

RESOLVEN HEALTH CENTRE - SUMMARY OF PUBLIC CONSULTATION

A public consultation exercise was undertaken to view how the changes in times that patients are able to see a doctor affect patients

66 patients attended the open session at Resolven Health Centre:

80.4% had no negative comments regarding the changes.

Some patients disagreed – the reasons for this include that they work and require late afternoon appointments or they do not have transport to attend Glynneath.

37 Questionnaires were completed:

62.2% answered 'No - the changes do not affect them'

37.8% answered 'Yes' and the reason for this include work commitments and transport issues

The responses to the public consultation tell us that the majority of patients do not object to the change in times that patients can see a doctor

WHAT NEXT: In agreement with the Patient Participation Group the Resolven Community Council Members will organise a meeting with the bus company and council members to address the current transport issues.

Information has been prepared by the practice for distribution to patients to address the individual concerns raised during the consultation.

A summary and full results of the consultation is available on the practice website www.valeofneathgps.org or you can contact ABMU Health Board on 01792 326500.

Resolven Health Centre - Summary of the Public Consultation

Introduction: The times patients can see a doctor at Resolven Health Centre have been changed and whilst the changes do not reduce service delivery it was agreed that a public consultation exercise would be undertaken. The consultation involved open sessions at the Health Centre, patient questionnaires and the opportunity for patients to contact the Health Board by telephone. The open sessions were advertised by the practice and patients were invited to either leave their comments by attending the open sessions or by contacting the Health Board by telephone. Patients were also given the option of completing a questionnaire asking how the changes affect them.

Open Sessions: The HB held 4 open sessions in Resolven Health Centre. These were held on 30th June, 9.30am until 11.30am; 1st July, 2.00pm until 4.00pm; 6th July, 2.00pm until 4.00pm and 9th July 9.30am until 11.30am. The open sessions were advertised by the practice and a member of ABMU primary care team was available to speak to patients for them to give their opinions directly.

66 patients attended the open sessions and of these patients, 28 completed the questionnaire and 51 patients provided verbal comments (13 of these patients also completed a questionnaire).

Of the 51 patients that provided verbal comments 41 (80.4%) had no negative comments regarding the changes. Other patients disagreed. These patients had concerns about transport to Glynneath because if they need to see a doctor when Resolven is closed, they would be unable to attend and some even mentioned that they would phone 999. These changes also seem to affect those patients that work. Patients commented that a late afternoon appointment is required and they are now having difficulty booking an appointment as they can only access appointments 2 afternoons a week.

Questionnaire: 37 questionnaires were completed, nine were received by post. The questionnaire asked patients 'Will the change in consultation times make it difficult for you to attend the surgery' 23 patients (62.2%) answered No - the changes do not affect them. 14 Patients (37.8%) answered Yes and the reasons for this include that they work and require late afternoon appointments or they do not have transport to attend Glynneath. Of the 14 patients that answered yes this change affects them 12 Patients (85%) are able to attend the surgery at any time (AM or PM on any day) but are concerned that they may become ill on the afternoon that the surgery is closed and most do not have transport to attend Glynneath.

Question 3 asked 'Do you require morning or afternoon appointments' 28 patients (75.7%) can attend 'Anytime', 5 Patients (13.5%) require morning appointments and 4 patients (10.8%) require afternoon appointments.

Telephone: At the Health Board only 1 telephone call was received from a patient. This patient was concerned that this is the first step to removing services from Resolven Health Centre and was also concerned about those patients that are unable to travel to Glynneath and they can require urgent GP appointment during the afternoons Resolven is closed.

Themes: In total 76 patients wished to provide their opinion on the changes to the times they are able to see a doctor. The majority of these patients had no concerns regarding the change in times and stated that the change would not affect them. The patients that are concerned about the change are those that work or have no transport to attend Glynneath if they require urgent appointment and Resolven is closed.

Conclusion: The responses to the public consultation tell us that the majority of patients do not object to the change in times that patients can see a doctor but there are concerns for patients who work and require late afternoon appointments and also patients who are not able to travel to Glynneath.

Action: The Vale of Neath Practice should take into consideration all the comments raised by their patients, in particular, consider how they will manage those patients that work and have difficulty in accessing afternoon appointments because of the change in times and also patients that require urgent appointments but are not able to attend Glynneath. The results and practice response to this consultation will be published for the patients i.e. practice website, posters and will be shared with the Patient Participation Group, local Councillor and Community Health Council.

Practice Response: The results of the consultation have been shared with the Patient Participation Group (PPG) and there was general acceptance that the majority of patients do not object to the change but it was agreed that there were some specific issues that needed to be addressed. Public transport is not particularly effective and the Resolven Community Council members are to raise this at their next meeting and organise a meeting with the bus company, the council members and the practice. Information will be prepared for distribution to patients to allay or answer the individual concerns raised during the consultation, including emergency access to a GP, the extra time that patients may have to wait to get an appointment and access to late appointments for patients who work away from the area.