

Welcome to the first newsletter of the Pembrokeshire Citizens' Panel 'Pembrokeshire Voice'

The Pembrokeshire Citizens' Panel is an exciting consultation initiative developed in partnership with Pembrokeshire County Council, Dyfed-Powys Police, Pembrokeshire Local Health Board and Pembrokeshire & Derwen NHS Trust. It was established in April 2005 in conjunction with an independent social research company, Opinion Research Services (ORS). The Panel comprises of 1,000 residents who are broadly representative of the Pembrokeshire population and who have agreed to take part in further research.

Purpose of the Citizens' Panel

We want to listen to your views about the services and issues that affect you in your daily life. We are all committed to improving our services making sure they match your needs and expectations.

The views of 'Pembrokeshire Voice' will be widely circulated throughout the partner organisations and will help to establish a 'bank' of information about the opinions of the people of Pembrokeshire. It will enable attitudes and opinions to be tracked over time and research the views of users and non-users of particular services.

What does the Pembrokeshire Citizens' Panel look like?

- 1,000 members, 53% women and 47% men.
- 12% of members are aged between 16-24, 13% aged between 25-34, 17% aged between 35-44, 17% aged between 45-54, 16% aged between 55-64, 14% aged between 65-74 and 11% are aged over 75.
- 43% of Panel members stated that they or someone in their household has a long-standing illness, disability or infirmity.
- 45% of Panel members have at least one child in their household.
- 27% of the Citizens' Panel members speak, read and write Welsh.

'Pembrokeshire Voice' on the web

Information about Pembrokeshire Voice is now on each of the partner's websites. To take a look, go to www.pembrokeshire.gov.uk, www.pembrokeshirelhb.wales.nhs.uk, www.pdt-tr.wales.nhs.uk and www.dyfed-powys.police.uk.



Results

The views and opinions you gave in our first survey have been distributed to each organisation and they have provided us with valuable information, which has helped us to work on a number of important topics.

Panel survey I (July 2005)

In survey I we asked your views on:

- Contacting Pembrokeshire County Council and the quality of service you felt you received.
- How you currently access information regarding Health Services in Pembrokeshire and how, where and in what format you would like to access information in the future.
- Pembrokeshire Local Health Board asked questions regarding the directory of services, the LHB website, your GPs surgery, the out of hours service and pharmacies.
- Pembrokeshire & Derwen NHS Trust asked you to rate the Health Trust, how involved you felt with your care and if you thought patients should routinely receive letters from consultants regarding your care.
- Dyfed-Powys Police referred to stop and search powers, licensing laws, the initial police learning and development programme and hate crime.

We had **483** replies to this survey giving a response rate of **48%**.

Pembrokeshire County Council

Contacting the council

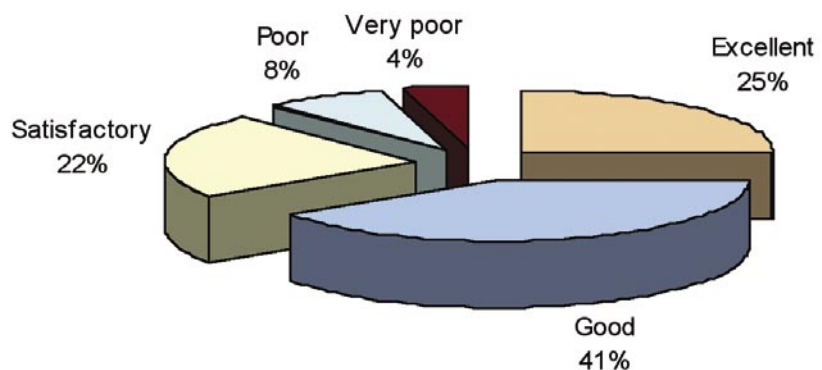
We asked you whether you had contacted the Council within the past 12 months, how you had made that contact and for what reason.

71% of members had contacted Pembrokeshire County Council within the last 12 months and when asked why they had made this contact, the top three reasons given were, to find out information (36%), to make a payment (17%) and request an application form (16%).

The vast majority of members (85%) first contacted the Council by telephone and 77% said that this is their preferred method of contact.

We also asked you to rate the ease with which you can contact the Council, of which 51% said it was good and 27% said excellent.

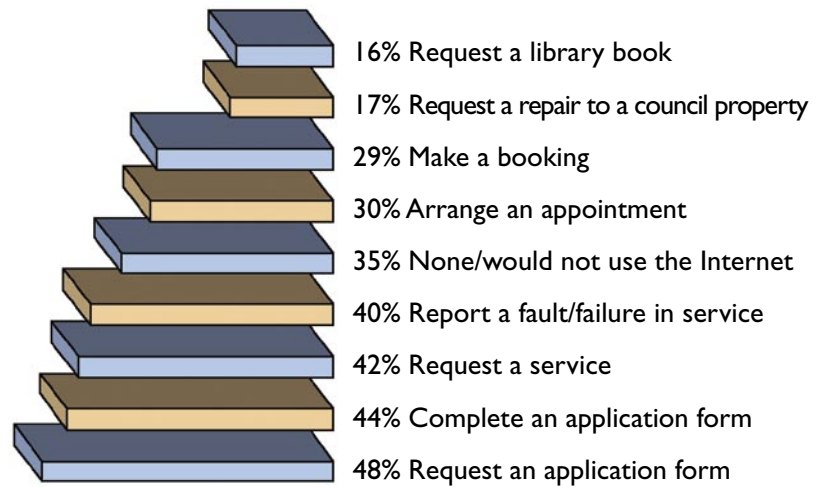
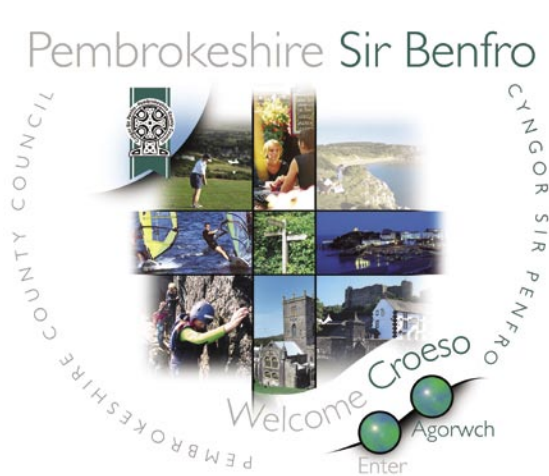
Overall, members rated the way in which Pembrokeshire County Council dealt with their enquiry/request as 'good' (41%), 25% rated them as excellent, 22% as satisfactory, 8% as poor and 4% as very poor.



Council website – www.pembrokeshire.gov.uk

When asked about the Council website, the majority of you (62%) are aware of the Council's website, although only 26% of you had actually visited the site.

We asked you what services you would like provided via the Council's website.



Language of your choice

The majority of members said they would prefer to contact the Council in English (97%) and 71% said that they would prefer to receive information in English.

29% preferred for information to be bilingual, and no members requested information solely in Welsh.

Many of you commented on organisations providing information in both English and Welsh. All public bodies are bound by the Welsh Language Act, which states that both languages must be treated equally and information for the general public must be produced bilingually.

How are we doing?

We asked you to rate the Council on a number of things, from excellent to very poor.

The majority of members rated the Council as 'satisfactory' for each of the following.

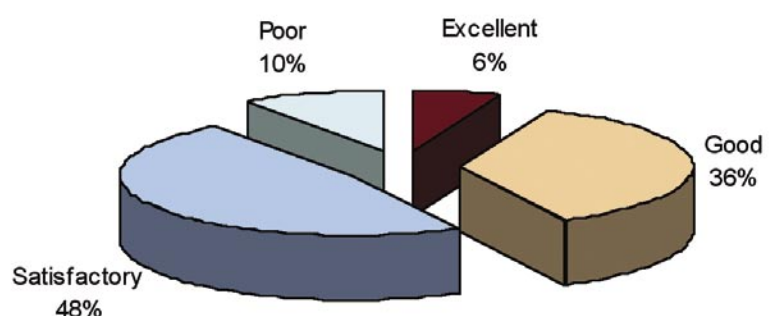
- Treat residents equally (52% as satisfactory and 21% as good)
- Listen to resident's views (50% as satisfactory and 22% as good)
- Being efficient (49% as satisfactory and 23% as good)

However, even though the majority of you rated the following statements as satisfactory, a significant minority of you disagreed.

- Spending money wisely (46% as satisfactory and 24% as poor)
- Being open and honest (44% as satisfactory and 26% as poor)
- Keep residents informed about what it does (44% as satisfactory and 25% as poor)
- Consult residents before taking decisions (39% as satisfactory and 35% as poor)

Quality of our services

We asked you to rate the overall quality of services provided by Pembrokeshire County Council and 84% of you rated them as satisfactory or good.



Pembrokeshire Health Services

In your responses you asked us to explain the difference between Pembrokeshire Local Health Board and Pembrokeshire & Derwen NHS Trust.

In Pembrokeshire, the local health PROVIDER is Pembrokeshire and Derwen NHS Trust who deliver many of the services secured by the Local Health Board and whilst the two organisations work in

partnership, each organisation has different functions.

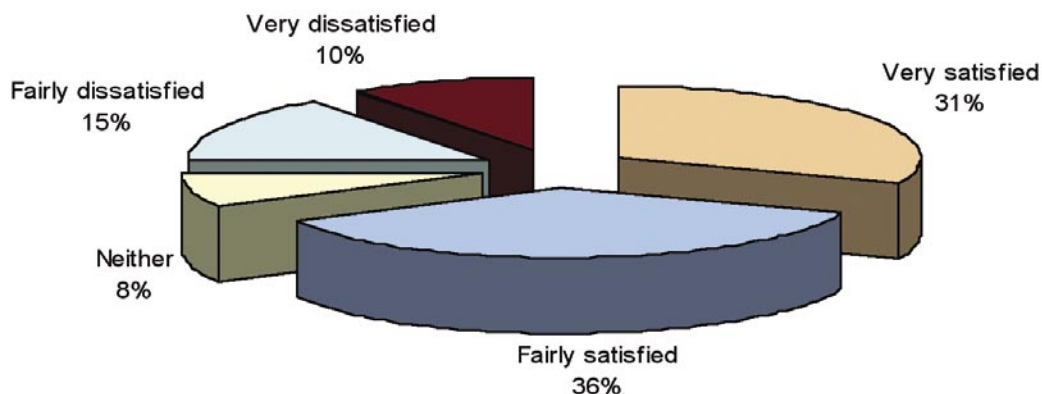
The Local Health Board commissions (purchases) hospital services for the people of Pembrokeshire - either locally

or further afield if necessary, and co-ordinates healthcare delivery in the community. The Trust is responsible for providing hospital and community services for people in Pembrokeshire and mental health and learning disabilities services across the 3 counties of Pembrokeshire, Carmarthenshire and Ceredigion.

Pembrokeshire Local Health Board

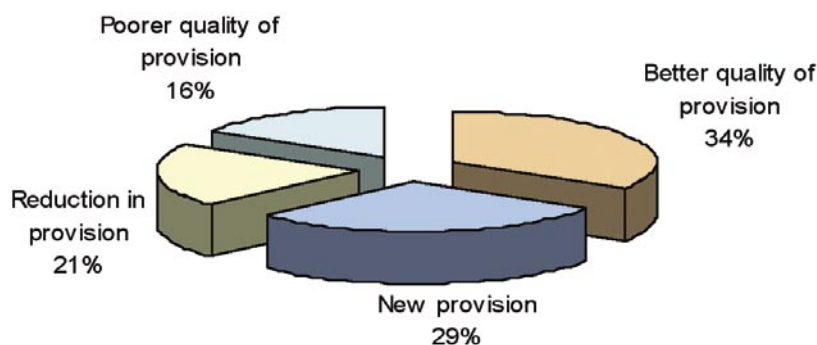
GP surgery

Over two thirds of members were fairly or very satisfied (67%) with the ability to arrange an appointment with their local GP surgery.



Members were asked what they considered to be a reasonable time period for a non-emergency appointment at their local surgery. The top 5 responses received from panel members were 1 week (23%), 2 days (14%), 3 days (12%), up to 24 hours/same day (12%) and 2-3 days (7%).

46% of members said they had experienced changes provided at their local surgery during last year and the graph below illustrates how members perceived these changes i.e. 34% believed these gave a better quality of service, 21% felt there had been a reduction in service, 16% believed there had been a poorer quality of service.



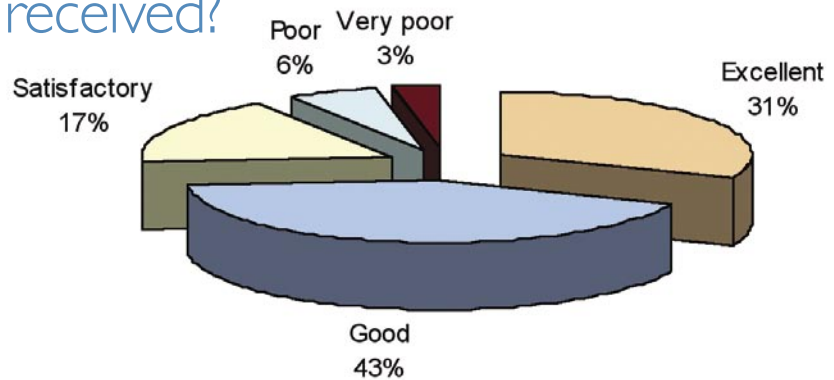
67% of members had been able to name the doctor they would like to see and 59% said they did not have to wait a long time to see the GP of their choice.

How would you rate your GP practice premises?

Members felt that the location of their GP practice premises, access for those with disabilities and the condition and repair of the building was good. They also rated the comfort of the waiting area, the privacy of the consulting room, the amount of space available in the waiting room and the amount of space available for them and the GP/nurse in the consultation room was good.

Members felt that car parking at their GP practice premises was satisfactory and although the majority of members said that they did not use public transport to and from their surgery, of those who did use it, the majority also found it satisfactory.

How would you rate the service you received?



43% rated the service they received from 'Pembrokeshire on Call' as good and 31% rated it as excellent.

Out of hours, 'Pembrokeshire on Call'

61% of members stated that they had not ever used the out of hours emergency service, Pembrokeshire Care on Call. However of those who had used this service almost three quarters of members (74%) rated the service as excellent or good and (87%) felt that it had responded within a reasonable time.

Pharmacy

76% of members were aware that their pharmacist could provide a range of services e.g. medicine advice and blood pressure checks and 87% said that they would like to see them developing services such as a minor ailments service e.g. coughs and colds.

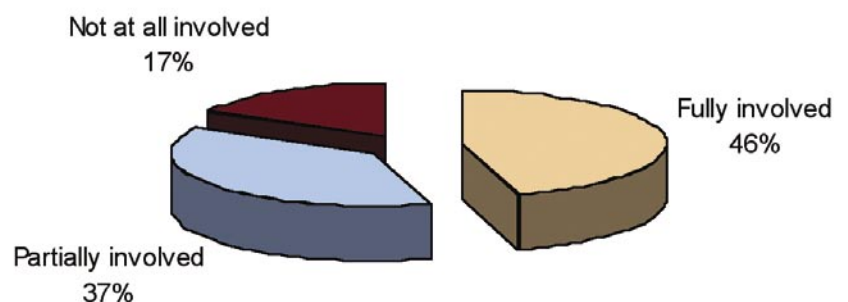
Pembrokeshire & Derwen NHS Trust

68% of members said they had heard of or come into contact with the Health Trust prior to receiving our recruitment questionnaire. They also rated the Trust as satisfactory in regard to listening to and consulting with residents, treating them equally and keeping them informed about what it does, being efficient, being open and honest and spending money wisely.

If you have received a service from the Health Trust, how involved do you feel in your care?

Of those who had received a service from the Health Trust, almost half (46%) felt that they were fully involved in their care.

When asked if they believed patients should receive copies of the letters written by consultants to GPs regarding their progress of care, 69% of members believed that they should.

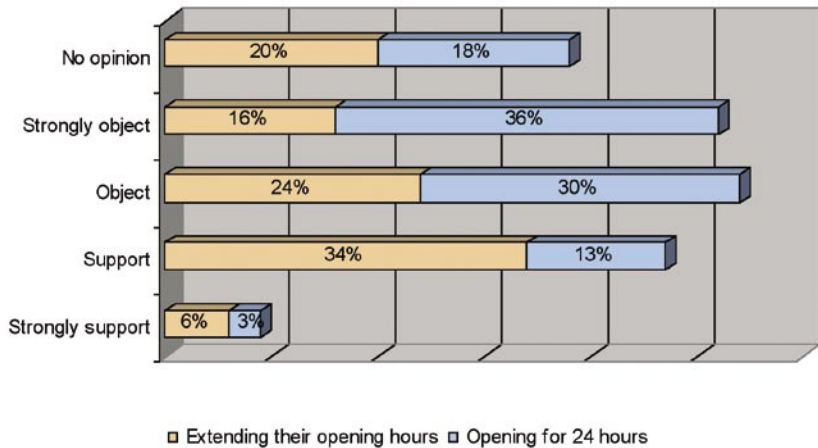


Dyfed-Powys Police

Licensing laws

67% of members were aware that the Licensing Laws had changed and the majority of these (39%) thought that Pembrokeshire County Council dealt with licenses for the sale of alcohol, which is correct.

Over a third of members (34%) supported the possibility of licensed premises in their area extending their opening hours, however they strongly objected (36%) to the possibility of 24 hour opening.



Stop and search

The vast majority of members (95%) thought that Dyfed-Powys Police should have the power to stop and search members of the public as it was essential to policing and crime prevention.

57% of members were aware that the Police now have a duty to record all encounters with the public where they are asked to account for themselves and 75% supported these requirements.

Of those who had previously been stopped and/or searched by the Police (122 in total), the majority (63%) said that the Police had explained why they had taken this action. 84% said that they had considered this a valid reason and that the officers conducted the process in a professional and courteous manner (91%).

Hate crime

92% of members had not been a victim of 'hate crime' however of those who had, the majority felt that the officers had dealt with their complaint in a professional and courteous manner.

65% were not aware that they could report 'hate crime' anonymously. This can be done via 'TrueVision' at www.report-it.org.uk. Alternatively 'hate crime' can be reported at any police station. You can receive further information by phoning the Dyfed-Powys Hate Crime Information line on 0845 122 8645.

Initial Police Learning and Development Programme

97% of members felt it was a positive move that the new learning programme for student officers is focused on community involvement and engagement.

Members believed that the best way to get communities involved in student officers' learning was through going out into the community. They also felt that by involving the community in learning and development for student officers, public confidence in the police service would improve (94%).

Well done for all your efforts and on behalf of each of the partner organisations, THANKS!

If you would like to comment on any other aspect of the Citizens' Panel, please contact: Zoë Coghlan, Project Manager,

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