



Newsletter

Spring 2016

Dear Panel Member,



Welcome to the Involve Newport Newsletter....

This newsletter provides feedback on some of the topics consulted on during the 2015 **Summer** and **Autumn** Panel Surveys summarising 'what you told us' and 'what we did'. Please read on for more information!



What you told us / What we did... ...South Wales Fire & Rescue Service

We Are South Wales Fire and Rescue Service; What Matters to You?

Between April and July 2015, South Wales Fire and Rescue Service ran the “We are South Wales Fire and Rescue Service” campaign to provide our communities with information on the diverse range of services we provide.

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

We also ran a “What Matters To You” survey asking you key questions about our services to help us shape how we deliver them in the future. Your contributions have been excellent; we received over 1,400 responses to the survey (including those from Involve Newport), which provided us with rich information. This will help us build a better understanding of the things that matter to you. We would like to offer a sincere thank you for your support and help with this; it was our first Public Engagement campaign and survey, and a process we intend to run again soon.

The feedback report will be available on the [South Wales Fire & Rescue Service website](#) shortly. In the meantime if you would like more information on the campaign email: haveyoursay@southwales-fire.gov.uk or alternatively, you can call: (01443) 232000.

What you told us / What we did...

...Perception of Newport

Results from the survey of the Winter Citizens Panel (January 2016) show that back in 2013 only 24.8% agreed with the statement Newport is becoming a better place to live – now more than 70% agree (a massive jump of 45%).

Those who took part in the survey also agreed Newport is a good place to live - 60.81% in January 2016 compared to just 42.58% in April 2013.

Those who say they are proud to come from Newport are also growing in numbers - from 33% in April 2013 to 43.99% in January 2016.

The survey results have been welcomed by Councillor John Richards, Cabinet Member for Regeneration and Investment who said the results were a massive boost to the city and proved the Council's VVP (Vibrant and Viable Places) programme of investment was worthwhile.

"This survey shows that more and more people are behind our regeneration programme and the city is reaping the rewards of investment with a boost to our local economy and more and more people being able to find work.

"This bodes really well for future investment in our city and shows regeneration is really important. It is amazing to see such a boost to the figures, from around 25 per cent of people saying Newport is becoming a better place to live back in 2013 to a massive 70 per cent this year.

"Improving local people's perception creates that confidence that will result in even more investment in the city," said Cllr Richards.

What you told us...

...Sight Test Amongst Young People

The results showed that 67% stated that children aged 0-10 had an eye test / looked at, mainly through local optometrists (53%) and some through school nurse (15%) / screening (21%). While 9% had seen orthoptists. Most stated that they had gone to Specsavers as the local optometrists.

79% of children aged 11-16 had eyes tested. 69% at local optometrist. Finally, 28% of parents stated they were not aware that there was a free eye test for children aged under 16 or 18 if in full time education.

What we did...

We have reported this to the Welsh Government Advisory Group. We have also been working with schools to engage children with eye care services and also raise awareness of the service.

What you told us...

...Safety in Newport

The majority of responses to the last survey (January 2016) continued to agree that the police & council are successfully dealing with crime / ASB in your area (nearly 59%), while just over 20% felt that local safety issues were not being dealt with.

Panel members also felt safe in their local area regardless of time of day. In the city centre more people felt safe during the day (over 83%), than feeling safe at night (38%). While opinions of the police in their local area showed most people agreed with the statements ranging from over 81% (treated with respect) to under 54% (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 the work under the Safe & Cohesive Communities Theme within the One Newport Single Integrated Plan.

What you told us...

...Eye Health

It was mostly claimed that people were satisfied with the Optometrists or optician service. Most people who accessed the service found it excellent & professional. However, there were 18% that were not aware of local optometrists / opticians.

For the Ophthalmologist service / eye hospital, although most were satisfied with the service, the level of satisfaction varied. Most people found the meeting with Ophthalmologist / eye doctor satisfactory; however people were less satisfied with pre & post-appointment. Many people stated there was a long waiting time for appointments, while some took up private care.

68% were unaware of Diabetic Retinopathy Screening Service but those who accessed the service mainly thought it was of an excellent standard. While, 93% of people were unaware of the Low Vision Service and 93% of people were unaware of Eye Health Examination Wales Service.

What we did...

The outcomes from the survey were shared with Welsh Government Advisory Forum (MEGAFOCUS). The forum includes Optometry Wales, Low Vision Wales, EHEW, DRSSW, Ophthalmologists and the Welsh Eye Care Sector.

The results were shared and the Welsh Government has devised information leaflets of their Low Vision Service and EHEW (available at GPs). Some of the follow up appointments in secondary eye care service are being moved into primary eye care service to reduce waiting times.

What you told us / What we did... ...Improving Services at GP Practices

The results from the survey covered many areas, with some of the results shown below:

Access to Flu Jabs

The results showed that nearly 69% found it easy to get a flu jab during the winter.

Given that increasing the rate of immunisation for flu is a priority for the Neighbourhood Care Networks, an action plan has been developed to improve the level of uptake this year, and to address the difficulties some individuals experienced in getting their flu jabs last winter.

Carers are reminded that they must confirm with their practice that they are registered with the practice as a carer in order to be invited for an appointment.

Involvement in designing of new services

Over 74% were willing to help design new services and be involved in how they are run.

Work is ongoing to improve the experience of patients. The specific suggestions made will be included in the Newport Neighbourhood Care Network discussions with the GP practices.

Some practices have patient forums in place so please enquire at your practice to see if they have one, or if you are interested in setting up a forum. An initiative to increase patient involvement is also underway, and further surveys will be conducted to help improve services further.

Texting Services

It was found that nearly 80% were willing to receive texts about appointments, with Practices now introducing texting services progressively across Newport.

In addition, nearly 75% were willing to receive texts about normal results. The results to this question are mixed, with 25% of patients not wanting results to be conveyed by text. This will be discussed further as part of the implementation of texting services across the practices.

Booking appointments online

Finally, nearly 70% were willing to book appointments online with the GP or Practice Nurse.

Some practices already operating this service, and further work will be done to increase the availability of this service.



What you told us...

...NCC Improvement Plan 2016-18

Newport City Council's consultation on their Improvement Plan 2016-18, asked participants to choose their top 3 priorities out of a list of 12 options. There were responses from over 625 participants (including 275 via the Citizens Panel), which was an 18% increase from last year.

The top 3 priorities identified were 'Supporting young people into education, employment or training' (297 votes); 'City regeneration and development' (239 votes); and 'Improving independent living for older people' (213 votes).

What we did...

The results to the consultation were presented to the City Council's Cabinet in January, who agreed on the top 8 priorities from the consultation. These priorities included a representation of each of the Corporate themes and offered a broad cross-section of services across the Authority. This would provide a balanced set of priorities for the Improvement Plan 2016-18.

The 8 priorities were as follows:

1. Supporting young people into education, employment or training (learning and working)
2. City Regeneration and development (learning and working)
3. Improving Independent living for older people (caring)
4. Ensuring people have the right social services to meet their needs (caring)
5. Improving educational outcomes for children (learning and working)
6. Ensuring people have access to suitable accommodation (fairer)
7. Preventing offending and re-offending of young people (safer)
8. Increasing Recycling (green and healthy)

The Improvement Plan 2016-18 was then discussed at Scrutiny Committee before the final plan is agreed by Council at the end of April 2016. Once agreed the final plan will be published on the City Council website.

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 (42%, 302 replies); and Autumn (38%, 276 replies).

Contact Us

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