

# Welcome to Issue 7 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 transport within the County, the Dyfed-Powys Police insignia and vision statement, access to Police information and buildings and their Welsh Language Scheme. There were also questions regarding your local pharmacies and a number from Health Challenge Pembrokeshire.**

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 eight and send it back to us as soon as possible.



## Prize draw - Congratulations!

We are delighted to announce that the fifth winner of the Pembrokeshire Citizens' Panel prize draw was from the Clynderwen 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 eight 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.

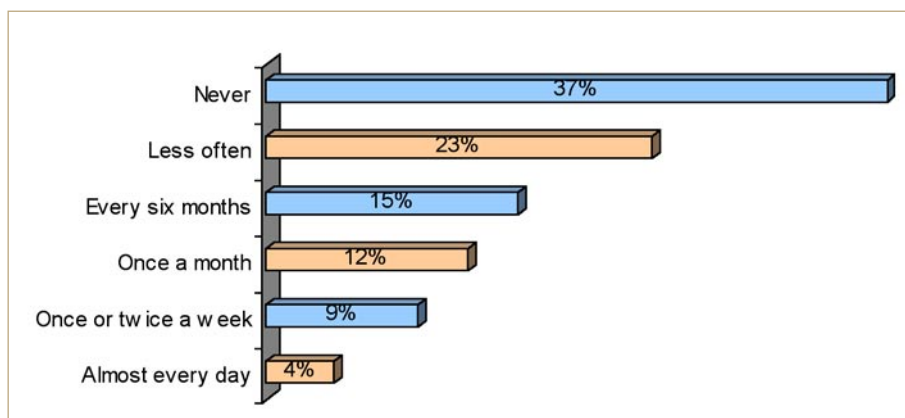
To take a look, go to  
[www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk)  
[www.pembrokeshirelhb.wales.nhs.uk](http://www.pembrokeshirelhb.wales.nhs.uk)  
[www.pdt-tr.wales.nhs.uk](http://www.pdt-tr.wales.nhs.uk) and  
[www.dyfed-powys.police.uk](http://www.dyfed-powys.police.uk)

# Survey Seven - Results

## Transport

A Regional Transport Plan is being prepared by SWWITCH, the South West Wales Integrated Transport Consortium, which represents the City and County of Swansea, Neath Port Talbot, Carmarthenshire and Pembrokeshire Councils. The new plan will replace the Local Transport Plan prepared in 2000 and your responses will help to identify priorities for this.

### How often do you currently use public transport?



37% of you said you never used public transport, 23% said you used it less often than the other options, 15% used it about every six months, 12% used it about once a month, 9% used it once or twice a week and 4% of you used it almost every day.

### How satisfied or dissatisfied are you with each of the following elements of the local bus services, whether you normally use them or not?

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The provision of public transport information	8%	<b>46%</b>	20%	18%	8%
The frequency of the bus services	8%	<b>37%</b>	17%	22%	17%
The state of the bus stops/ bus shelters	4%	<b>42%</b>	23%	18%	13%
The reliability of the buses	8%	<b>50%</b>	23%	13%	6%
The local bus service overall	8%	<b>43%</b>	20%	18%	11%

The terms of improvements the largest number of you thought you were satisfied with each of the above elements. When asked what you currently used public transport for, the top three activities/facilities you chose were local shopping facilities, city centre shopping facilities and a short break/holiday.

In terms of improvements, you thought that increasing the capacity of the rail network would most improve the movement of people and goods in your local area (27%) and improving traffic calming measures e.g. speed bumps and speed limits, would most improve the safety and security of transport (33%). With regard to reducing the impact of transport on the environment in your local area, you highlighted improved public transport (45%).

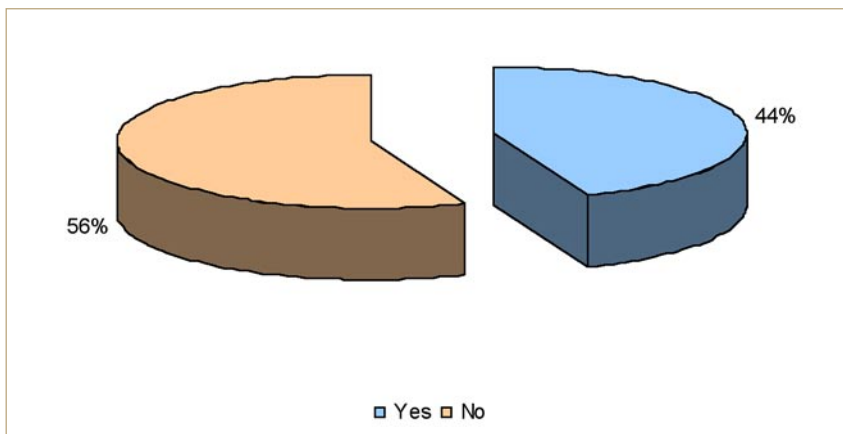
# Dyfed-Powys Police

Do you recognise this logo as the Dyfed-Powys Police badge?



91% of you said you recognised the Dyfed-Powys Police badge and only 4% thought there should be an alternative police logo alongside the existing badge.

Are you familiar with the Dyfed-Powys Police vision statement - 'SAFEGUARDING OUR COMMUNITY'?



## Update

Many thanks for your responses to this section. Your views will be presented and discussed at the next Force Marketing and Communications Group in November 2007.

Over half of you (56%) said you were not familiar with the vision statement, however 51% thought it was meaningful and 64% believed their performance lived up to the statement. 85% did not think the vision statement should be changed.

# Welsh Language Scheme

59% of you said that before receiving this questionnaire you were not aware that Dyfed-Powys Police and Police Authority had a Welsh Language Scheme.

Is having a language choice important to you?

67% of you said that having a language choice was not important to you, while 34% said it was.

Of those of you who had previously contacted/dealt with Dyfed-Powys Police and/or Police Authority, 2% of you said you had asked for a service through the medium of Welsh and 36% said it had been offered.

# Access to information

## How would you prefer to find out about the services provided by Dyfed-Powys Police?

Over half of you (59%) said you would prefer to find out about Dyfed-Powys Police services via letter, 28% via their website, 8% via telephone and 5% via email.

## Have you ever encountered any difficulties when contacting Dyfed-Powys Police?

84% of you said that you had not encountered any difficulties when contacting Dyfed-Powys Police, while 16% or 87 of you had. Of those who had encountered difficulties, the largest number said this was because you could not contact their local station; a number adding that you were often transferred to other stations.

# Access to buildings and services

## Have you ever experienced problems accessing any Dyfed-Powys Police buildings?

89% of you said that you had not encountered any problems accessing any Dyfed-Powys Police buildings, however of those how had, the largest number said this was because there had been no answer or your local station had been closed.

## If you wanted to get in touch with Dyfed-Powys Police, which of these methods of getting in touch would you most likely use?

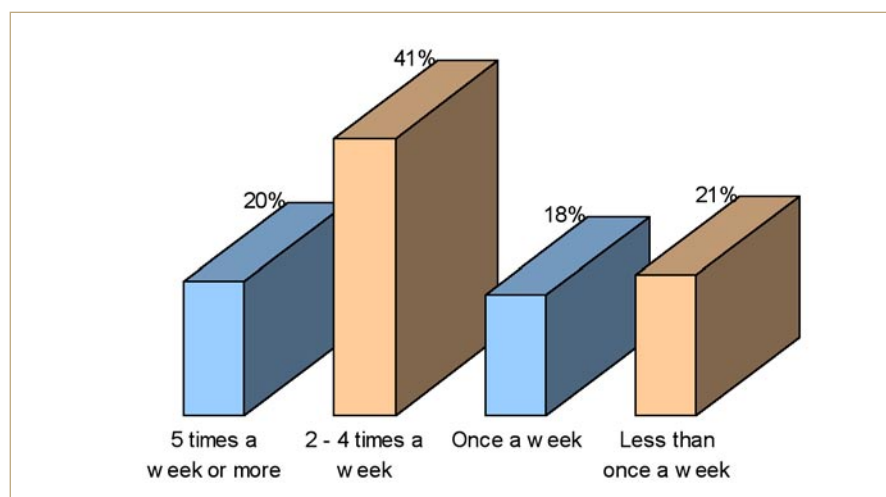
Almost three quarters of you said you were most likely to use the phone, 40% said you would call to a police station in person and 27% would use the non-emergency number. 25% would dial 999, 7% would contact your local police officer/PCSO, 4% would email, 3% would use the Police website and 2% would write or fax.

### Update

The responses you have given us regarding access to police buildings, services and information have been forwarded to and noted by the Senior Police Management in Pembrokeshire Division and the Communities and Partnerships department. These will be taken into consideration in terms of the Disability Equality Scheme and access issues in general for Dyfed-Powys Police.

# Health Challenge Pembrokeshire

## In an average week, how many times would you say you take part in a moderately intense physical activity that lasts for around 30 minutes at a time?



41% of you said that in an average week you took part in a moderately intense physical activity which lasted for around 30 minutes, between 2-4 times a week.

When asked why you do not currently do more physical activity, the largest number of you (41%) said you did not have enough free time or had other responsibilities. 59% of you said you never used the facilities at a leisure centre or swimming pool and once again the main reason given was due to time constraints.

## Update

Responses to the Health Challenge Pembrokeshire questions will be used to monitor any changes in people's attitudes towards taking part in physical activity and sport, since a similar set of questions were asked twelve months ago.

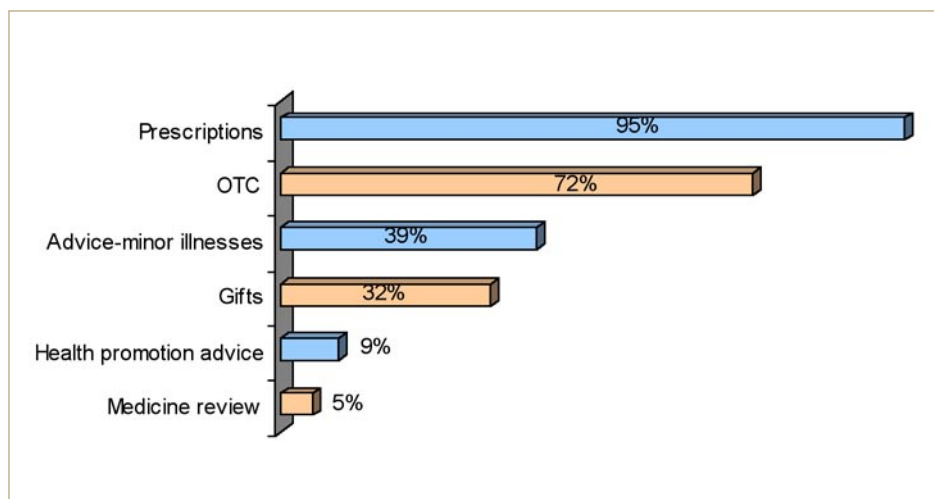
A new Health Challenge Pembrokeshire strategy, which will run from April 2008 to March 2011, is currently being developed and it is anticipated that encouraging people to take more exercise will be a key priority over the next 3 years.

People in Pembrokeshire are being given the opportunity to comment on the new draft strategy, which will be available in public libraries and as a download from [www.healthchallengepembrokeshire.co.uk](http://www.healthchallengepembrokeshire.co.uk), [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk) and [www.pembrokeshirelhb.wales.nhs.uk](http://www.pembrokeshirelhb.wales.nhs.uk) shortly.

For further information please contact, Pam Owen, Health and Well-being Manager, Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP Tel: 01437 776612 or email: [pam.owen@pembrokeshire.gov.uk](mailto:pam.owen@pembrokeshire.gov.uk)

## Pharmacy

### What do you use your local pharmacy for?



The majority of you said you used your local pharmacy for prescriptions (95%) and when asked to rate each of the above, you rated prescriptions, advice for minor illnesses, over the counter medicines and a review of your medicines as very good and Health Promotion Advice and gifts as good.

### Were you aware that you could return unwanted or out of date tablets or medicines to a pharmacy?

86% of you were aware that you could return unwanted or out of date tablets or medicines to a pharmacy and 59% had already done so.

### Do you think the opening hours of your local pharmacy are appropriate?

76% thought the opening hours of your local pharmacy were appropriate, 14% did not agree and 10% said you did not know. Of those of you who did not agree, the largest number of you requested greater weekend opening.

# Medicine Use Review

## Are you aware that your community pharmacist can undertake a Medicine Use Review with you?

74% of you were not aware that your community pharmacist could undertake a Medicine Use Review with you. Of those who had previously had a review (29 in total), 28 of you said that it was helpful.

**Cardiff University, on behalf of the Welsh Assembly Government, are conducting an appraisal of medication reviews carried out by local community pharmacists and would value your opinions.**

If you said you would like to be involved in this review, your details have been passed to the Project Manager at Cardiff University, who will contact you directly in the New Year.

## Further updates

### Using the Results to Develop a Regional Transport Plan and Programme of Schemes to improve transport links throughout South West Wales

The results of the recent transport survey carried out this August as part of Pembrokeshire's Citizens' Panel project will form one of a number of key inputs into the preparation of the Regional Transport Plan (RTP).

Similar surveys have been carried out this year by our SWWITCH partner councils – Carmarthenshire, Swansea and Neath Port Talbot. In addition SWWITCH – the South West Wales Integrated Transport Consortium – has engaged with a large number of stakeholders both within and outside the transport industry to identify the key objectives and priorities of the plan which is required to deliver the Welsh Assembly Government's (WAG's) Wales Transport Strategy (WTS) to be published this winter.

SWWITCH is now at the stage of identifying a five year programme of transport schemes and a long term strategy to be included in the RTP. These schemes must demonstrate that can make a positive contribution to the WTS and meet its economic, social and environmental objectives. This programme of schemes is important to Pembrokeshire as it will form a bid to WAG for transport funding across the region so that SWWITCH can allocate appropriate funding to each of the four partner local authorities to enable them to deliver schemes often in partnership with other organisations.

The work carried out so far by WAG and SWWITCH has identified the need for plans to improve regional and national connectivity in a more informed, integrated, safe, secure and sustainable way. Hence transport projects are being increasingly geared to encourage and promote transfer between different types of transport and movement where this is sensible and appropriate. Therefore walking, cycling, community transport, bus, rail, freight and private transport all figure in the schemes being considered.

The results of the local surveys and engagement with stakeholders are important in order to reflect the disparate character of the south west Wales – ranging from the larger urban centres in the east to the small market towns and their very rural hinterlands in the west.

Surprisingly little is known about transport and movement across the region, particularly at the local level. SWWITCH therefore completed a seven day travel diary survey across South West Wales last year. Whilst the results are valid at the regional and county level, without conducting larger and more expensive surveys, they tell us little about more local movements and much of our work is at risk of being based upon perception or informed guesswork. The views of local people are therefore an important cross check.

The Draft Regional Transport Plan will be published for formal consultation purposes in the first half of 2008. Everyone will then have a final opportunity to comment. The final plan will probably be published in 2009.

# Health Care Services

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The information you provided from survey six has helped Pembrokeshire and Derwen NHS Trust and Pembrokeshire Local Health Board to take forward plans to bring together urgent healthcare services in the county.

A new service called Urgent Care Pembrokeshire will integrate all emergency and urgent care services in the county into a single service so that you get the right care at the right time, delivered by the right health professional. It will bring together Withybush Hospital's £8.75m Accident and Emergency department with Pembrokeshire Doctors on Call, the Welsh Ambulance Service Trust, Community GPs, NHS Direct Wales and, wherever possible, social services, to create a single-point of contact care service. The integration is an incremental process and you will begin to see changes from April 2008, with the new service fully in place by December 2009.

## How do you feel about there being a single telephone number for all emergency and unplanned care?

67% of you felt that having a single telephone number was a good idea or a very good idea and 74% felt that being asked questions when you telephoned and then being directed to the most appropriate service was also a good idea or a very good idea.

As part of Urgent Care Pembrokeshire, a Care Co-ordination Service will provide a single point of contact and will ensure that you get the right care at the right time whether you contact the service by telephone or go to Accident and Emergency.

## On ringing a number, you may be told to come in to the Withybush Emergency and Urgent Care Centre to see someone. Would you prefer to come in straight away and wait or be given an appointment time?

Just over half of you (53%) said that they would prefer to come in and wait.

Your response to this question helped us to decide not to introduce appointments times at this time. Because the result was close with 47% of you preferring to be given an appointment time, the service will review this again in time through patient surveys.

## The new service will make it possible for different professional people to work together in one place. This will mean that, as long as it was appropriate to your condition, you may not have to wait to see a doctor. Which of the following people would you feel happy to be seen by?

79% of you said you would be happy to be seen by a GP. 77% by an Accident and Emergency doctor, 68% by a nurse practitioner and 65% by a paramedic practitioner.

The purpose of this new service is to ensure that you will be seen and treated as quickly as possible on the basis of individual need, by the most appropriate health professional available at the time. All health professionals working for Urgent Care Pembrokeshire will be members of one team.

At the moment when you go to the GP Out of Hours service in Withybush General Hospital, you wait in a separate waiting area to patients waiting in Accident and Emergency. How would you feel about waiting in a single area for both Out of Hours and Accident and Emergency?

29% of you thought this was a bad idea, 21% felt it was neither good nor bad and 20% believed it was a good idea. 17% had no opinion, 10% thought it was a very bad idea and 2% said it was a very good idea.

Emergencies and critically ill and injured patients will automatically go to the Emergency Department (most often taken by the Ambulance Service). Because the new service will be a single service with health professionals working as one team in an integrated centre, all urgent care patients will wait in the same waiting area. There is, however a separate waiting area for children and families. Having the waiting area in one place will streamline services, eliminating handover delays and ensuring that you are seen and treated, as quickly as possible, by the most appropriate health professional available at the time.

Has reading this made you concerned about anything?

The largest number of you (34%) did not have any concerns or were in favour of the proposed plans. 10% felt that it would mean a loss or reduction of services and staff and were worried about downgrading, cost cutting and the health service becoming less efficient.

When implemented, this will be the first fully integrated unscheduled service in Wales, if not in all of the UK, and presents enormous opportunities to improve the access, safety, efficiency and value of urgent and emergency care for the people of Pembrokeshire. This new service will without doubt improve the quality of care available to patients across Pembrokeshire without losing or downgrading any of the current services available. The new provision will include:-

- An emergency department for patients requiring resuscitation or stabilisation
- Separate adult and children's clinical decision units for patients requiring further assessment by senior doctors
- A Primary and community care services unit that will 'see and treat' people with minor ailments that do not require hospitalisation
- A care co-ordination centre responsible for ensuring that patients are routed quickly and efficiently to the most appropriate care provider.

**If you would like to comment on any aspect of the Citizens' Panel,**

**please contact:** Zoë Thomas, Project Manager  
Carmarthenshire & Pembrokeshire Citizens' Panels  
Corporate Services, Dyfed-Powys Police  
Llangunno, Carmarthenshire, SA31 2PF

**Telephone:** (01267) 226639 **Fax:** (01267) 233634

**E-mail:** [zoe.thomas@dyfed-powys.pnn.police.uk](mailto:zoe.thomas@dyfed-powys.pnn.police.uk)



**Bwrdd Iechyd Lleol  
Local Health Board**  
Sir Benfro  
Pembrokeshire

Well done 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.