

Callington Town Plan

SURVEY RESULTS

FOR THE SECTION ON 'HEALTH & EMERGENCY SERVICES' [1ST draft]

Blue italics denotes comments made by respondents.

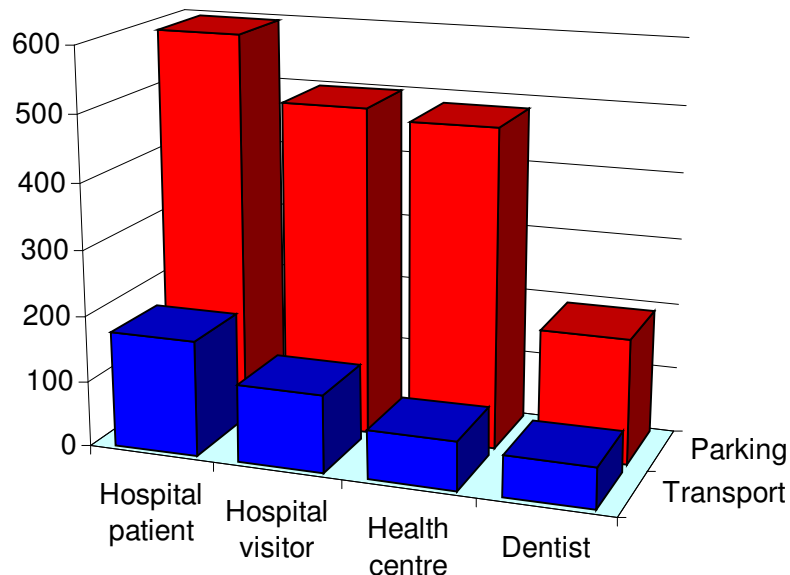
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Location of Doctors

When asked where people were registered with a doctor, not surprisingly the majority [1097 persons] were registered at the Callington practice. Fifty-one were registered in Gunnislake and forty were registered at other practices elsewhere. Only two persons were not registered with any doctor.

Parking & Transport

When asked whether people had difficulty with transport to, and parking at the hospital, health centre and the dentist, hospital patients and visitors had

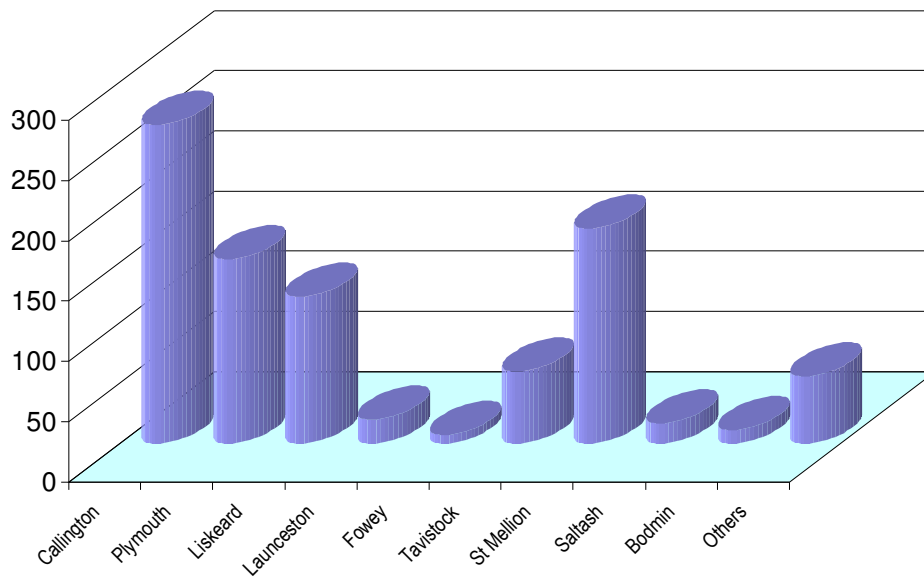


considerable difficulty with parking and the health centre did not fare much better. Transport was a problem for those going to the hospital.

Dentists

When asked about dentists six hundred and twenty-three were registered with private practices. Three hundred and one were with a National Health Service practice and an area of concern was the three hundred and ninety- three people who were not registered with any dentist.

Residents were then asked, if they were registered with a dentist what was the location of the practice. Answers ranged from 265 using the Callington practice to



seven going to Fowey. A further fifty six people went to other locations such as: Camelford, Exeter, Exmouth, Ivybridge, Kingsbridge, Holsworthy, Looe, Newquay, St Blazey and Yelverton.

When asked whether Callington should have a National Health Service practice an overwhelming 1310 persons said 'Yes'. Only thirty-six people did not respond to this question and 4 said 'No'.

Emergency Services

When asked if residents were happy with the emergency services, the Fire and Ambulance service came out well. The majority were happy with the local police service and the traffic wardens. Hospital transport could be better and the emergency police service did not receive a good level of satisfaction.

	YES	NO
Fire	979	15
Ambulance	825	75
Police (local)	577	346

Traffic warden	528	321
Hospital transport	378	199
Police (emergency)	370	283

Further Comments

Residents were invited to make further comments on the health service in general, two hundred and thirty-eight took the opportunity to comment.

Eighty-one people commented on the appointment system at the health centre, no person made a favourable comment.

Appointment booking system is unsatisfactory for people in full time employment and school children.

Appointment scheme is inflexible. Needs to account for the working population. Can't remember the last time I went in on time for a doctors appointment- need to address the waiting situation.

It is very annoying not being able to book an appointment at the Health Centre. The appointment system at the health centre needs rethinking, greater flexibility needed.

Why can you not book an advance appointment?

Difficult to book appointments after work... because you can't book appointments in advance, this is stupid!

There is a long wait to see a nurse after seeing the doctor.

Sixty-five people expressed concern about the inability of the present centre to cope with the increasing demand.

Health centre does a wonderful job but needs more doctors to cope with all the new residents of the area.

Healthcare over stretched due to rise in demand and no rise in staff. They are over worked!

How will be health centre cope with the influx of people it is overstretched already. Overcrowded and need for bigger centre and more doctors.

You are making Callington bigger but the health centre is staying the same, you can never get to see a doctor unless you're dying and even then it's a problem!

However despite the criticisms on the appointment system, parking and scope of the centre people were complimentary about the service received. Thirty people commented on this.

Both extremely pleased with service at local health centre.

I think the health centre service are excellent, great doctors, midwives etc. Very Good!

Good service from the doctors and nurses at the Health Centre.

A further sixteen comments were made about the lack of a National Health Service dentist in the area.

*Urgent action should be taken in the respect of the lack of NHS dentist.
I've been waiting to be registered in Liskeard for 2 years now.*

The parking situation at the Health Centre was commented on by fourteen people.

*Callington Health Centre hasn't enough parking spaces for the growing demand of people using the service.
Parking is a nightmare.
Good health centre but better parking facilities are needed.*

There were eight comments on the pharmaceutical service.

*Another chemist needed or present chemist should extend opening hours between 12:30-2.00pm
Would like to be able to use the dispensary in the doctors, so that I didn't have to go to Underhills as a special journey with the young children. Nice to be given the choice.*

The remaining comments covered a variety of topics.

*Services aren't that accessible without transport.
Would be nice to have a chiroprapist, even part time
Problems with locums recently making inconsistent diagnosis.*

Health & Emergency Service Issues

The following issues all need consideration:-

- ❖ Transport to, and parking at Derriford Hospital
- ❖ Response to emergency calls to police
- ❖ Appointment system at the Health Centre
- ❖ Parking at the Health Centre
- ❖ Health Centre capacity for further population increase
- ❖ Dental Health - numbers of people not registered with a dentist
- ❖ Dental Health - NHS service

Next Stage

The next stage is to look at the issues and decide on the best way to solve the problems in a way that is not only practical but economically realistic. This is where we need **YOUR** ideas, whatever age you are! Do you have any suggestions to make?

Please come along and join in the discussion on the Town Centre that will take place on the following date:-

HEALTH & EMERGENCY SERVICES, LAW & ORDER

Thursday 13th January 2005, 7.00.pm, Council Chamber Town Hall