult to get an appointment at Margaret street surgery and the parking there is appalling. With fuel prices increasing as they are, I think everyone in Tycroes would be grateful of a surgery within walking distance to most. Having needed blood tests recently, I had the choice of Llanelli or Amman valley hospital, both of which are way out of the area.	Accessing appointments	Parking	Transport	
12th June 2022	Engagement Team Guestbook	QUESTION - FOI request (see column M- message from GM)	patient	Do we have the right under FOI to request how much it would cost to keep Tycroes Surgery open with a prescriber present five mornings a week ?	Question FOI request			

12th June 2022	Engagement Team Guestbook	Comment	Patient	My husband and I strongly object to the possible closure of Tycroes surgery. Doctors at Margaret Street surgery decided to close the doors at Tycroes due to the pandemic but this resulted in much hardship for many elderly disabled people of the community. The Doctors have taken the view that 2 years closure has meant there's no further need for Tycroes. This is totally wrong. Furthermore the population has increased enormously since its opening all those years ago. The building was purpose built and has many uses, why do patients have to travel either to Glanamau or Llanelli to have a simple blood tests, those who have mobility problems or mums and dads with young children spend a fortune on transport. I understood that the Health Board was promoting the use of community hubs then do so. Brynteg surgery offer this service to their patients then why can't Margaret Street. Why are they getting it so right and Margaret Street are not. For my part our Dr's and Nurse appointments have predominantly been at Tycroes but I fear for the future when I won't be able to drive. I urge you to really think hard about this closure application, please do not let the community of TYCROES and the surrounding villages go without its local surgery.	Access	Transport	increasing population / capacity
13/06/2022	Engagement Team Guestbook	Comment	Patient	We need this surgery, old age without transport find it difficult to travel, worst case scenario, why not use as a hub, bloods, blood pressure checks etc	Transport		
13/06/2022	Engagement Team e-mail	Comment	Patient	The grounds, given by Margaret Street Practice, for closing Tycroes Surgery are not very convincing. Although the statement that "patients of Tycroes have used Margaret Street Practice" since its closure due to Covid; Margaret Street has not provided all the services previously delivered from Tycroes Surgery and people from Tycroes and other parts of the catchment are have had to travel as far as Llanelli for some services, e.g. Phlebotomy. It is not clear that there are any overall benefits to be gained from the closure and the practice must make a much more detailed proposal that defines exactly what benefits are expected and what, if any, mitigations they will put in place to address the many legitimate concerns raised in this consultation.	not convinced by grounds given by Margaret st.	not clear of benefits to be gained by the closure	
14/06/2022	Sharepoint	Comment	Patient	A protest is planned on Tuesday 21/6/22 at 14:00PM in the Ty croes surgery as they do not want it to close. They are asking that Tracy Huggins to be there. If you wish to contact Mary beforehand, her number is on this sharepoint.	Engagement		
14th June 2022	Feedback from Lee Waters to Jill Paterson re Tycroes Community meeting	Feedback & Suggestion	Politician	Extract from e-mail exchange between Lee Waters and Jill Paterson: LW wrote: We had a pretty sensible meeting. There is a strong feeling that for accessibility reasons services need to be retained in Tycroes. If the Margaret St surgery can not be persuaded to re-think there were suggestions that the building be retained for other services and clinics to be based there. It would be helpful to have a conversation to discuss possibilities please. JPat responded with: Thanks for the feedback Lee. Glad the meeting was reasonable. I would strongly recommend that if patients have these suggestions, as you advise, for accessibility reasons, that they communicate these suggestions through the available consultation channels which will ensure that they are considered as part of the post consultation review. All of the views expressed by patients will be considered by the panel which is set up in line with the contractual requirements for a Branch closure. I hope that is helpful	Feedback and suggestion from the recent Tycroes Community meeting via Lee Waters		
14/06/2022	Engagement Team Guestbook	Comment	Patient	It is very disappointing to hear of the proposed closure of Tycroes surgery. Prior to covid this surgery was a lifeline for many people especially the older generation and those living in sheltered OAP bungalows, and homes nearby. It seems as is normal these days that they are the forgotten generation. E consult is of no use to older people either and if they have mobility problems, how can they catch a bus especially if not on a bus route. However, during and since covid, it has become extremely difficult to get a face to face appointment or even a phone call with a doctor at Margaret Street practice so why are they even thinking about closing Tycroes. We need more GPs not less in this area. It should not even be considered to attend A&E if no GP appointment is available which has often been the case suggested to me by Margaret Street. Of course I wouldn't do that but closing Tycroes just doesn't make sense. Please re-consider.	Transport	Accessibility	access to appointments
14/06/2022	Engagement Team Guestbook	Comment	Patient	My partner suffers with fibromialgia and chronic pain and chronic fatigue syndrome, she has really struggled to get to Ammanford surgery through the pandemic because of her medical needs. It was ideal to go to Tycroes because it was only across the road, she really struggles to get the bus because of her medical needs and affordability, plus the fact we have 3 children, 1 wage, 5 people to look after. The population of Tycroes is growing fast, there have been 60 new house's built behind us on Tycroes Road plus there are proposals for 600 house's to be built near Pontardulais Road, so please can you consider keeping our surgery for the people of Tycroes and the surrounding area, thanks ☺	Accessibility due to ill health	Transport	growing population

14/06/2022	Engagement Team Guestbook	Comment	patient	The proposal to close the Tycroes branch of the Margaret St surgery, I feel is a backward tragic step in the service offered by the Hywel Dda health board. Why tragic...? Well it would confirm that local authorities are all about 'running a business' and not as it should be, an essential support offered to local communities. How can we as Welshmen and Welsh women be proud of our local communities when this proposal would drive a scythe through the very heart of what our Welsh community ethic is based upon. There is quite a mix of all ages living in Tycroes and accessible surrounding areas that see the surgery, pharmacy and local businesses as their lifeline and then to find the need to travel by bus / car / taxi as an ill conceived idea, especially with the rise in all basic living costs. Combined with putting more vehicles on the road by travelling, then having sufficient areas to park - catching buses and not having the mobility to walk - using taxi's and incurring extra costs on an already stretched household budgets - it would also be very interesting to see the full environmental impact that would have. The fallout and loss of trade from local businesses and especially our local pharmacy must be recognised and addressed. I call on support from the Welsh government and all Welsh political parties to Unite and support the local NHS and reject the proposal to close the Tycroes surgery branch.	loss of essential support in the community	Transport	fallout of trade especially the local pharmacy
14/06/2022	Engagement Team Guestbook	Comment		It's an absolute disgrace when the infrastructure within the village has grown so much. Getting an appointment is like searching for grains of gold in sand. Unless there is QOF money in it for surgeries then the partners aren't actually interested in the needs of it's patients. There is no sexual health provision within the Amman valley unless you go to Llanelli or Carmarthen. Why not use the surgery as a cluster hub for the things that gp practices have disposed of because it doesn't make them any money.	Infrastructure	accessing appointment	Needs of the patient - not money
14/06/2022	Engagement Team Guestbook	Comment	Patient	To hear the proposal of closing Tycroes surgery is a terrible thing. Elderly people who live in the village need to be able to access healthcare without the added stress of trying to sort transport when they are unwell or have routine appointments. It's hard enough now to get an appointment with both surgeries open let alone trying to get one with the closure of Tycroes surgery! People will suffer with the closure as they might not be able to just pop to Ammanford to see a doctor! Especially with bus times and cost of taxi's. Peoples health need to be considered and kept as the priority not just thinking of money! Hywel Dda are playing with peoples health!	Transport	access to appointments	consider health not money
14/06/2022	Engagement Team Guestbook	Comment	Patient	Very disappointed with the plan to close Tycroes surgery. Tycroes is growing all the time with new houses being built. It is very difficult to get an appointment in Margaret Street as it serves such a large area. There is a high population of elderly people in Tycroes and if they don't have family to help then how can they be expected to get on a bus to go to Margaret st. By the time they're able to get through and obtain an appointment there probably would not be a bus available to get them there on time. We as a community put up with the upheaval due to Covid but now it is time to get things back to normal. And before anyone says it was only used for blood tests that is completely incorrect as I have had many appointments for the GP the pre Covid.	Growing population	Transport	Travel
14/06/2022	Engagement Team Guestbook	Comment	Patient	Tycroes is a growing village which needs the surgery to stay. Many of the elderly cannot get to Margret street surgery due to transport issues. Keeping the surgery would also allow more people to be seen quicker and take pressure off the staff working at Margret street surgery. There have been times over the past year where i've been told you'll have to go to Amman valley or glangwili (blood work) as they haven't got the staff anymore or that clinics aren't running.	Growing population	Transport	
14/06/2022	Engagement Team Guestbook	Comment	Patient	I feel the closure of Tycroes Surgery would be detrimental to the village and it's occupants. I have used the surgery for a number of reasons but predominantly to access GP services and Health Visitor services when my twins were born. As they were delivered by C Section, I was unable to drive. I then received follow up surgery for an unrelated illness. Following both surgeries, having access to treatment proved vital to my own health as well as my babies as I was unable to drive. Having surgery also meant that I would not have managed to get into Ammanford with twins and their buggy. Whilst I understand that services have continued to operate from Margaret Street during the pandemic, that's only because the Tycroes branch was closed and there was no other choice. Inwoud ask how patients did nit receive any care/treatment since the closure of the surgery due to not being able to access the surgery in Amanford. The provision of blood tests in Ammanford surgery are also very few and far between. All my family blood tests have taken place either at either Glanamman or Llanelli Hospitals. Both are realistically inaccessible by public transport so yet again people will not receive vital treatment. Tycroes surgery should remain open providing a range of services from blood tests, Advanced nurse practitioner appointments & health visitor. Tycroes has recently expanded in occupancy in the village due to several new housing developments meaning a growing number of patients that require medical services. The closure of Tycroes surgery would be detrimental to the life of the village.	Transport	Travel	Bloods

14/06/2022	Engagement Team Guestbook	Comment	Patient	I have elderly parents and young children that have used this service and would need to in the future. It feels like the practice and health board have little regard for those who rely on having these local amenities. The elderly residents and expanding local population have obviously not been considered. Quite frankly it's shameful	local amenities relied on by elderly and Children	
14/06/2022	Engagement Team Guestbook	Comment	Patient	This is not a good idea. Our village needs this service, especially for the elderly. Our village is growing and ageing at the same time. It is almost impossible to get an appointment and this will make it harder	Growing population and elderly	appointment concerns
14/06/2022	Engagement Team Guestbook	Comment	Patient	Another valuable assess in the village to be closed. I've tried parking in the car park outside Margaret street when dropping my 95 year old grandmother off for appointments. Can take her to the door in Tycroes	Parking	closure of an assett
14/06/2022	Engagement Team Guestbook	Comment	Patient	We need it to stay open		
14/06/2022	Engagement Team Guestbook	Comment	Patient	Closing the surgery in Tycroes would be a huge loss to the area which is continually expanding. Even though there are bus services into Ammanford it is very hard to arrive on time as buses don't always run, o It recently the 2 times I went to catch a bus I had to wait an extra half hour as the bus didn't turn up, which would have meant I would have missed my appointment. Surely, with the only places to get bloodtests is either Amman valley hospital on Weds or Antioch centre in Llanelli, why couldn't blood tests be done in Tycroes along with other healthcare eg Ante natal, Diabetes, physio, first aid courses etc?? Older people relying on buses to get to Llanelli would need to change buses at least 2-3 times!! I have witnessed staff at Margaret street parking in front of surgery, no wonder parking is non-existent there and people with mobility issues sometimes can't walk the distance from the old Co op car park.	Expanding area	Transport Parking
14/06/2022	Engagement Team Guestbook	Comment	Patient	I feel this would be harmful to the residents of Tycroes and the surrounding areas, having had to use both surgeries in the past I feel this would be a poor decision. With varying issues of physical and mental health we need as much support for the areas to ensure the public wellbeing is at the forefront.	Harmful to area	
14/06/2022	Engagement Team Guestbook	Comment	Patient	I am very upset to hear that the branch in Tycroes may be closing. Prior to Covid it is the surgery that I would always try to get an appointment at. Being smaller it was easier for me to cope there due to severe anxiety that prevented me going to the Margaret Street practice. There are a lot of elderly people in that area too who find it difficult to get to the branch in town and it has been a struggle for them over the last couple of years. I feel the benefits of closing the branch do not outweigh the disadvantages that will be felt by many people.	Anxiety issues	Transport/Travel
14/06/2022	Engagement Team Guestbook	Comment	Patient	Very dismayed to hear of the proposed closure. Tycroes surgery is located at the heart of the village and serves a large community with a chemist within short walking distance also. It would be a great shame to see the closure of the surgery and would undoubtedly cause undue strain on the Ammanford surgery with resultant patient dissatisfaction and delays in the system. A large catchment like Tycroes fully warrants its own surgery. As a parent, I am deeply concerned by what issues a sole practice at Ammanford could cause and would urge the health board to carefully consider the consequences of closing Tycroes Surgery.	serves a large community	would cause strain on Ammanford surgery
14/06/2022	Engagement Team Guestbook	Comment	Patient	Please re-consider the proposal to close Tycroes Surgery. The surgery is needed more than ever now with housing developments in the village bringing people into our community. Elderly residents and families with young children aren't always able to travel to neighbouring surgeries or hospitals who are already over-stretched. This proposal would be detrimental to the health and well-being of the residents of our village.	Expanding Area	Travel
14/06/2022	Engagement Team Guestbook	Comment	Patient	Welsh Government is working towards A Greener Primary Care for Wales. We know that patient travel accounts for the largest amount of carbon use. Keeping Doctor's surgery as local as possible must be an essential consideration to lower this. Also, Margret St Surgery is very close to THREE schools, two of which are infant/junior. To pollute the air even further around children is a known Public Health hazard and needs to be given serious consideration by the Health Board	Green issues/Transport	
14/06/2022	sent to FF	Letter		Full letter in Welsh saved in file on Teams	see letter	

15/06/2022	E-mail sent to greenerprimarycare@greenerprimarycare@wales.nhs.uk	Question		I am hoping to engage with a member of your department regarding the proposed closure of a branch surgery in Hywel Dda , namely Tycroes surgery . I was very concerned by the finding of your research that most CO2 emissions come from patient travel. A branch surgery closure would only compound to this problem especially when staff pass this premises to work at the main site in Ammanford on a daily basis. Closing a vital branch surgery surely contradicts the green initiative that the Welsh Government has for Primary Care. I would be extremely grateful if a member of your team could contact me to discuss this further as soon as possible. Anghard from Greener PC responded with: Thank you for your e-mail. I'm afraid this mailbox is intended for queries to the Greener Primary Care Framework and Award Schem and as such we are unable to help with your e-mail unfortunately. I would suggest you contact a member of the local health board primary care team to assist.	Environmental			
15/06/2022	Engagement Team Guestbook	Comment	Patient	Proposing to close surgery branch in Tycroes is very disappointing. It's impossible to speak to someone over the phone, we have to drive down to main branch for simplest query, they change and cut shorter online hours of enquiring without any notice and do whatever they can. It's hard enough to get help already, what about elderly who are not well enough to fight for GP's attention? who don't drive? Service the surgery offers now is above the standards of care they, or NHS, pledges to. I hope they will re-open branch in Tycroes and things can get back to normal, and everyone will have equal access to healthcare they need and deserve. It's time to think about patients, not the money! Also what about overloaded staff in Margaret Street Surgery? It can't be pleasant to deal with overload of patients and their dissatisfaction constantly.	Transport	Travel	think about patients not money	
15/06/2022	Engagement Team Guestbook	Comment	Patient	This surgery Is much easier for me and my family. I would be very sad to hear if it closed.	Convenience			
15/06/2022	Engagement Team Guestbook	Comment	Patient	Very terrible mistake! I feel it is a big mistake, there are elder people who have easier access to this surgery rather than travelling to Ammanford (my grandmother and my aunties for example). It is easier to get medicine as it is down the road to where I live. I find it appalling that this is up for debate, it was placed here for a reason and closing the branch will not only be a disadvantage for those who live closer but the lose of jobs and community.	Accessability for the Elderly	Travel	loss of jobs and community	
15/06/2022	Engagement Team Guestbook	statement	Patient	Shocked				
15/06/2022	Engagement Team Guestbook	Comment	Patient	This is very sad and disappointed, Tycroes village have many residents who use this practice. This will be a huge loss, Especially for those with limited transport	Transport			
15/06/2022	Engagement Team Guestbook	Comment	Patient	This is awful. The village is growing and this surgery is needed. Not all people can drive. Public transport is not reliable. Please look after the health of the residents of our village.	Growing village	Transport		
15/06/2022	Engagement Team Guestbook	Comment	Patient	It is very disappointing to hear about the proposed closure of Tycroes surgery. We fail to understand the rationale in the information above when you state that there would be more appointments available in Margaret Street. Logic says that the current situation of Tycroes not being open since the pandemic would mean that was the case now however when trying to book a blood test we were informed that Margaret St was not carrying them out. The options given were Amman Valley Hosepital 6 miles away (12 mile round trip) or Prince Philip Hospital 10 miles away (20 mile round trip). How can this be seen as a positive move which clearly is not the case. Many people do not have transport, are trying to fit appointments around work and family commitments. We urge you to keep Tycroes surgery open to serve the local community.	Access to appointments	Bloods	Transport	
15/06/2022	Engagement Team Guestbook	Statement	Patient	Terrible decision- please reconsider				
15/06/2022	Engagement Team Guestbook	Statement	Patient	It's a vital surgery for everyone in the area				

15/06/2022	Engagement Team Guestbook	Comment	Patient	I feel it is a ridiculous idea, the local community is already fighting to be seen through a lack of health care. We need more doctors and surgeries, not less. Also considering the ageing population, particularly in Tycroes, who would have real difficulty to travel to Ammanford to be seen is cruel. Generally speaking, they are not well so can not drive or have family able to take them. You must also consider the fact that Tycroes is a growing village with new build estates becoming more regular, you have a duty of care to these people to give them a chance at the health care they are paying for by moving here.	Need more doctors and surgeries not less	travel	Elderly and growing population
15/06/2022	Engagement Team e-mail	comment	patient	In stead of compleat closure of Ty croes GP service. why don't you lease out the building for other clinic to be held there like screening services .it would be ideal for other services to keep the the services going as there is so much demand on venue for all services .Im sure same services would lease or pay for sessions there..	suggestion to lease out the building for other clinical services		
16/06/2022	Engagement Team Guestbook	Comment	Patient	Very sad it saves us in this area going to Ammanford as many are old and need this one open	Convenience for elderly		
16/06/2022	Engagement Team Guestbook	Comment	SOS Tycroes	This is an affront to the communities that deserve local, easy access health needs. I'd like to know the rationale behind this decision. Where is the representation from hywel daa and the decision makers from MS Surgery? No show at the recent meeting. Lack of Welsh Government funding/cost cutting efficiencies using covid as a precursor that Tycroes surgery should close? Majority made sacrifices to protect the NHS (keyworker myself) and we are later rewarded with a potential failure to provide local, accessible health services, restrict choice and negatively impact on a communities quality of life by closing tycroes? it's not as though there is a lack of Needs for primary care NHS /dentists here! We need more health care clinicians and those who do leave need suitably qualified replacements. We need better local, accessible Health care provision and for GP clusters/pharmacies etc. to work together to provide this with support. Time for Hywel daa to practice what they preach here: Margaret st needs to sing off the same hymn sheet: Primary Care Model for Wales: Changes to Local Health and Well-being Services in Wales. The services that look after health and well-being in Wales are changing. A new model will deliver current services and ensure that different services work seamlessly together to improve the response to LOCAL needs. Primary care services include those services provided by local GP practices, pharmacists, dentists and opticians. They also include the wider community team such as district nurses, health visitors and physiotherapists. In Wales, we have introduced the Primary Care Model for Wales and this paper describes the way in which care will be delivered LOCALLY now and in the future. Local Services Healthcare professionals can now refer to a greater range of services, which provide up-to-date information and advice on health and well-being. These local services must be easily ACCESSABLE, easy to maintain and meet the NEEDS OF THE COMMUNITY. People will be able to talk to their health teams in a range of ways – by phone, email or video call – to help decide on the best treatment for them. The model ensures that local health services are stable and can respond to future demands, while support from health boards can help vulnerable GP practices. Tycroes surgery is valued asset to this and surrounding communities, it would be good to see re-open and offer a range of clinics to provide the health and Wellbeing of locals. Don't bang a nail in the coffin and close it!	restricts choice - need better local accessible healthcare	Quoted Primary Care model for Wales - changes to local Health and well-being services in Wales	
16/06/2022	Engagement Team Guestbook	Comment	Patient	One reason I chose to move into the area was the Dr surgery. At the time I was having weekly blood tests and that took at least an hour out of work time. So a surgery near my house makes sense for availability without impacting too much on my work life. The parking at Margaret Street is very limited too. Makes no sense to permanently overload the surgery staff and its parking by closing Tycroes surgery. It is very disappointing that Covid closure has been used as an excuse for cost cutting and closure! This village deserves more not less.	Moved to the area for surgery	Parking	
16/06/2022	Engagement Team Guestbook		Engagement Team	In response to this message from LK on 12 June 2022. Do we have the right under FOI to request how much it would cost to keep Tycroes Surgery open with a prescriber present five mornings a week? Do we have the right under FOI to request how much it would cost to keep Tycroes Surgery open with a prescriber present five mornings a week? RESPONSE: You do have the right to ask for information held by the HB. Information on how to submit an information request is available on our webpage via the attached link: https://hduhb.nhs.wales/about-us/governance-arrangements/freedom-of-information/			
16/06/2022	Engagement Team Guestbook	Comment	Patient	I am happy for it to close	happy for it to close		

16/06/2022	Engagement Team Guestbook	Comment	Patient	it will be really hard to get other surgery which is distanted for the elderlies. Dissapointed hope it stay still feeling for the elderlys. Please keep it	Difficulty re Travel for elderly		
16/06/2022	Engagement Team Guestbook	Comment	Patient	It's very disappointing to hear the proposal to close the surgery. It's location was a huge benefit when we recently decided to move to the area - we have a 1 year old son and so an easily accessible surgery was ideal. Having visited the Ammanford surgery a few times I've been dismayed at the service and can only imagine how hard it will be to get appointments if the Tycroes one closes. An overwhelmed surgery and unreliable public transport will lead to those in need having to wait longer or not being seen at all. For the elderly residents, and young families such as ourselves, having this branch is vital.	moved to the area for surgery	concerns to access appointments if it closes	
17/06/2022	letter and petition sent to 2 named GPs at the surgery being Dr Anahad & Dr Wheeler.	Petition	Working Committee of Tycroes	Letter and petition (with 12 signatures) sent to both Dr Anahad & Dr Wheeler at the Surgery from Mary Rees, 20 Pontardulais Road, Tycroes, Ammanford SA18 3QD on Friday June 17th 2022 as follows: The village of Tycroes are desperately fighting against the proposal by Margaret St Surgery Ammanford to close the village surgery. I have enclosed a copy of the petition by a very small section of the residents of Golwyg Y Capel. I appeal to you on behalf of the working committee of Tycroes working extremely hard to retain this essential service. Please, please respond to our appeal, yours faithfully, Mary Rees.	Petition & letter to 2 x GPs		
17/06/2022	Engagement Team Guestbook	Comment	Patient	Patient access to appointments >since return to normal service after Covid, persistently difficult to access telephone contact with reception staff between 08.00 & 09.00 for same day appointments; >2-3 days failure rate in getting an appointment; >suggestion to attend in person @ Margaret Street at 8.00 am to arrange appointment isn't acceptable with 10-15 persons already queuing also adding vehicle journeys into an already highly congested school traffic area; >public transport does not compliment this option, also impacts on responsible Carers (paid or non-paid) already struggling to fill social care gaps. Disability, elderly & parents with young children. >inadequate disabled parking & building access, drop off area, wheelchair/buggy pavements @ Margaret Street, disability survey needs to be addressed; >inadequate disabled parking & building access, drop off area, wheelchair/buggy pavements @ Margaret Street, disability survey needs to be addressed; >Considerable impact on paid/up-paid Carers stretched by limited social services community support, exacerbated by the withdrawal of phlebotomy appointments to alternative HDUHB sites; Consideration of Environmental/Cost of living needs to apply. huge environmental impact - traffic, congestion & following displacement of phlebotomy appointments the parking problems @ all HDUHB hospital/clinic sites; >impact of imminent increase in housing build at both Tycroes, Ammanford & neighbouring areas, should be a consultation process in partnership with Carmarthenshire County Council, Community/Town Councils; elderly/family additional cost of living impact; patient capacity issues & impact on the ageing population & the Government's commitment to keep elderly at their homes and in their community. Transport -no easy public transport connections between Tycroes & Ammanford surgery, challenging to match available appointment times with bus timetables; particularly busy junctions @ Margaret Street impinging main car park area/multiple school sites including Amman Valle pay Comprehensive with 1,600+ pupils. Generally, this could provide an opportunity to re-assess overall patient care in the community & reconsider what local GP & health services/clinics can be maintained or introduced locally for the benefit of all patients within our community.	Access to appointments	Transport and parking	Environmental issues etc
17/06/2022	Engagement Team Guestbook	Comment	Patient	To close this vital surgery in this area would be detrimental to all those living in the area. This should not even be considered as sometimes even I have attended appointments there when they are fully booked in Ammanford. I used to live in the Tycroes area and I know how this would effect the local communities in the area.	Effect on local Community		
17/06/2022	Engagement Team Guestbook	Comment	Patient	This branch is needed for Tycroes locals who are unable to travel to Ammanford, the cost of travelling and parking is causing too much of a hardship	Travel	Parking	incurred costs
17/06/2022	Engagement Team Guestbook	Comment	Patient	We are being told constantly to save the universe by travelling less. The closing of Tycroes surgery will mean an extra 4 miles for me alone. Multiply this by the hundreds that use the surgery and also the chemist which no doubt will close if the surgery does, this mileage is in the thousands. The aged cannot envisage travelling to town and in some cases are afraid to do so.	Travel	Environmental	

17/06/2022	Engagement Team Guestbook	Comment	Relative of former patient	My aunt who died just before the pandemic regularly used this surgery. She would be happy for me to give my views to help the residents of Tycroes and I feel that I should even though I don't live there o'r use this surgery. Having to get to Ammanford if you are old, unwell and have no close family members living near to you would have been catastrophic for her. I'm sure it would be the same for any younger disabled Tycroes residents who would have to pay the cost of a taxi if they were unable to travel by bus. Buses costs money unless you have a bus pass and they would probably not be available for the time of the appointments. Also if you are ill would you want to hang around for a bus? I'm sure this is another cost cutting venture that hasn't taken the people into consideration. Everyone seems to be blaming Covid for everything. Closing this surgery at the time of financial crisis for everyone is not a viable option in my opinion.	Travel	Transport	incured costs
17/06/2022	Engagement Team Guestbook	Comment	patient	I think this is just to awful to even contemplate. Tycroes has more than 100 new home built in the last 2 years with more planned. I don't have a problem with more houses but they need infrastructure to accommodate them not less. Tycroes needs a doctors surgery to accommodate the increase in population. The idea of trying to get a doctors appointment fils most of us with dread. The reality of having to get buses to Anywhere for blood tests and other things is just not possible for a lot of people. The people of Ammanford have just lost a dental surgery. I have personally phone over 30 dental practices and still unable to get a dental practice to take me on their books. We need more medical practitioners not less. We are not all able to travel or even get an appointment if we need it. This is just total madness and needs to be stopped. You also can't keep blaming Covid getting a doctors appointment was very difficult even before Covid. If Margaret street cant run Tycroes Surgery then some other doctors should be found to take the Surgery over.	Increased population	travel	transport
17/06/2022	Engagement Team e-mail	Comment	Patient	I write to express my profound disappointment at the proposal to keep the Tycroes Surgery closed. The facility has been a very important element for myself at 88 years of age, and my wife at 84. it was very easy to walk and take my wife in her wheelchair as required, but going to Ammanford is something of a nightmare. Its not easy to manipulate access to the buses, and having reached Ammanford it is difficult to get to the Margaret St Surgery. The doors to the surgery there open outwards, so manouvering the chair and negotiating the door to get in is extremely difficult. I regularly attended Tycroes to get my B12 injections, and for consultation with the nurses there and to be seen by the doctors. This was far more than a phlebotomy facility, as I beleive it has been claimed. It was a lifeline. I sincerely ask you do all that is possible to keep this village asset open P.M. Roderick			
17/06/2022	In Envelope with petition	Letter		Full letter saved in file on Teams	see letter		
17/06/2022	In Envelope with petition	Letter		Full letter saved in file on teams	see letter		
17/06/2022	In Envelope with petition	Letter		Full letter saved in file on Teams	see letter		
17/06/2022	In Envelope with petition	Letter		Full letter saved in file on teams	see letter		
17/06/2022	In Envelope with petition	Letter		Full letter saved in file on Teams	see letter		
18/06/2022	Engagement Team Guestbook	Comment	Patient	I think it would be a terrible mistake to close Tycroes surgery. Tycroes is ever gaining in population and housing, especially with the new family affordable housing that has been built, along with the new housing estate in fforestfach. Increasing demand for houses is growing in Tycroes. Families need a community that they can depend upon and having the chemist and surgery is so accessible and safe. To overburden the staff at Margaret Street and to increase demand on one surgery is not safe. Margaret St surgery is over populated, increasing demand on Margaret St has an impact on the Accident and Emergency department at the local hospitals where people feel they can not get an appointment so will go to A& E where waiting times are huge putting further pressure on the hospitals and staff. At Margaret street surgery parking can be challenging especially at peak times due to streets being yellow lined and nearby parking full to the brim with parents taking children to school. It's very dangerous to the public. Tycroes surgery has sufficient safe parking for all and is safe to walk to with prams/disabled patients/the elderly requiring suitable access and parking, unlike Margaret Street. Ammanford is already losing an NHS dentist forcing its community to look elsewhere and join long waiting lists. Having the possible closure of Tycroes surgery is another blow to the community. The health and safety of Tycroes and Ammanford community must be at the forefront of this decision, closing Tycroes surgery would be going against all of that.	increasing population	Safety due to increased demand	Safe Parking

18/06/2022	Engagement Team Guestbook	Comment	Patient	I am very disappointed to hear about the application to close Tycroes surgery. We have only just moved to the area, and one reason for selecting our house in Tycroes was its close proximity to the doctors surgery and pharmacy, so we are hugely disappointed to hear that our house move could be in vain, and the closure could possibly mean another house move and more upheaval, and the resulting strain on our health. Our house was originally built for the then occupants to be close to the surgery and pharmacy and being a bungalow is an ideal location for those needing regular medical treatment but not having transport or the health to travel further. This shows the amount of livelihood decisions that are being made by Tycroes residents that rely on the current facilities remaining. If the Margaret Street GPs cannot continue retaining the Tycroes surgery, surely discussions should take place as to what other health use the Tycroes surgery could be put to. It seems that with health treatment now being segregated into various locations, it would be an ideal location to cover one/some of those areas eg phlebotomy, as I'm sure there would be a suitable nurse practitioner or GP that would welcome working from that location, and this would be extremely useful for a large section of the Tycroes residents. It has good links to the motorway for other local communities to travel to, and could be a very valuable health hub. And very convenient parking for those that find it difficult to walk any distance. And a successful independent pharmacy just opposite. With an ageing population and more houses being built in Tycroes, it seems that closing the surgery is consciously reducing health care at a time that more health care is needed. The fact that the surgery has been closed during COVID does not seem a reasonable reason to propose its permanent closure. We have heard of locals delaying appointments and postponing treatment, because it is too difficult to travel elsewhere, so the last 2 years figures do not show the full picture. There are people waiting for the surgery to reopen to obtain local treatment and assistance. It is very difficult and not safe for elderly ill patients to travel via public transport, and there is not sufficient or safe parking at Margaret Street surgery as the nearby parking facilities are much too busy. There is also the extra cost to the patient which may not be available. Please could this application for closing Tycroes surgery be rejected for the above reasons. In the meantime, we have noticed that the grass has not been cut at the surgery for some months, and items have been dumped at the surgery entrance. It looks a mess, and should be cleared up asap. Does this mean that maintenance contracts have already been stopped? Surely they have a responsibility to keep the property and grounds in reasonable condition for the sake of the community?	moved to the area for surgery	could be a valuable hub	Parking
18/06/2022	Engagement Team Guestbook	Comment	patient	It's a bad idea because how are the elderly who don't drive meant to get an appointment as Tycroes is mainly those of the older generation	Transport	Travel	Elderley population
19/06/2022	Engagement Team Guestbook	Comment	Patient	Tycroes surgery is in the perfect place. I am in Saron and the parking is much easier here in Tycroes. I would like to see it used for Phelbotamy, Nurses appts and Children. It would be a shame if this closed completely. Really handy local service.	Parking	Local	
19/06/2022	Engagement Team Guestbook	Comment	Patient	I strongly disagree with the idea of closing this surgery. It is vital for the elderly & young families alike. Many people moved to this area specifically for the surgery & chemist being in the same village. Getting an appointment in Margaret street has got worse over the last 2 years since this place has been closed. Example : an elderly friend 84 years old) travelled by bus to Ammanford to get to the surgery where 10 people were already queuing outside for appointments only to be told that there were no appointments left & to come back down the next morning & try again. DISGUSTING. Everyone is crying out for this surgery to stay open surely that tells you something. SAVE OUR SURGERY	access to appointments	Elderly	many moved to area for surgery
19/06/2022	Engagement Team Guestbook	Comment	Patient	I do not think it is reasonable to consider closing the surgery because it was closed during the pandemic. Many things changed during the pandemic but the surgery is still vital. By closing the surgery those appointment times would be lost putting more pressure on Margaret Street surgery and adversely affecting many people who might have to rely on public transport and possibly while they are feeling ill.	pressure on Margaret st	Transport	
19/06/2022	Engagement Team e-mail	Comment	Patient	I am writing to Express my views on the closure of Tycroes Surgery. I strongly disagree with the idea of closing this surgery. It is vital for the elderley & young families alike. Many people moved to this area specifically for the surgery & chemist being in the same village. Getting an appointment in Margaret street has got worse over the last 2 years since this place has been closed. Example : an elderly friend 84 years old) travelled by bus to Ammanford to get to the surgery where 10 people were already queuing outside for appointments only to be told that there were no appointments left & to come back down the next morning & try again. DISGUSTING PRESSURE ON THE VULNERABLE. Everyone is crying out for this surgery to stay open surely that tells you something. SAVE OUR SURGERY.	Moved to the area for surgery	access to appointments	

20/06/2022	Sharepoint	Comment		When she moved to Tycroes changed to Tycroes surgery as it was closer in preparation for getting older. She is disabled and is going to find the extra journey much harder for her to make now with the closure. She feels that there is a large amount of people within the community facing the same issues and some people will go without seeing the doctor when needed because of this which will have implications on their health and wellbeing.	Accessibility			
20/06/2022	Engagement Team Guestbook	Comment	Patient	The Closure Of Tycroes Doctors Surgery Is Simply Unacceptable. It Is Nigh On Impossible To Get An Appointment At Margaret Street Surgery As It Is & The Closure Of Tycroes Will Magnify This Problem Immensely. Elderly People, Disabled People, Children & Unwell Residents Will Have To Travel Over Two Miles And Back, By Foot, Bus Or Cab (If They Don't Have Access To A Vehicle) To Be Seen By A Margaret Street Medical Professional. This Is Already An Overwhelmed & Poorly Run Facility With Extremely Limited Parking And A Lottery Style Appointment Making System. If You Don't Get Through On The Telephone At 8am You Will Not Be Seen. There Is No Advanced Booking, You Can Only Make Same Day Appointments Which Is Just More Frustration For People Who Are Already Unwell. Tycroes Surgery Is An Essential Service, It Benefits The Whole Community. Had It Not Closed During The COVID Pandemic I Don't Believe It Would Even Be Considered Now. Never Has There Been A Greater Need For Our Doctors, Healthcare Professionals & Their Services Than Post Pandemic. It Is Shocking That This Closure Is Even A Possibility When It Is So Desperately Required By The Public.	access to appointments	travel	transport	
20/06/2022	Engagement Team Guestbook	comment	patient	Tycroes surgery is vital, To close it would be criminal.				
21/06/2022	sent to FF	Letter		2nd full letter in Welsh saved in file on Teams	see letter			
21/06/2022	Engagement Team Guestbook	comment	patient	Its absolutely disgusting. They haven't used the Tycroes Surgery since the beginning of lockdown as I live locally and I am never offered an appointment in Tycroes. Much easier to park there as opposed to the surgery in Margaret Street. If the car park is full you would have to pay to park further away which isn't suitable for ALOT of people including my autistic son who has problems working.	Parking			
21/06/2022	Engagement Team Guestbook	Question? request for info	Patient	The practice claims that it will be able to allow more appointments if Tycroes surgery were to close as travel time between the two sites would be saved . The surgery HAS been closed for two years allowing the practice to do such . However, more patients than ever despair at the lack of appointment availability. Are they trying to say that this will get so much worse should Tycroes be allowed to stay open ? As far as I can see all they need to do is employ another part time clinician /nurse and utilise the branch at Tycroes for five mornings a week as they did before . It would alleviate the car parking and transportation issue and serve our vulnerable with the care they deserve in both Tycroes , Ammanford and the surrounding villages . Should it be an issue of extra funding then can those needs be addressed either at HB level or Welsh Government ? How much exactly will it cost to keep a necessary local service such as small branch surgery open part time ? Can the public have that information please ?	appointments	parking`	Transport	
22/06/2022	Engagement Team E-mail with letter attached (copy also sent in envelope)	Comments	Patient	Full letter saved in file on Teams	see letter			
23/06/2022	Engagement Team Guestbook	Comment	Dame Nia Griffiths MP	Residents really want and NEED to keep their surgery in Tycroes. Public transport difficulties make getting to the doctors' surgery in Ammanford almost impossible for young families and the infirm who don't have their own transport. Asking patients to travel to Glanamau or to the Antioch Centre in Llanelli for blood tests will disadvantage those without transport and those on limited incomes who cannot afford bus and train fares. Patients want the opportunity to see a doctor and to access the full range of GP services at the Tycroes surgery.	transport	bloods	access to full range of GP Services	

23/06/2022	Engagement Team Guestbook	Comment	Patient	Tycroes surgery is so important to the community. Before lockdown, whenever my partner or I needed to see a doctor, or have a blood test, we would always try to be seen at Tycroes surgery. It is easily accessible, so much better for those who rely on public transport, as well as those with cars. Parking is so much better, as opposed to Margaret Street surgery, where it is often impossible to park nearby, which is really unhelpful for people who are ill, infirm, disabled, very elderly. Having to travel to Llanelli or Glanaman for blood tests is really not good enough. It is very difficult for those without a car, and the transport costs are an added cost some just won't be able to afford. Even with a car, it can be difficult having to drive that distance when unwell, as well as having to queue outside with no seating at the Antioch Centre, and of course there is the extra cost involved in getting there too. We badly need access to GP and nurse services, including blood tests, in Tycroes. The surgery has been hugely missed since being closed in lockdown. Please, for the sake of the whole community in Tycroes, keep the surgery open, and with a full range of services for our local community.	Accessibility	Transport and parking	bloods
23/06/2022	Engagement Team Guestbook	comment	patient	I moved to Tycroes from Bristol 16 years ago. My main reason was to be somewhere quieter in the country but other reasons were access to the motorway for work as I was still working part time in Bristol and the mountains for walking and recreation. Down the list at that time was the fact that there was a surgery and pharmacist close at hand. I worked until I was 68 years old and am generally fit and active. I have had full knee replacements in both knees done at Prince Philip Hospital where I had excellent treatment and worked hard to make them successful with the result that I can still walk for several miles. I am now 78 and still have good health because I take care of myself and have been lucky not to have any further problems. I may well need help as the years go on and I would like to be able to access it in the village. I am one of the lucky ones. There are many others who don't have such good health, physical or mental and need the surgery here. There was a good suggestion at the meeting about using the surgery building as hub for services for the surrounding villages like blood tests or other nurse delivered practice. I understand the building was purpose built and it would be a shame to lose it.	moved to area due to surgery and pharmacy close by	building purpose	
23/06/2022	Engagement Team E-mail	Comment	Dame Nia Griffith MP	Residents really want and NEED to keep their surgery in Tycroes. Public transport difficulties make getting to the doctors' surgery in Ammanford almost impossible for young families and the infirm who don't have their own transport. Asking patients to travel to Glanaman or to the Antioch Centre in Llanelli for blood tests will disadvantage those without transport those on limited incomes who cannot afford bus and train fares. Patients want the opportunity to see a doctor and to access the full range of GP Services at the Tycroes Surgery.	Transport & costs	accessability	bloods
23/06/2022	Engagement Team E-mail	Comments	Councillor Carmarthenshire County Council	Dear Ms Huggins, I have been asked by the residents (in my capacity as the County Councillor for Tycroes Ward) to pass on the following concerns regarding the potential closure of Tycroes Surgery. Residents feel very strongly that the surgery should be kept open with a petition with around 2,000 signatures having been delivered to the Primary Care Team on Tuesday. Families are concerned about their elderly, disabled and vulnerable relatives not having access to local services. Some do not drive and find travelling on public transport an ordeal. Residents are asking for the reinstatement of the morning surgeries at the Tycroes site along with the pre-pandemic services such as the diabetic retinopathy clinic that were held there. I have been asked that I point out the following information: Public transport is not always timely. Mobility issues makes public transport difficult. Low income households cannot afford taxi fares. Fear that appointments will become more difficult to obtain. Travelling further for blood tests. An increase in waiting times for blood tests. Inadequate parking in the Margaret Street Surgery car park. Two busy roads to cross (Margaret Street and the bus bays) if you are going to Margaret Street Surgery by bus. Tycroes has seen an increase in elderly people moving in to the village in the last few years. I trust that these comments will be taken into account and that the pre-pandemic services will be reinstated at the surgery. Regards, Councillor Tina Higgins, Tycroes Ward, Carmarthenshire County Council.	Transport	Travel, parking and costs	increase of elderly in village

24/06/2022	Engagement Team Guestbook	Comment	Patient	There has been a surgery in Tycroes for years before this building was built and what an asset it was for all the residents here and surrounding areas - young and old alike. You state that Margaret Street Surgery is only 2 miles away. It might as well be 200 miles away for the inconveniences it causes us. Due to all the extra new houses built in Tycroes and around the Ammanford areas, surely it has put more pressure on M.S. - good luck in trying to get an appointment to suit us in Margaret Street. Parking is a nightmare in M.S., and it means us facing the extra cost of car park fees and fuel costs. Crossing the road to the surgery is horrible at busy times, especially if you are elderly or disabled, struggling with walking aids, or young mums struggling with pushchairs and poorly children. Parking is so much easier around the Tycroes Surgery, and a lot of patients are able to walk there, and takes the stress out of visiting the surgery. By the way, do you arrange for buses to travel around appointment times, or are you offering to pay for taxi fares to and from the surgery -because my pension does not stretch to it? Last year I had to go to Parc Y Scarlets, Llanelli, for a Retinopathy test. When I asked why there as I had attended Tycroes Surgery for years previously, I was told that the surgery was closed and they were having problems finding suitable premises to hold their clinics. That is one clinic to keep Tycroes open plus loads of other clinics you doctors deal with. Years ago, our doctors used to help out in Prince Philip Hospital and earn a lot of extra money. Do they still work there? If so - by closing Tycroes surgery you free up more time to do this extra work. Your local patients will not benefit. If not - my apologies for mentioning it. I could go on for ever, but I will mention that all this is a waste of time. Nothing will change the decision to close our surgery, as you will not change your mind. Our doctors do not really care about us, they prefer to make our lives more difficult. Being elderly, I feel the message being sent out by our doctors is to curl up and die to make life easier for them. Remember one thing though - without patients - we do not need doctors.	Inconvenience	Parking & travel costs	increased population
26/06/2022	Engagement Team E-mail with attached letter	Letter	Patient	Full letter is saved in seperate file on Teams	see letter		
	Flyer in envelope	flyer		Surely with all these Doctors in Ammaford they could allow one or two doctors a few hours a day in tycroes. they used to before it closed during the covid pandemic. Its very difficult to get an appointment in Ammanford if you are relying on public transport to get you there in time. Population increasing in tycroes due to new build houses and closing the surgery doesnt make sense.	access to appointments	transport	increased population
	Flyer in envelope	Flyer		Our frail elderly are often disabled. tycroes surgery should stay open to aid access for them	access for frail, elderly and disabled		
	Flyer in envelope	Flyer		All these doctors in Margaret st. surely they could work on a rota and cover tycroes with one doctor. Housing in tycroes have increased but they plan to close our surgery. Bus service is not reliable. Its difficult to have appointments now very stressful and getting worse if they close tycroes.	increase in housing	bus service not reliable	access to appointments
	Flyer in envelope	Flyer		I am against the closure of tycroes surgery. Many people cant get to Llanellior Glanamman for blood tests. the idea is ridiculous and will not help patients, it will only cause them more stress. It will be a great loss to the community... show you are and keep it open.	blood tests	cuase more stress	loss to the community
	Flyer in envelope	Flyer		Tycroes is an ever expanding village. 37 houses built recently plus up to 370 proposed. This surgery is vital for the elderly people with mobility issues and lack of transport. Ideally this surgery should be run by Margaret street and Brynteg surgery together to provide healthcare ????? for this village. Janet Higgins, 69 Penygarn road	Expanding community	Elderley & mobility issues	Transport
	Flyer in envelope	Flyer		Accessibility for disabled people is poor in Margaret street surgery. tycroes site is far more suitable for car parking etc. Is this not a breach of the rights of disabled people?	accessability in Marg st for disabled people	Car parking	breach of rights of disabled people
	Flyer in envelope	Flyer		I would like to see the surgery in Tycroes remain as waiting times in Margaret street are already lengthy. (name illegible - 25 Pontardulais road)	access to appointments		
	Flyer in envelope	Flyer		Tycroes is expanding and needs a surgery to service the ever growing community. there are many elderly residents with mobility problems. If closed the nearest surgery is 3 miles away, how are the elderly supposed to get there?	Expanding community	Elderly & mobility issues	Transport
	Flyer in envelope	flyer		should not be closed as vital to local community	vital to local community		
	Flyer in envelope	Flyer		on behalf of grandmother, shell be missing how convenient the surgery is in tycroes as shes living opposite and struggles with getting in and out of car	convenience	lives opposite and struggles getting in and out of car	

Flyer in envelope	Flyer	It needs to be manned as always closed which is awful when you live local. The surgery needs to be used as to beneficial to the area.		beneficial to area.
Flyer in envelope	Flyer	So convenient for disabled & elderley	convenience for disabled and Elderly	
Flyer in envelope	Flyer	I disagree with the closure of Tycroes Surgery. the parking in Margaret st Surgery is horrendous and you have to wait many weeks for an appointment. Patients are going to suffer. Nobody seem to care these days, surely keeping tycroes surgery open makes snese and will help patients and ease the situation.	parking	appointment waits
Flyer in envelope	Flyer	I find it difficult to understand closing tycroes surgery. It was purpose built and services the village. it has been a godsend for years. please dont, not another nail after this pandemic!!	purpose built building	services the village
Flyer in envelope	Flyer	as an 86 year old patient of Margaret Street Practice, I would like to see tycroes Surgery KEPT open as I find it a hazzard to get to Ammanford with the buses and have to depend on help from family and friends, whereas up here in Tycroes I can be independent and get to the surgery. PLEASE KEEP IT OPEN.	Travel	Transport Independence
Flyer in envelope	Flyer	I do not drive after an accident in 1997 and a stroke. you will see from records that I am 70 years old. I do object to the proposed closure of both pharmacy and surgery.	travel	Transport
Flyer in envelope	Flyer	I would like Tycroes surgery to remain open as its hard enough to get appointments as it is, I also believe that having to travel to Ammanford to see a GP as extremely *****?	Access to appointments	
Flyer in envelope	Flyer	Very handy for people in tycroes and surrounding area	convenience	
Flyer in envelope	Flyer	the local pharmacy and surgery are both important to me especially as I have mobility issue relating to M.S. and the nearness of both were a relevant consideration in choosing where to live over 19 years ago.	Mobility issues	nearness of surgery and pharmacy was a consideration when choosing where to live
Flyer in envelope	Flyer	Absolutely beyond ridiculous!! Margaret street is run so badly threats have to be made to see or speak to a doctor (as I have experienced). People are leaving Ammanford surgeries to register in Llandiloe because you are able to see doctors. yet with Tycroes growing all the time you believe believe is a good idea to close it!	appointment issues	
Flyer in envelope	Flyer	The ***** system for appointments at M St proves that an additional surgery is needed clearly at Tycroes to service the large no of patients of now and in the future. It willll be a disaster for all the elderly patients needing *****. 5 weeks waiting for an appointment is not satisfactory. a large no of patients would not have to rely on a bus service of friends ***** to M.S. Margaret st **** that is needed, you only have to listen to the problems they are having, trying to deal with the present time this is summer - what about winter when all usual ailments are about (flu jabs etc)	volume of patients	elderley transport
Petition against the closure of Tycroes Surgery	Petition	Petition handed in to Felinfoel containing 1822 signatures and comments	see petition for individual comments	

Hywel Dda Community Health Council



EXTRAORDINARY EXECUTIVE COMMITTEE MEETING

SUBJECT:	Tycroes Branch Surgery Closure Application		
AUTHORS:	Sam Dentten, Deputy Chief Officer		
AGENDA ITEM:	2b		
MEETING DATE:	30 June 2022 (Content of paper was agreed in this meeting with some minor additions agreed with members)		
	Noting	Discussion ✓	Decision/Ratification ✓

Purpose

To agree the CHC's stance on the application by Margaret St. Surgery in Ammanford to close Tycroes branch surgery. The wording in this paper would be carried over and used to form our submission to the Health Board's Primary Care Contract Review Committee (PCCRC). The PCCRC will recommend that the application is either refused or accepted by the Health Board's Executive Team. We would also use the stance in this paper to develop a press release and deal with any media enquiries.

Background

The CHC first learned of the application to close Tycroes in January 2022. Work began immediately with the Health Board to understand what was being proposed and how public engagement should be designed and structured.

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 meetings with the Health Board and Margaret St. Surgery representatives we worked together to agree a public engagement plan. The approach was agreed by an extraordinary meeting of the CHC Executive Committee on March 10.

- **Aims:** as we helped to plan the engagement in February and March we felt that traditional methods of face-to-face engagement were risky with the continued circulation of Covid-19 and community infection rates. We believed that some people would wish to stay at home rather than attend public gatherings and that other methods were needed, utilising a mixture of written and virtual feedback. Press releases were produced which led to news media coverage and the Health Board offered a dedicated phone line for people to pass on their views. We acknowledged that public engagement had to be delayed due to pre-election period rules surrounding Council elections on May 5.
- **Duration:** we initially felt a 6 week engagement period would be proportionate but subsequently asked that this was extended to 7 weeks to take account of the public holidays surrounding the Queen's Jubilee. The Health Board agreed to accommodate this.
- **Mid-Point Review:** we asked for a review meeting with the Health Board to assess whether changes needed to be made to the engagement approach. This meeting was slightly delayed but took place on the 9th of June. We felt that no substantial changes were required in terms of methods but welcomed the Health Board's aim to encourage more involvement by the public leading up to the end of the period.

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 and during course of the 7 week process. The Health Board ran regular "Branch Practice Review Group" meetings that the CHC attended prior to and during the engagement period. Representatives of Margaret St. practice were also regularly present and were supportive and helpful in their approach. Anonymised public views were shared and the engagement process or emerging issues were discussed. We were also pleased to see that the Health Board and the practice responded to questions from the public during this time.

There were some minor issues reported in getting some additional printed materials for the public to Tycroes pharmacy but this was resolved relatively quickly.

Public involvement in the engagement started slowly despite local news media coverage but gained momentum through the 7 weeks. It led to a range of local social media activity and increased numbers of responses received by the Health Board. Ultimately local politicians became involved, a public meeting was held (organised by Lee Waters MS) on 11 June which the CHC attended and a local petition was subsequently presented that received 1822 signatures. Subsequently there was further news media coverage. Over 220 responses were received by the Health Board and vary from a single sentence to longer and quite detailed statements.

What people said during the engagement

We are grateful to the Health Board for sharing the anonymised public comments that they have received during the engagement period.

Themes:

- There was almost total opposition to the proposed closure amongst public responses
- By far the most common concern raised by people related to increased travel distances, transport and associated issues such as parking in Ammanford to attend Margaret St. surgery. It was felt that travel was difficult for some and that catching a bus can be far from ideal in terms of timetabling and when people are

unwell. Some said that the location of the surgery at Tycroes allowed them to maintain their independence, whilst needing to attend Margaret St. meant that they had to rely on friends or relatives.

- Some people felt that Margaret St. in Ammanford could be very busy and congested at certain times. Crossing the road was difficult for wheelchair users, the elderly and people pushing pushchairs, particularly in the absence of a formal zebra or pelican crossing nearby.
- Some were concerned that the closure of Tycroes would lead to fewer appointments although the Practice has stated that GP time would be freed by the change through less travel.
- Some made comments surrounding the population in Tycroes, saying that there was a high proportion of older people and a growing population due to housing developments.
- One of the most interesting aspects of the engagement was that many people were less worried about the proposed permanent removal of doctors from the site, and more concerned that it would be lost as a more general healthcare resource to the community. A number of people felt that clinics and the attendance of other health professionals could be beneficial. For example (although a separate issue), many were concerned about how difficult it was to access blood tests in the area.

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 an application to close a branch surgery it must decide whether to accept or reject it. It will do this through understanding the practice, the problems and opportunities it faces as an individual contractor. 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 within an individual GP practice. 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. CHC members have taken the opportunity to absorb the points made by the practice in their application including the challenges it faces and data provided (e.g. historical numbers of appointments etc.)

Having considered information available and public feedback during the engagement period CHC makes the following points:

Tycroes branch surgery closure application and the CHC's summary view

The CHC believes that Tycroes branch surgery should remain open and accessible to the public. We agree that there is a difficult balance to achieve between practices acting proactively and decisively to ensure their long-term sustainability for patients versus continuing the challenging logistical struggles of running two or more sites day-to-day. Acknowledging this, we feel more needs to be done to explore how Tycroes branch surgery can deliver care to local people in the longer term.

"Strategic fit" and "Care Closer to Home"

In its strategy "A Healthier Mid and West Wales" the Health Board aspires to provide health services that keep people well, prevent ill-health or the worsening of ill health. It also says that it is working in communities to provide more joined-up support and care "as close to home as possible". As a general point the CHC is concerned that closing branch surgeries will take care further away from home and this was reflected in what many people had to say.

Therefore, the CHC feels that any primary care closure risks isolating a community from the "front door" of NHS services and must only be considered as a last resort in the face of strong sustainability issues. There may be opportunities to run additional clinics or services from Tycroes. The development of Cross Hands Health and Wellbeing Centre and the services that could be provided from it may require a new conversation in relation to Tycroes, but this project is currently at the business case stage and wouldn't open until 2024/25.

Precedent setting and branch surgeries

Carmarthenshire GP practices operate 10 branch surgeries across the county. The CHC is concerned that whilst branch surgeries can provide a significant additional challenge to practices (particularly if they encounter staffing problems or see substantial increases in demand) they are also key to primary care infrastructure in the county. We know that the Health Board is required to look at any closure application on its individual merits but would still be concerned that one closure may set a precedent for others.

Convenience and Travel

The word “convenience” often focuses on how easy something is to do rather than the barriers that have been overcome to achieve it.

Many of the public who took part in the engagement were clear that the removal of the convenience of Tycroes would therefore create barriers, whether these were manageable or not. We know that some people in communities experience genuine struggles even if they have to travel an extra couple of miles, find transport, find parking etc. Bus services can be helpful and we note how close Ammanford bus station is to Margaret St. however, some Tycroes residents would need to walk 3-400 metres to their nearest bus stop. This can be difficult for some particularly if they are unwell. The area can be busy and congested making Ammanford’s Margaret St. difficult to cross.

Regrettably, sometimes changes that make travel more difficult are unavoidable in healthcare, but we would like to see more discussion between the Practice and Health Board before a decision is taken that branch closure is unavoidable.

The effect of the Tycroes pandemic closure

The CHC noted that Tycroes had been closed during the pandemic. Although the Practice’s application highlighted that the public had adapted well to accessing care via Margaret St. with no complaints received, the CHC would like to raise two observations.

Firstly, we observed a great deal of stoicism and pragmatism by the public through the Covid pandemic and therefore we don’t necessarily view the lack of complaints as tacit acceptance of closure. This view seems to be supported by the engagement responses and the

apparent depth of feeling behind them, i.e. the closure was tolerated on the basis that it was temporary.

Secondly, the period of closure at Tycroes has led to an unusual situation in terms of NHS service change, in that it has acted as a kind of *ad hoc* “pilot” study. The public have tried it and they seemed to find it unhelpful. Often, public reaction to proposed change is based on fear of something new and can hinge on a lack of trust, but people have lived with this situation and consequently they have reflected based on their experiences.

Population Need

The CHC does not have detailed demographic information which describes the health needs of people in the Tycroes area. There was a theme within the engagement responses that the proposed closure could disproportionately impact older people or those with greater health needs. Whilst the CHC cannot verify the claim that there are greater health needs in the area affected by the proposed closure, we would expect the Health Board to take that question into consideration as it considers the proposal.

Hywel Dda University Health Board Equality Impact Assessment (EqIA)

Please note:

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

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

The completed Equality Impact Assessment (EqIA) must be:

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

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

Email: Inclusion.hdd@wales.nhs.uk

Tel: 01554 899055

Form 1: Overview

1.	What are you equality impact assessing?	The impact on registered patients on the proposed closure of Margaret Street's Branch Surgery, Tycroes, Ammanford and the relocation of the remaining General Medical Services to Margaret Street Surgery, Ammanford (main site within the same practice).
2.	Brief Aims and Description	<p>Margaret Street Surgery is located in the centre of Ammanford and is part of the Amman Gwendraeth (AG) Cluster. It has 9,471 registered patients making it the second largest Practice within the Cluster.</p> <p>Tycroes is the branch Surgery of the Margaret Street Practice. A Branch Surgery is contractually considered to be a GP Practice site which operates for a minimum of 20 hours per week.</p> <p>The Tycroes branch Surgery is located 1.5 miles away from the main site and has been closed for routine GMS provision since the beginning of the pandemic (February 2020). Tycroes was converted into a 'red site' for the Cluster during the pandemic which attracted additional funding from the Health Board. The Practice Manager has advised that the site has recently only been accessed by Health Visitors who occasionally use the office space.</p> <p>An application to close the Tycroes branch was formally received from Margaret Street Practice on 28 January 2022. The reasons cited for the application are concerns around sustainability due to a decreasing workforce which is preventing working across two sites and the financial burden of a second site.</p> <p>In line with the documented process, Hywel Dda Community Health Council (CHC) was made aware of the application and subsequently, the Health Board, CHC and Local Medical Committee (LMC) have worked together to develop a public engagement plan to generate patient and stakeholder feedback.</p> <p>The aim is to embed the EqIA into the Health Board process to ensure a 'patient centred approach that values the criteria of fairness and equality and compliance with public sector duties for race, gender and disability equality'.</p>

3.	Who is involved in undertaking this EqIA?	Samantha Hughes, Primary Care Services Manager, Amman Gwendraeth Cluster. Margaret Street Practice were asked to complete an EqIA on behalf of the Practice but declined to do so.
4.	Is the Policy related to other policies/areas of work?	Yes – Health Board Process for Considering Branch Surgery Closure Applications.
5.	Who will be affected by the strategy / policy / plan / procedure / service? (Consider staff as well as the population that the project / change may affect to different degrees)	Tycroes Residents who are users of the Branch Practice Neighbouring Practices Local Pharmacy which is based directly opposite the Branch Practice.
6.	What might help/hinder the success of the Policy?	HB process to assess the application and make a determination. Public Engagement Process Mitigations recognising the challenges that would be experienced by patients.

Form 2: Human Rights

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

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

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

How will the strategy, policy, plan, procedure and/or service impact on:-	Positive	Negative	No impact	Potential positive and / or negative impacts Please include unintended consequences, opportunities or gaps. This section should also include evidence to support your view e.g. staff or population data.	Opportunities for improvement / mitigation If not complete by the time the project / decision/ strategy / policy or plan goes live, these should also been included within the action plan.
Age Is it likely to affect older and younger people in different ways or affect one age group and not another?		X		Older population – further to travel to alternative GP branch. More likely to have more complex health issues / mobility problems. Baby clinic in Tycroes? Please see Engagement Log for impact on age	
Disability Those with a physical disability, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes		X		Insufficient parking facilities at Margaret Street for blue badge holders and insufficient parking close by. Difficult to communicate changes to accessing services to those with learning disabilities. Telephone triage / video appointments might not be suitable for those with sensory loss. People less likely to access GP surgery if they cannot park close by or have further to travel which could make health conditions worsen. Please see Engagement Log for impact on Disability	
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		

Marriage and Civil Partnership

This also covers those who are not married or in a civil partnership.

X

Form 3 Gathering of Evidence and Assessment of Potential Impact

Pregnancy and Maternity Maternity covers the period of 26 weeks after having a baby, whether or not they are on Maternity Leave.			X	Midwife/Health Visitors/Baby Clinic in Tycroes?	
Race/Ethnicity or Nationality People of a different race, nationality, colour, culture or ethnic origin including non-English / Welsh speakers, gypsies/travellers, asylum seekers and migrant workers.			X		Need to communicate any changes to accessing services to people who do not speak English or Welsh. Need to communicate any changes to other local communities e.g. Gypsy Roma Travellers Ensure access to Interpretation Services
Religion or Belief (or non-belief) The term 'religion' includes a religious or philosophical belief.			X		
Sex Consider whether those affected are mostly male or female and where it applies to both equally does it affect one differently to the other?		X		How will this change affect health visiting / baby clinics / baby vaccination clinics? More difficult for parents to park with babies and pushchairs. Could be more likely to impact negatively upon women?	
Sexual Orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.			X		
Socio-economic Deprivation Consider those on low income, economically inactive, unemployed or unable to work due to ill-health. Also consider people living in areas known to exhibit poor economic and/or		X		Car parking charges at pay and display car park Cost of extra fuel / public transport for those who need to travel further. Please see Engagement Log for impact on Socio-economic Deprivation	

<p>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> <p>For a comprehensive guide to the Socio Economic Duty in Wales and supporting resource please see: https://gov.wales/more-equal-wales-socio-economic-duty</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		Are there any changes to Welsh speaking staff / Welsh language service provision?	

Form 4: Examine the Information Gathered So Far

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

Form 5: Assessment of Scale of Impact

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

Protected Characteristic	Evidence: Existing Information to suggest some groups affected. (See Scoring Chart A below)	Potential Impact: Nature, profile, scale, cost, numbers affected, significance. Insert one overall score (See Scoring Chart B below)	Decision: Multiply 'evidence' score by 'potential impact' score. (See Scoring Chart C below)
Age	3	-2	-6 High Impact
Disability	3	-3	-9 High Impact
Sex	2	-2	-4 Medium Impact
Gender Reassignment	1	0	0 No Impact
Human Rights	1	0	0 No Impact
Marriage and Civil Partnership	1	0	0 No Impact
Pregnancy and Maternity	1	0	0 No Impact
Race/Ethnicity or Nationality	1	0	0 No Impact
Religion or Belief	1	0	0 No Impact
Sexual Orientation	1	0	0 No Impact
Socio-economic Deprivation	2	-2	-4 Medium Impact
Welsh Language	1	-1	-1 Low Impact

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

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

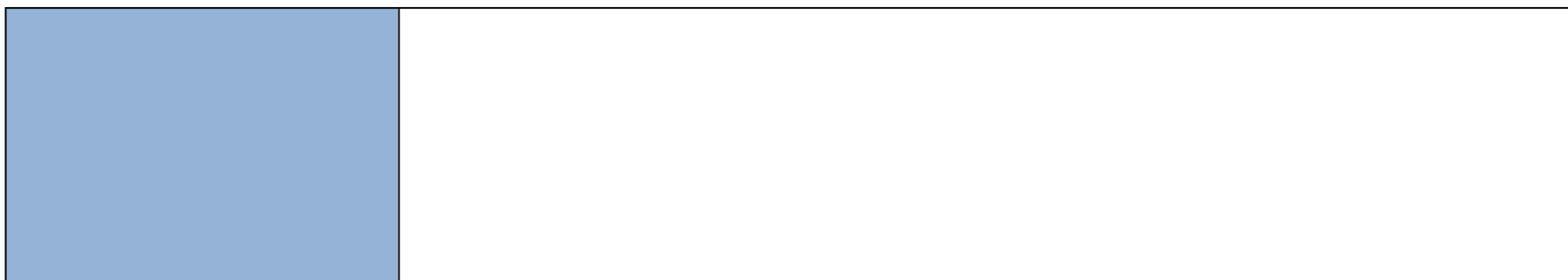
Scoring Chart C: Impact	
-6 to -9	High Impact (H)
-3 to -5	Medium Impact (M)
-1 to -2	Low Impact (L)
0	No Impact (N)
1 to 9	Positive Impact (P)

Form 6 Outcome

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

Will the Policy be adopted?	Final decision to be made at Panel on 11 th August 2022
If No please give reasons and any alternative action(s) agreed.	As above
Have any changes been made to the policy/ plan / proposal / project as a result of conducting this EqIA?	As above

What monitoring data will be collected around the impact of the plan / policy / procedure once adopted? How will this be collected?	As above
When will the monitoring data be analysed? Who will be responsible for the analysis and subsequent update of the impact assessment as appropriate?	As above
Where positive impact has been identified for one or more groups please explain how this will be maximised?	Currently no positive impact identified
Where the potential for negative impact on one of more group has been identified please explain what mitigating action has been planned to address this. If negative impact cannot be mitigated and it is proposed that HDUHB move forward with the plan / project / proposal regardless, please provide suitable justification.	<p>Final decision to be made at Panel 11th August 2022.</p> <p>Negative impacts may become null and void depending on outcome at Panel.</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
Await outcome of Panel decision 11 th August 2022				

EqIA Completed by:	Name	Samantha Hughes
	Title	Primary Care Services Manager, Amman Gwendraeth
	Team / Division	Primary Care
	Contact details	Samantha.hughes8@wales.nhs.uk
	Date	3 rd August 2022
EqIA Authorised by:	Name	
	Title	
	Team / Division	
	Contact details	
	Date	

