

Pembrokeshire Citizens' Panel - Survey 11

Pembrokeshire County Council

Pembrokeshire County Council's website - www.pembrokeshire.gov.uk

We are developing a new and improved Council website, which we hope will go live later this year.

Q1 What are the top five things you would like to find or do on our new website?

Q2

Q3

Q4

Q5

Q6 Would you be interested in "test driving" our new website later in the year?

Yes

No (Go to Q8)

Q7 If yes, please leave an email address so we can contact you directly

The Council also manages other websites to promote specific activities and local partnerships.

Q8 Have you heard of Pembrokeshire's character "Lennie the Leek"?

Yes

No (Go to Q12)

Q9 Do you know what Lennie the Leek promotes and what his role is?

Yes

No (Go to Q12)

Don't know/Not sure (Go to Q12)

Q10 If yes, please could you tell us what you think Lennie's role is?

Q11 Are you aware of Lennie the Leek's website?

Yes

No

Learning Pembrokeshire - the Council's adult learning service

Q12 Do you recognise the Learning Pembrokeshire logo above?

Yes

No

Q13 Learning Pembrokeshire ran a campaign during August/September 2008 to promote its 2008/09 adult and community learning courses. Were you aware of this campaign?

Yes

No (Go to Q24)

Q14 If yes, where did you see/hear about it? (Please tick all that apply)

Western Telegraph

An A-Z of courses was delivered to my house

Milford Mercury

Word of mouth

Tenby Observer

Internet

Tivyside Advertiser

I attended an event/open day

Radio Pembrokeshire

I have been on a course(s) before

Other (Please specify)

Q15 Following the campaign, have you made an enquiry about attending a Learning Pembrokeshire course?

Yes

No (Go to Q17)

Q16 If yes, please tell us how you enquired. (Please tick all that apply)

By phone

In person

By email

I visited the website

By post

Other (Please specify)

Q17 If no, please tell us why you didn't make an enquiry.

Q18 Following the campaign, have you made a booking to attend a Learning Pembrokeshire course?
Yes No (Go to Q20)

Q19 If yes, please tell us how you made the booking. (Please tick all that apply)
By phone In person
By email I paid using the on-line payment facility
By post
Other (Please specify) _____

Q20 If no, please tell us why you didn't make a booking.

Q21 Would you like to be able to book as well as pay on-line for Learning Pembrokeshire courses?
Yes (Go to Q23) No

Q22 If no, please tell us why.

Q23 Prior to receiving this questionnaire, were you aware of the Learning Pembrokeshire webpages www.pembrokeshire.gov.uk/learningpembrokeshire?
Yes No

Health Service

Finding out about your experiences as a patient or close relative in the health service is important. Thinking about your own experiences:

Q24 Were you ever given the opportunity to tell anyone about what went well and what could have been better?

Yes No

Q25 Would you generally like the opportunity to tell someone about your experiences?
Yes No

Q26 If you were given the opportunity, what would be your preferred way to do this?
Talking to somebody afterwards Filling in a comment card
Telling someone the story of my experiences at a later date Online feedback
Filling in questionnaire Telephone survey
Taking part in a focus / discussion group I would not wish to give feedback
Other (please specify) _____

Q27 One of the suggestions from the focus groups that Citizens' Panel members took part in was to develop a questionnaire that patients could fill in after treatment, which could be after leaving hospital, going home from A&E, following a visit to the GP, etc. It would be short and concise, along the lines of 'what went well, what went not so well, and what would you change if you could'. What is your view on this?

Good idea No view Bad idea

Q28 We know that sometimes people find it difficult to tell us about when things go wrong. People often explain this by saying 'it won't make a difference' or 'I didn't want to get anyone in trouble' or 'I'm worried about being discriminated in the future'. What do you think we could do to encourage people to tell us more, especially when things go wrong?

1000 Lives Campaign

We know that the NHS can do better, that improvements can be made and that, by taking action now, we can ensure we provide safer services and reduce unintentional harm and death, for the future.

The 1000 Lives Campaign is a 2 year campaign across the whole of Wales that will build on existing initiatives, evidence and best practice to ensure patients receive the safest and most effective healthcare services. NHS Trusts and Local Health Boards have been asked to sign up - voluntarily - to implement six straight-forward life-saving interventions:

- Improving leadership for quality
- Reducing infections in healthcare
- Improving critical care
- Improving the management of medicines
- Reducing complications in surgery
- Improving general medical and surgical care

One of the important parts of the campaign is to involve patients so that the people making the changes can do so based on real experiences and in a way that will benefit other patients. We want to involve patients to join groups and work with health service professionals on making real changes that will make local health services safer.

- Q29** Would this be an area that you would be interested in being involved in?
- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|
- Q30** What do you think is the best way to recruit people?
- | | | | |
|------------------------|--------------------------|--|--------------------------|
| Advert in local press | <input type="checkbox"/> | Website | <input type="checkbox"/> |
| Advert in local radio | <input type="checkbox"/> | Leaflets in hospitals, GP surgeries, etc | <input type="checkbox"/> |
| Newsletter | <input type="checkbox"/> | | |
| Other (please specify) | | | |
-
-

For more information on the 1000 Lives Campaign please visit www.1000livescampaign.wales.nhs.uk

Pembrokeshire Coast National Park Authority

Shaded areas on the map below indicates the areas covered by the Pembrokeshire Coast National Park.

- Q31** Do you use the country paths i.e. public footpaths and bridleways in the Pembrokeshire Coast National Park?
- | | | | |
|-----------------|--------------------------|----|--------------------------|
| Yes (Go to Q33) | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----------------|--------------------------|----|--------------------------|
- Q32** If no please tell us why you don't use public footpaths and bridleways in the Pembrokeshire Coast National Park? (Please tick all that apply)
- | | | | |
|------------------------|--------------------------|-----------------------------------|--------------------------|
| Can't get to the walks | <input type="checkbox"/> | I walk outside National Park | <input type="checkbox"/> |
| Don't go walking | <input type="checkbox"/> | Lack of information available | <input type="checkbox"/> |
| Don't have the time | <input type="checkbox"/> | Paths too difficult | <input type="checkbox"/> |
| Don't know where to go | <input type="checkbox"/> | Transport problems (parking, etc) | <input type="checkbox"/> |
| Other (please specify) | | | |
-
-
-
- Q33** What can the National Park Authority do to encourage you to use the country paths more? (Please tick all that apply)
- | | | | |
|--|--------------------------|--|--------------------------|
| Increase the number of leaflets about walking/other activities | <input type="checkbox"/> | Provide guided walks with leaders | <input type="checkbox"/> |
| Improve the cleanliness of country paths | <input type="checkbox"/> | Provide more walking opportunities close to where you live | <input type="checkbox"/> |
| Improve the content of leaflets about walking/other activities | <input type="checkbox"/> | Provide sample/taster guided walks for local people | <input type="checkbox"/> |
| Improve the sign posts around the paths | <input type="checkbox"/> | Provide more publicity of walking opportunities | <input type="checkbox"/> |
| Other (please specify) | | | |
-
-
-

- Q34 How often have you used country paths in the National Park during the last 12 months? (Please tick ONE only)**
- | | | | |
|------------------------|--------------------------|------------------------|--------------------------|
| Every Day | <input type="checkbox"/> | Less than once a month | <input type="checkbox"/> |
| About once a week | <input type="checkbox"/> | Less than once a year | <input type="checkbox"/> |
| About once a fortnight | <input type="checkbox"/> | Never (Go to Q37) | <input type="checkbox"/> |
| About once a month | <input type="checkbox"/> | | |
- Q35 How would you rate the condition of the country paths you have used in the National Park for each of the following? (Please tick ONE box only in each row)**
- | | Excellent | Good | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Control of vegetation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gates | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about routes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clean and pleasant - not much litter, rubbish | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clean and pleasant - not much dog mess | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Path surfaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Signposts and waymarking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stiles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Q36 When you use country paths in the National Park, how do you plan your outing? (Please tick all that apply)**
- | | | | |
|------------------------|--------------------------|-------------------------|--------------------------|
| Guided walks | <input type="checkbox"/> | Maps | <input type="checkbox"/> |
| Leaflets or guides | <input type="checkbox"/> | Signposts or waymarking | <input type="checkbox"/> |
| Local knowledge | <input type="checkbox"/> | Websites | <input type="checkbox"/> |
| Other (please specify) | | | |
-

The National Park Authority's Nature Conservation Service helps land owners to conserve wildlife by providing advice, grant aid and practical assistance.

- Q37 Were you aware of these Nature Conservation Services?**
- | | | | |
|-----|--------------------------|----------------|--------------------------|
| Yes | <input type="checkbox"/> | No (Go to Q39) | <input type="checkbox"/> |
|-----|--------------------------|----------------|--------------------------|
- Q38 If yes, where did you hear about the services?**
- | | | | |
|---|--------------------------|--------------|--------------------------|
| Local Media | <input type="checkbox"/> | Website | <input type="checkbox"/> |
| Word of mouth | <input type="checkbox"/> | Publications | <input type="checkbox"/> |
| Employee of Pembrokeshire Coast National Park | <input type="checkbox"/> | | |
| Other (please specify) | | | |
-
- Q39 Do you feel it is important to conserve wildlife in the National Park?**
- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|
- Q40 Are you aware of Oriel y Parc, St Davids Landscape Gallery?**
- | | | | |
|-----|--------------------------|----------------|--------------------------|
| Yes | <input type="checkbox"/> | No (Go to Q44) | <input type="checkbox"/> |
|-----|--------------------------|----------------|--------------------------|
- Q41 Have you been to Oriel y Parc, St Davids Landscape Gallery?**
- | | | | |
|-----|--------------------------|----------------|--------------------------|
| Yes | <input type="checkbox"/> | No (Go to Q44) | <input type="checkbox"/> |
|-----|--------------------------|----------------|--------------------------|
- Q42 If yes, what did you think of it?**
- | | | | | | | | | | |
|-----------|--------------------------|------|--------------------------|--------------|--------------------------|------|--------------------------|-----------|--------------------------|
| Excellent | <input type="checkbox"/> | Good | <input type="checkbox"/> | Satisfactory | <input type="checkbox"/> | Poor | <input type="checkbox"/> | Very Poor | <input type="checkbox"/> |
|-----------|--------------------------|------|--------------------------|--------------|--------------------------|------|--------------------------|-----------|--------------------------|
- Q43 Do you intend visiting Oriel y Parc, St Davids Landscape Gallery?**
- | | | | | | |
|-----|--------------------------|----|--------------------------|-------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Maybe | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|-------|--------------------------|
-

Mid and West Wales Fire and Rescue Service

- Q44 Are you aware that the Fire Service carry out Home Fire Safety Checks free of charge to households in Pembrokeshire?**
- | | | | |
|-----|--------------------------|----------------|--------------------------|
| Yes | <input type="checkbox"/> | No (Go to Q52) | <input type="checkbox"/> |
|-----|--------------------------|----------------|--------------------------|
- Q45 If yes, do you recall how you were made aware of the scheme?**
- | | | | |
|-------------------------------|--------------------------|---------------|--------------------------|
| FireFlash campaign | <input type="checkbox"/> | Word of mouth | <input type="checkbox"/> |
| Advertisements in local press | <input type="checkbox"/> | | |
| Other (Please specify) | | | |
-
- Q46 Have you had a Home Fire Safety Check carried out by the Fire Service on your household?**
- | | | | |
|-----|--------------------------|----------------|--------------------------|
| Yes | <input type="checkbox"/> | No (Go to Q48) | <input type="checkbox"/> |
|-----|--------------------------|----------------|--------------------------|

- Q47 **Were you satisfied with the service provided?**
Yes (Go to Q50) *No*
- Q48 **If no, why?**

- Q49 **Can you tell us the reasons why you haven't had a Home Fire Safety Check?**
No particular reason *Have experienced problems trying to arrange*
No time to arrange one *Requested but not yet received*
Didn't know who to contact/how to arrange
- Q50 **Are there any improvements to the Home Fire Safety Scheme that you would like to see?**

- Q51 **Are there any other services that you would like to see the Fire Service provide to householders in Pembrokeshire?**

If you would like to talk to someone about arranging a free Home Fire Safety Check, please telephone 0800 169 1234 or visit www.mawwfire.gov.uk

Dyfed-Powys Police Stop and Search

A "stop" is when an officer asks someone in a public place to account for their actions, behaviour or articles in their possession.

A "stop and search" is when you are searched if officers suspect you are carrying drugs, weapons, stolen property or items which could be used to commit a crime.

- Q52 **The Police Force currently has the power to stop and search members of the public in certain circumstances. Do you think they should have this power?**
Yes *No* *Unsure*
- Q53 **Are you aware of your rights if you were to be stopped/stopped and searched?**
Yes *No* *Unsure*
- Q54 **Why do you think that Police do stop and / or search members of the public?**

- Q55 **Have you ever been stopped / stopped and searched?**
Yes *No (Go to Q63)* *Can't remember (Go to Q63)*
- Q56 **Thinking about the most recent occasion you were stopped / stopped and searched, did the Police give you the reason why they had decided to stop / stop and search you?**
Yes *No* *Can't remember*
- Q57 **Did you consider the explanation to be a valid reason?**
Yes (Go to Q59) *No* *Can't remember (Go to Q59)*
- Q58 **If no, please tell us why?**

- Q59 **Did the officers conduct the process in a professional and courteous manner?**
Yes (Go to Q61) *No* *Can't remember (Go to Q61)*
- Q60 **If no, please tell us why?**

- Q61** Did the Officer who stopped you give you their details, including their name, police number and station?
Yes No *Can't remember*
- Q62** Did the Officer who stopped you give you a copy of the stop/search form?
Yes No *Can't remember*
- Q63** Do you have any further comments you would like to make regarding Police Stop and Search?

**Thank you for completing our survey
Please return it in the prepaid envelope as soon as possible**