

Welcome to Issue 10 of Pembrokeshire Voice, Pembrokeshire Citizens' Panel's newsletter!

A big thank you to all of you who returned our last questionnaire, which asked for your opinions on a number of topics including Council Customer Service Centres, your thoughts on outpatient appointments, volunteering and health, neighbourhood policing and the Pembrokeshire Coast National Parks.

As ever, without your comments and input we cannot improve our services and try to make sure they match your needs and expectations. So don't forget to fill in survey 11 and send it back to us as soon as possible.



Prize draw - Congratulations!

We are delighted to announce that the eighth winner of the Pembrokeshire Citizens' Panel prize draw was from the Saundersfoot area – congratulations on behalf of all the partners involved!

If you want to be in with a chance of **winning £50** in our next draw, all you have to do is fill in survey eleven and send it back us as soon as possible. It's really that easy!



'Pembrokeshire Voice' on the Web

Information about Pembrokeshire Voice is now on each of the partner's websites. To take a look, go to

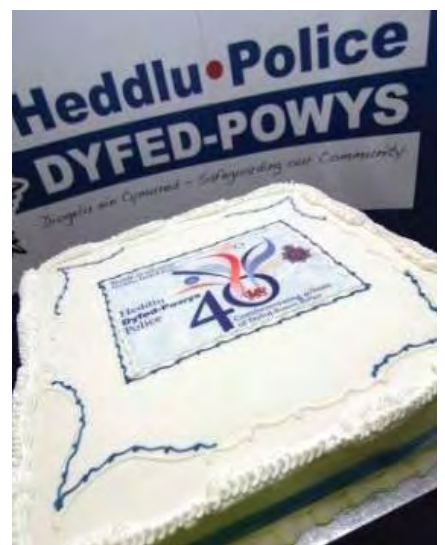
www.pembrokeshire.gov.uk

www.dyfed-powys.police.uk

www.pdt-tr.wales.nhs.uk

www.pcnpa.org.uk

www.pembrokeshirelhb.wales.nhs.uk



Survey Ten – Results

Contacting Pembrokeshire County Council

How would you prefer to contact the Council?

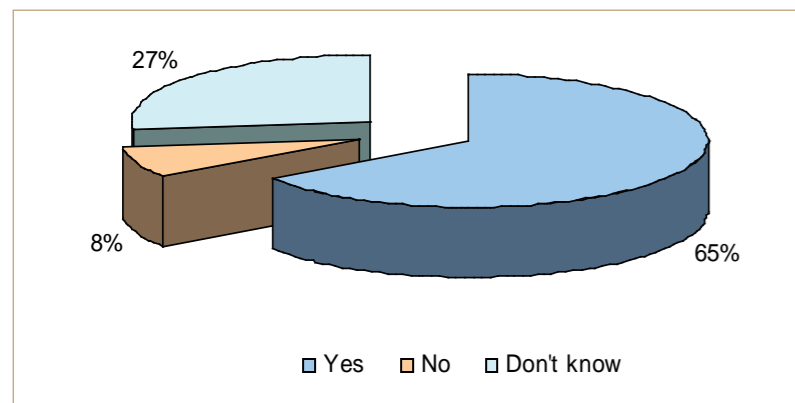
The majority (59%) of respondents prefer to contact the Council by telephone. 13% prefer to contact the Council in writing, whether by letter or fax. 12% prefer to contact their Council in person, while 9% would favour contact by email, and 4% of respondents would rather contact be made via their Local Councillor. 3% would prefer to contact the Council via a website.

Thinking about your most recent contact with the Council, how would you rate the following?

	Excellent	Good	Satisfactory	Poor	Very Poor	Don't remember
The ease with which you can contact the council	123	276	164	22	7	21
The ability to communicate in your preferred language	203	265	87	6	2	23
The staff dealing with you	130	276	147	25	9	18
The time taken to deal with your enquiry	92	221	176	60	28	20

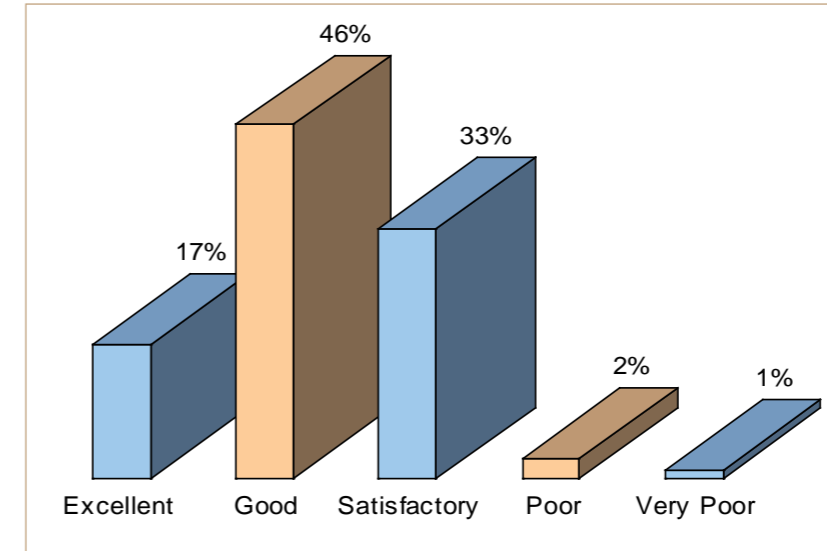
The above table gives a breakdown of how the respondents rate certain aspects of their contact with the Council. The highest number of responses are highlighted in blue, and this clearly illustrates that the highest number of respondents rate each aspect of their contact as good.

Do you think Customer Service Centres are an important service provided by the Council?



Two thirds (65%) of respondents think that the Customer Service Centres are an important service provided by the Council, 27% are unsure whether they are an important service and 8% do not think they are.

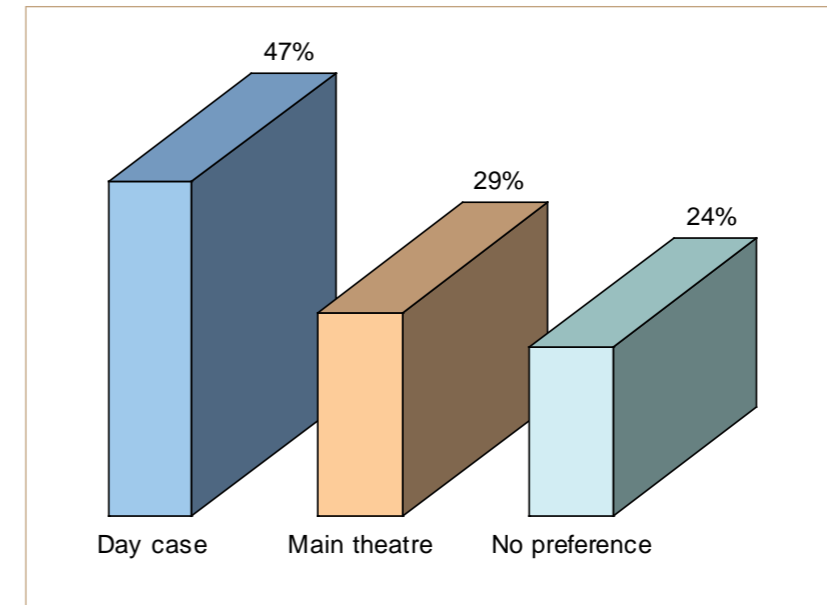
Overall, please rate the quality of service provided by Pembrokeshire County Council's Customer Service Centres?



Almost half of respondents rated the quality of service provided by Pembrokeshire County Council's Customer Service Centres as 'good'. 33% regarded the service as 'satisfactory' and 17% rated the service as 'excellent'. Only 2% rated the service as 'poor', and 1% as 'very poor'.

Your thoughts on outpatient appointments

Imagine you have been told that you need to have an operation under a general anaesthetic (you will be asleep), what would your preference be?



Almost half of respondents (47%) would rather have their operation as a day case, (come in and go home the same day with no overnight stay on a ward.) 29% would prefer to have the operation in the main theatre, (come in to a ward and stay at least one, possibly more, nights in hospital.) 24% stated they have no preference.

In your opinion, how do you think that having an operation in day surgery compared to main theatre would be...

38% of respondents felt that having an operation in day surgery compared to main theatre would be the same, 27% believed it would be better to have day surgery, while 24% did not know whether it would be better or worse. 11% felt that a day surgery operation would be worse than a main theatre operation.

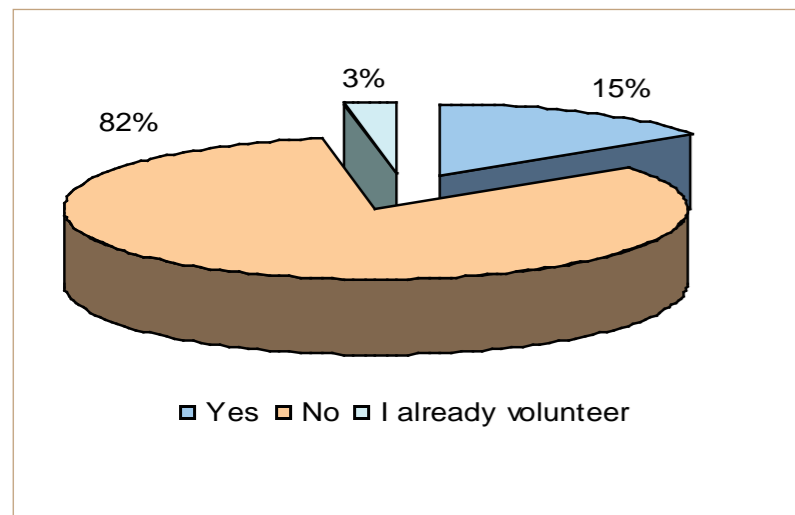
Thinking about the information you may need about a health condition, how, when and by whom would you prefer to receive it?

	Verbal Explanation	Written Information
By my GP when I first see them	502	67
By the Consultant when I receive a diagnosis	430	199
By the hospital, when I am an inpatient	200	61
By someone else, such as NHS Direct Wales, when I got home	25	37
By my friends and members of my family	34	2
I would rather look for it myself, such as via the internet	17	32
Through discussion with somebody else who has the same condition, such as a voluntary support group	71	22
I would not want any information	3	3

The preferred way of receiving information about a health condition is through the respondent's GP when they first see him/her: the majority would want the explanation of their health condition verbally (highlighted in blue). A high number of respondents (430) would want to receive this information verbally by their consultant when receiving a diagnosis. The above table suggests that more respondents would want information verbally rather than in writing.

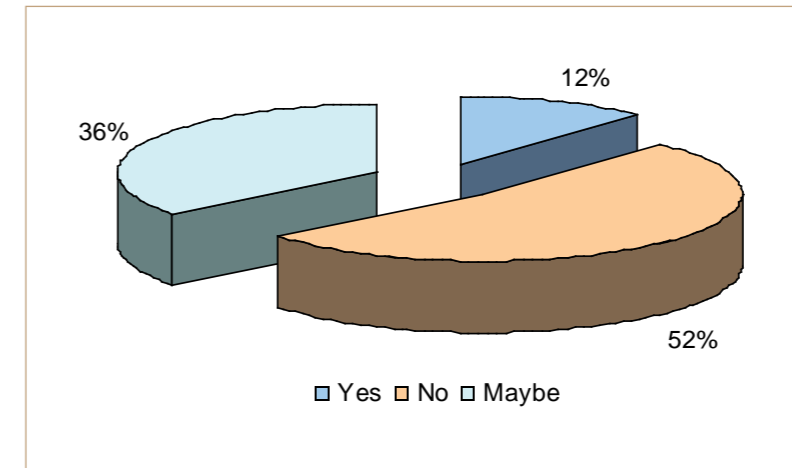
Volunteering and Health

Have you ever considered volunteering in a hospital or other health setting?



Only 15% of respondents have considered volunteering in a hospital or other health setting; 82% have not considered it. 3% of the respondents already volunteer.

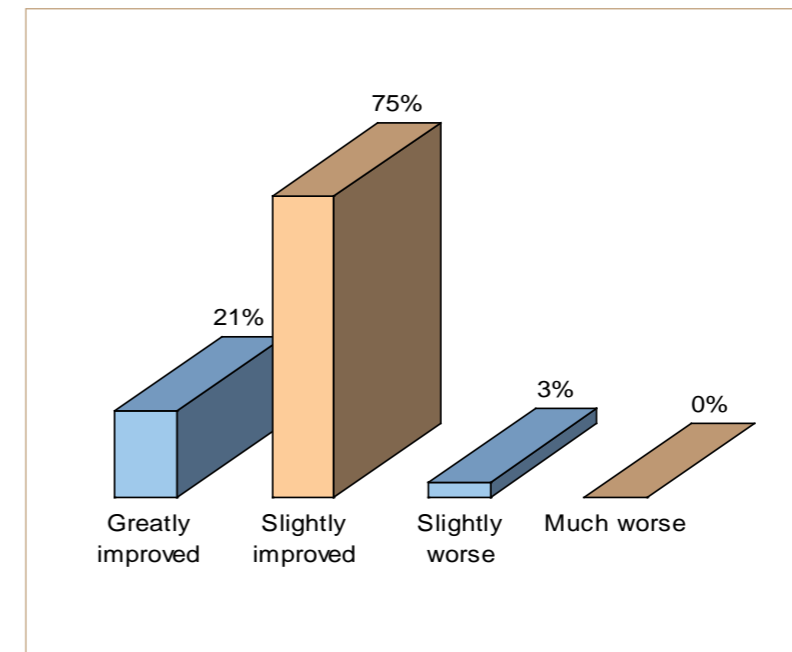
Would you consider volunteering in a hospital or other health setting in the future?



Over half of respondents would not consider volunteering in the Health Service. Just over a third stated they may consider, while 12% of the respondents would consider volunteering their services in the future.

Dyfed-Powys Police Neighbourhood Policing

To what extent do you think your community has changed since the introduction of Neighbourhood Policing in your area?



Three quarters of respondents (75%) thought that their community 'slightly improved' since the introduction of Neighbourhood Policing to their area. 21% of respondents believe their community had 'greatly improved', while 3% felt their community had become 'slightly worse'. No respondents thought that their community had become 'much worse'.

Do you know how to contact your Neighbourhood Police/Community Support Officer?

Over three quarters of respondents stated that they would be unsure of how to contact their Neighbourhood Police/Community Support Officer.

Has your confidence in the police changed since Neighbourhood Policing was introduced?

Over half of respondents felt that their confidence in police has not changed since the introduction of Neighbourhood Policing. A quarter didn't know whether their confidence had changed, while the confidence in the police of 1% of respondents has become much worse.

Pembrokeshire Coast National Park

Which of the following activities do you use the National Park for?

Going to the beach	37%
Walking	35%
Off road cycling	4%
Horse riding	3%
Bird watching	2%
Climbing	9%
None	7%

The two most popular activities undertaken by those respondents who use the National Park are going to the beach and walking (37% and 35% respectively). 50 respondents stated that they used the parks for "other" reasons. These included water sports, places of interest and scenery.

Dyfed-Powys Police update: Mobile Data – Survey 9!

The force submitted a funding bid for mobile data terminals earlier this year but as was the case for all forces in Wales we were not successful. However, the Government recently published a Green Paper in relation to Policing and in that announced a second round of funding. On this basis, a second bid has been submitted, but this is being prepared collaboratively by the four forces in Wales. We should be informed in October or November whether this bid has been successful. Mobile data is already being piloted across the force and initial results from this are very encouraging.

Panel News

In an effort to become Greener, if you would be interested in receiving your surveys and newsletters on line, please either ring or email Mel Williams (details below)

If you would like to comment on any aspect of the Citizens' Panel, please contact:

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E-mail: mel.williams@dyfed-powys.pnn.police.uk

Many thanks for all your efforts and on behalf of each of the partner organisations, THANKS!

If you require this information in large print, Braille or audiotape, please telephone 01267 226639.

