



# Newsletter

Spring 2017

Dear Panel Member,



Welcome to the Involve Newport Newsletter...

This newsletter provides feedback on some of the topics consulted on during the 2016 **Summer** and **Autumn** Panel Surveys summarising 'what you told us' and 'what we did'. Please read on for more information!



## What you told us...

## ...GP Access Survey

The results of the survey informed us that there are many patients across Gwent who have problems with accessing their GP surgery. These issues include not having appropriate information, i.e. surgery opening times, having to wait over 2 weeks to get an appointment with a doctor and finding it difficult to get through to the surgery on the telephone.



The results also identified that the majority of people are able to get an emergency appointment with their GP surgery when then need to and that ordering a repeat prescription does not present a problem to the vast majority of patients.

## What we did...

We decided to include visits to GP Surgeries in the Community Health Council annual plan. The results of the survey have been used to identify the surgeries which have the biggest problems when it comes to access and we will carry out visits, highlight the issues that patients are experiencing and provide recommendations for improvement to the practice managers and the Aneurin Bevan University Health Board.

**What you told us...  
and Well-being (Wales) Act 2014**

**...Regional PNA: Social Services**

As part of the development of the regional Population Needs Assessment (PNA), you were asked what priorities were important to you across health and social care services and in particular the 8 core themes under the PNA (children & young people; older people; health/physical disabilities; learning disability/autism; mental health; sensory impairment; violence against women, domestic abuse and sexual violence) with 231 responses received.

Summary of the feedback can be found below:

- 62% strongly agreed mental health support for children as a priority.
- 69% strongly agreed with dementia as a concern.
- 62% strongly agreed with flexible respite a need for carers.
- 65% strongly agreed with increased awareness of mental health.
- 65% strongly agreed with employment opportunities for people with learning disabilities.
- 62% strongly agreed with accessible transport.
- 60% strongly agreed with support for victims of domestic abuse.

**What we did...**

The information was used to identify the priorities in the final PNA report for the region (Blaenau-Gwent, Caerphilly, Monmouthshire, Newport and Torfaen) and will be delivered through an Area Plan going forward; and members of the citizen panel will also have the opportunity to comment on the actions in the near future.

The final PNA and summary will be published shortly and available via each of the local authority websites across the Gwent region.



**What you told us / What we did...**

**...Newport Live**

We used the research to continue to assess the brand awareness of Newport Live and to assess how physically active Newport residents are. The information you provided has helped us to plan our marketing activity and plan the services that we offer.



## What you told us...

## ...Purchase of Over the Counter Medicines

Thank you for all the responses about this topic. 231 people responded to the survey to seek views on whether over the counter medicines should be prescribed for 10 self-limiting conditions.

- Over the range of 10 common conditions, there was support for not prescribing these medicines. 84% said that these should not be prescribed, 11% thought that they should and 5% were unsure.
- Areas with the highest level of agreement for not prescribing (>90%) were indigestion remedies for occasional use, tooth pastes and sun creams, whereas only 66% thought hayfever treatments should not be prescribed.
- 86% of people felt that painkillers for minor aches and pains should not be prescribed.
- Many of the comments identified that the fact that self-care for common conditions should be encouraged.

## What we did...

The survey responses have been discussed as part of the Health Board's Medicines Management Programme. This is the first time that we have had the opportunity to gain this important feedback from members of the public. As free prescriptions remain a policy of the Welsh Government, the Health Board is not able to issue advice to GPs to ban the prescribing of these medicines. It is important to remember that when free prescriptions were introduced 10 years ago, it was stressed that where patients already buy non-prescription medication over the counter they should continue to do so in the normal way.

Self-care and the use of pharmacies are an important part of the Choose Well Campaign (see <http://www.choosewellwales.org.uk/home> for further information). The Health Board will continue to promote self-care and the use of pharmacies through this scheme.

We will consider the development of further materials to raise the awareness of the costs of over the counter medicines prescribed by GPs. This will consider how the purchase of these medicines will save time for patients and make better use of the resources available to the Health Board.

The Health Board are rolling out a new common ailments service from community pharmacies in 2017. The Choose Pharmacy scheme allows people with minor ailments to see highly-skilled pharmacists for advice and treatment, freeing up GPs' time to focus on those people with more complex cases and reduce patient waiting times. This should be available throughout Newport by August.

## What you told us...

## ...Market Arcade

In the Summer of 2016, you were invited to complete a brief survey regarding the Market Arcade – Newport’s oldest surviving Victorian Arcade and the second oldest in Wales.

The primary purpose of the survey was to assess city wide concern regarding the state of the arcade and gauge support for a project (and ongoing HLF bid for Townscape Heritage funding) to restore one of Newport’s key heritage assets.

The results confirmed respondent’s acute concern over the state of the arcade with over 73% confirming that the Arcade was in a poor or very poor condition and over 90% confirming support for a restoration project.

The results also evidenced the affinity that many share with the arcade with over 10% having memories, photos or historic documents that they would be willing to share.

## What we did...

Evidencing need and the widest possible community support was an essential part of delivering a compelling application which we are delighted to report was confirmed as successful in January 2017 – with the HLF agreeing to contribute £177k towards a £256k Development Stage of the project (Mar 17 – Dec 17) with the further £1.1m reserved for the delivery of a project (2018-2020) if all criteria are satisfied.

The ‘Development Stage’ of the project is currently underway and there will be many opportunities for the community to be involved in the project. We will also be in touch shortly with those who kindly offered to share memories, photos or documents that they have about the Arcade.

As part of the successful application NCC are committed to evaluating the results of any project delivered and we hope to be in a position to return to the panel to invite opinion on the outcomes of the project in the coming years.



## What you told us...

## ...Talk to Me About Your Policing Service

The Police and Crime Commissioner (PCC) for Gwent launched an e-consultation on the 1<sup>st</sup> August 2016 running for 12 weeks, closing on the 24<sup>th</sup> October 2016.

During this time, residents of Gwent were asked for their views on:

- The proposed police and crime priorities; and
- The current accessibility of the Police.

Feedback from the residents of Gwent was fantastic with 759 questionnaires being completed, which members of the Citizens Panel contributed to.

The final findings demonstrated that **94%** of respondents either 'strongly' or 'slightly' agreed with the PCC's proposed priorities.

A full consultation report can be found on the Office of the PCC website, <http://www.gwent.pcc.police.uk/engagement/current-consultations/>.

## What we did...

The PCC used the findings from this consultation to finalise his policing priorities for Gwent Police. They are as follows:

- Priority 1 – Crime Prevention
- Priority 2 – To Provide Support for Victims of Crime
- Priority 3 – Community Cohesion
- Priority 4 – Dealing with Anti-Social Behaviour (ASB)
- Priority 5 – Effective Service Delivery

The findings also provided vital information for the Police and Crime Plan, a document which sets out the strategic direction of policing in Gwent for 2017-2021.

A copy of the Police and Crime Plan can be found by visiting:

<http://www.gwent.pcc.police.uk/transparency/publications/police-and-crime-plan-2017-2021/>.

Visit our website for more information: [www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk)

Evch i'n gwefan am fwy o wybodaeth: [www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk)

Find us on Facebook: gwentpcc / Dewch o hyd i ni ar Facebook: gwent.pcc

Follow us on Twitter: @gwentpcc / Dilynwch ni ar Twitter: @gwentpcc



## What you told us...

## ...School Attendance Survey

Thank you to those that took the time to complete our School Attendance Survey. We asked for feedback on what factors could lead to poor school attendance and for suggestions on what could be done to overcome these.

You said the major factors leading to poor attendance were parents not engaging, bullying and illness. The main suggestions for actions to promote school attendance were for schools to more closely monitor individual pupil attendance; engage parents regarding their children's attendance; agencies working together to promote attendance; involve school governors more; and helping to address bullying.

## What we did...

Since the survey all Newport schools have been issued with 'School Attendance Matters' posters and banners to promote school attendance. Alongside this, the publicity campaign has extended to Community centres, Facebook, Twitter and Newport Transport buses. Schools have also started to roll out the 'Callio' approach to inform parents and carers about the rate of their children's school attendance and working with families, in collaboration with other agencies, when attendance begins to drop.

Specific training on school attendance, open to all school governors in Newport, was delivered in November 2016.

Schools have also been supported to monitor bullying that takes place in a school and to include this in their Strategic Equalities Plans. Further support for schools to help prevent bullying will be offered through the Healthy Schools scheme over the coming year.

## Thank You!!!

A big thank you to all of you who completed the Summer and Autumn Surveys, we really appreciate your feedback. The final response rates for both were as follows: Summer (40%, 258 replies); and Autumn (36%, 231 replies).

## Contact Us

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