



# Newsletter

Spring 2018

Dear Panel Member,



Welcome to the Involve Newport Newsletter...

This newsletter provides feedback on some of the topics consulted on during the 2017 **Summer** and **Autumn** Panel Surveys summarising 'what you told us' and 'what we did'. Please read on for more information!



## What you told us...

## ...Health Services

We discovered from responses that many people have had very positive experiences with health care services, including hospital care, GP surgeries, opticians, dentists and pharmacies. Many positive comments were made about staff who work in health care and the service that they provide. We also discovered that some of the main issues people have when it comes to health care with the length of time they have to wait to see their GP. People are also unhappy with the continuity of care within their GP surgery as they do not get to see the same GP very often.

## What we did...

We used the information provided by the panel to inform the work within our Operational Plan. For the year 2018-2019 we have increased the number of visits we will carry out to GP surgeries to speak to patients about their experience of accessing their surgery.



We have also taken on board the comments made and have scheduled visits to any aspect of health care where it appears the patient experience could be improved.

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

**...Using Welsh Socially**

The information gained through the 'Involve Newport Survey' will be used to help inform our targets for 2018-19. The vast majority of respondents (92.44%) were from people over the age of 45. We found that 8.06% of respondents spoke Welsh but did not attend any activities through the medium of Welsh which is approximately 1/3 of the respondents who said they could speak Welsh. Most respondents wanted to see historical and cultural events or something else not listed but they did not tell us what they would like to see.

As a result of this survey and other information we have gathered we intend this year to start monthly group walks, to start to make an application to the Heritage Lottery fund and to hold 3 cultural events with other partners during 2018-19.



**What you told us...**

**...Safety in Newport**

The majority of responses to the last survey (Jan 2018) continued to agree that the police & council are successfully dealing with crime / ASB in your area (over 46%) but reduced from 50-51% (during 2017). While just over 23% felt that local safety issues weren't being dealt with.

Panel members also felt safe in their local area regardless of time of day with a slight reduction compared to 2017. In the city centre more people felt safe during the day (74%), than feeling safe at night (34%). While opinions of the police in their local area showed most people agreed with the statements ranging from under over 79% (treated with respect) to 42% (dealing with things that matter).

**What we did...**

Your feedback will continue to be used to gain public opinion of safety in Newport for Gwent Police and to support Newport's Well-being Plan 2018-23, which will be published in May. The results from this survey compliments the feedback collected through the Your Voice Survey, which is run by Gwent Police.

**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 (41%, 267 replies); and Autumn (36%, 238 replies).

**Contact Us**

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