



IECHYD A GOFAL GWLEDIG CYMRU
RURAL HEALTH AND CARE WALES

Report on the findings of the Bronglais Digital Project: Consultation

August 2019

Anna Prytherch
Bethan Jenkins

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1. Introduction

The Bronglais Digital Project (BDP) is run by Rural Health and Care Wales (RHCW) and funded by Cynnal y Cardi. The project aims to actively engage with the community, hospital, patients and staff in order to provide instant access to information that will enhance visitor and patient experience.

BDP will encourage patients, visitors, staff and general members of the public to embrace digital technology in a healthcare setting, with further implications for mainstreaming telemedicine and other digital technological advances in the future, all of which are essential within a rural context.

BDP aims to provide users with instant access to information on Bronglais, which will include a map of wards and facilities, visiting times, parking options, travel routes, clinics, specialist services, staff and clinician information etc. This will be provided in the form of an interactive, state of the art, searchable website that will be reliant on the latest technological developments and accessible to a range of platform users, to include smart phones and iPads / laptops. Supporting the website will be a mobile 'App' that will provide all the facilities of the website in an advanced format.

In addition, it is proposed that a number of fixed digital information points are placed at various sites around the hospital (e.g. main reception area and A&E) so that patients and visitors can locate different areas and find out information on hospital canteens, parking, toilets and other facilities with ease. This will make hospital visits less stressful, leading to improved well-being and satisfaction for the people of Ceredigion.

The project consists of a consultation phase and an implementation phase, which consist of the tender process, commissioning and design. The consultation phase was led by the end users (patients, visitors, staff and members of the public) and consisted of questionnaire surveys, with the aim of gleaning the views of the people of Ceredigion on the BDP. Questionnaires were circulated online, using social media and through newsletters / distribution lists and were also available in hard copy (e.g. at Mid Wales Joint Committee public engagement events held in May and June 2019).

The consultation phase came to an end on 16th August 2019 and the results have been analysed within this report. The online survey and later analysis of data was conducted via Constant Contact (www.constantcontact.com).

Proposed Bronglais Digital Project

What is it?

The Bronglais Digital Project is a proposal by Rural Health and Care Wales, which aims to enhance visitor and patient experience in Bronglais General Hospital by embracing digital technology. The project seeks to provide patients, visitors, staff and the general public with instant access to information on Bronglais, which will include:

- Map of the wards and facilities
- Visiting times
- Parking and directions
- Rail and transport links
- Specialist services
- Staff and clinician information
- Canteen and canteen outlets

This information will be provided in the form of an interactive searchable website, a mobile device 'App' and through digital information points placed at various sites within the hospital, such as the main reception and entrance to A&E. Through embracing technology, patients and visitors can locate different areas in the hospital and find information with ease - making hospital visits less stressful.

We are currently seeking to gain the opinion of people across Mid Wales on the proposed Bronglais Digital Project and we would like to hear from you.

To have your say, please take part in our questionnaire www.conta.cc/2JDqOV8
The closing date is 1st August 2019

If you are interested in hearing more about this project please get in touch with us by email on contact@ruralhealthandcare.wales or call us on 01970 628962

Prosiect Digidol Arfaethedig Bronglais

Beth yw e?

Mae Prosiect Digidol Bronglais yn cael ei gynniig gan Iechyd a Gofal Gwledig Cymru, a'i nod yw gwella profiadau ymwelwyr a chleifion yn Ysbyty Gyffredinol Bronglais, drwy ddefnyddio technoleg digidol. Mae'r prosiect yn ceisio darparu gwybodaeth cyflym am F-bronglais i gleifion, ymwelwyr, staff a r cyhoedd, a fydd yn cynnwys:

- Mapau o'r wardiau a'i chyllesterau
- Amserau ymweliadau
- Parcio a chyfeiriadau
- Cysylltiadau ciadant
- Gwasanaethau arbennigol
- Gwybodaeth am staff ac arbennigedd ddiwyll
- Cyfeusterau llunau

Fydd y wybodaeth yn cael ei ddarparu drwy wefan rhyngweithol, ar' ap gyfer dyfodolau symudol a trwy bwyntiau digidol o fewn yr ysbyty, o'r enghreiffti, yn y brif dderbynfa a mynediad D&A. Trwy ddefnyddio technoleg digidol, fydd cleifion a'r ymwelwyr yn meddwl iechyd a mynediad gyhoeddol yn ystyry a darparfod gwybodaeth yn rhwyd - a fydd yn gweithu ymwelwyr a'r ystyry yn llai o'r arian.

Ar hyn o bryd, rydym yn ceisio cael barn pobl ar draws Canolbarth Cymru ynghyd â Phrosiect Digidol Arfaethedig Bronglais, a byddem yn hoff iawn o glywed oddi wrthydd.

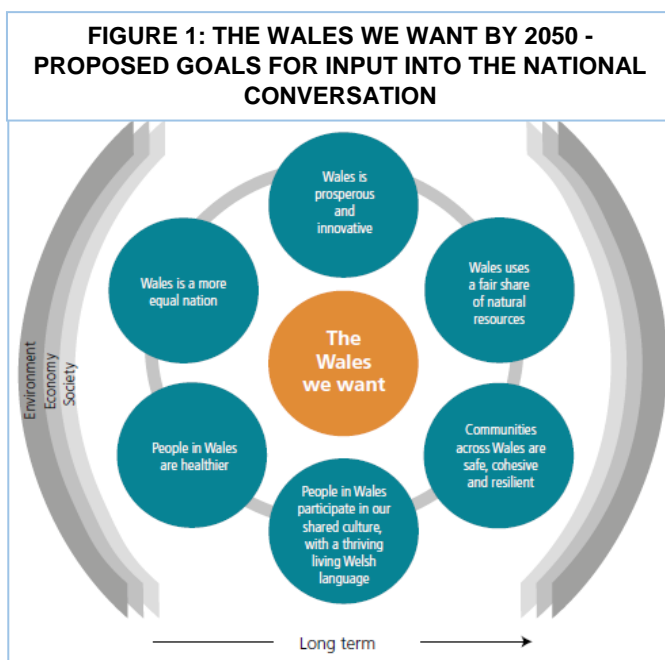
Er mwyn eich dweud eich dweud, plis cymwch ran yn ein holladur www.conta.cc/2JDqOV8
Y dyddiad cau yw 1st Awst 2019.

Os oes gennych ddiddordeb mwy am y prosiect yma, cyswllt â ni trwy email neu ffonioch ni ar 01970-628962

2. Background

Bronglais General Hospital is a 165 bed acute hospital that serves a core population of 125,000 people across rural mid Wales. It is the only district hospital in the area, providing a vital role in supporting community hospitals and linking with tertiary centres in Swansea (Morrison and Singleton hospitals) and Cardiff (University Hospital of Wales).

Bronglais is vital to the people of Ceredigion and it requires proactive support to underpin its viability, future growth and efficiency. This project intends to do that through actively engaging with the community, hospital patients and staff, in order to provide access to information that will enhance visitor and patient experience. As improvements in digital access could drastically diminish the geographical, temporal, and cultural access problems faced by many patients (John C. Fortney et al, 2011; pg.1) it is important to support projects seeking to take a proactive and pioneering approach.



There is a growing expectation that access to public services should be more convenient – available online at any time, in the language of choice, through any device (Welsh Government, *Improving people's lives through digital technologies* 2018; pg. 4). This innovative project will ensure that Bronglais is viewed as a leading health centre that can compete with larger hospitals, also providing a means to measure engagement and thus the value of Bronglais to its users. Furthermore, this project could be a flagship for demonstrating innovative digital communication within a healthcare setting.

This project aligns with the Welsh Government's strategy 'The Wales we want by 2050' and the Well-being of Future Generations (Wales) Act 2015, which seeks to improve the social, economic, environment and cultural well-being of Wales. In

particular, this project meets the well-being goals of achieving "a healthier Wales", by creating better informed communities and individuals, also addressing the goal of having more cohesive communities and "a prosperous Wales" by improving connectivity between healthcare provision and its end users.

The Ceredigion Local Well-being Plan, published on 5th February 2018 (Ceredigion Public Services Board), outlines two guiding principles and six well-being aims. This project supports the "community resilience" principle by improving digital communication channels and providing access to information that will support a healthier, safer community. It also encourages greater "individual resilience" by enabling people to live happier and healthier lives through the provision of information that is relevant to their health and well-being.

The project is also in line with the Welsh Governments launch of the 'Digital Communities Wales: Digital Confidence, Health and Well-being' programme. Launched in July 2019, the programme provides digital inclusion training and support to help people increase their confidence using digital technology. Thus evidencing the need to keep pace with technological advances, and support people to gain maximum benefit from the vast opportunities they present (Welsh Government, *Improving people's lives through digital technologies* 2018; pg. 3).

Rural Health and Care Wales (RHCW) was established as a result of a recommendation made in the Mid Wales Healthcare Study (Marcus Longley et al, 2014) that "the three Health Boards, working with local universities and others, should develop and support a centre of excellence in rural healthcare, with a particular focus on research, development and dissemination of evidence in health service research which addresses the particular challenges of Mid-Wales". RHCW aims to provide a central point for the developments and collation of high quality research that is important for sustainable health and well-

being in rural areas, bringing the light exemplars of good practice in this respect. One of the objectives of RHCW is to instigate and undertake research that informs models of prevention, treatment and care that will improve the health and well-being of rural communities. Another objective is to support decision-makers and policy colleagues to be fully cognisant of the scope, opportunities, issues and challenges in implementing prudent health and social care in a rural environment. The Bronglais Digital Project therefore aligns with the core aims and objectives of RHCW.

3. Bronglais Digital Project Consultation

The consultation took place between May and the beginning of August 2019. The consultation relied on public engagement therefore to survey the opinion of people across Ceredigion questionnaires were distributed through various events as well as pop up stands within Bronglais General Hospital. A bilingual questionnaire and information sheet was created online and hard copy, with a target of 150 completed questionnaires. Through sharing the questionnaire across social media, distribution lists and attending events, responses were received from 211 people.

The questionnaire asked participants to note whether they thought having a website for Bronglais General Hospital was a good idea, whether a Mobile App would be effective and also if having digital information boards in Bronglais General Hospital would be helpful. In particular the questionnaire tried to ascertain whether the people of Ceredigion searched for information on Bronglais General Hospital online and what their experiences were in trying to do so. It also asked whether they were aware of the community hospitals in Mid Wales.

General comments were also encouraged with many giving valuable suggestions and insight (please see page 14). During the consultation events participants were encouraged to share their experiences of Bronglais General Hospital, how they navigate their way around currently and what they think would benefit them to enhance the experience.

Below is a list of engagement / consultation events attended by Rural Health and Care Wales staff members to ascertain the views of the people of Ceredigion. Staff members engaged with many patients / members of the public at the three Mid Wales Joint Committee for Health and Social Care Engagement events held across the county.

| TABLE 1: PUBLIC ENGAGEMENT / CONSULTATION EVENTS IN CEREDIGION | |
|--|----------|
| Event | Date |
| Mid Wales Joint Committee Engagement Event - Aberystwyth | 16.05.19 |
| Mid Wales Joint Committee Engagement Event - Tywyn | 23.05.19 |
| Mid Wales Joint Committee Engagement Event – Newtown | 06.06.19 |
| Outpatients department in Bronglais General Hospital | 16.07.19 |
| Reception at the Royal Welsh Show | 23.07.19 |
| Aberystwyth Sea2Shore Festival | 11.08.19 |
| Bronglais General Hospital Canteen | 16.08.19 |



4. Bronglais Digital Project Results

1. How do you identify your gender?

| TABLE 2: GENDER | | | | | | | | |
|-----------------|----|--------|----|-------------------|---|-------------|---|------------------|
| Male | | Female | | Prefer not to say | | No response | | No. of Responses |
| No. | % | No. | % | No. | % | No. | % | |
| 64 | 30 | 135 | 64 | 2 | 1 | 10 | 3 | 211 |

The majority of participants were female (64%), with 30% stating they are male and 1% preferred not to disclose their gender.

2. Please select your age group:

| TABLE 3: AGE GROUP | | | | | | | | | | | | | | | | |
|--------------------|---|-------|----|-------|----|-------|----|-------|----|-----|----|-----|---|-------------|---|------------------|
| 16-25 | | 26-35 | | 36-45 | | 46-55 | | 56-65 | | 65+ | | 65+ | | No Response | | No. of Responses |
| No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | |
| 6 | 3 | 32 | 15 | 36 | 17 | 58 | 27 | 36 | 17 | 34 | 16 | 9 | 4 | 9 | 4 | 211 |

The largest age group of participants was 46-55 year olds (27%), followed by 36-45 (17%) and 56-65 (17%).

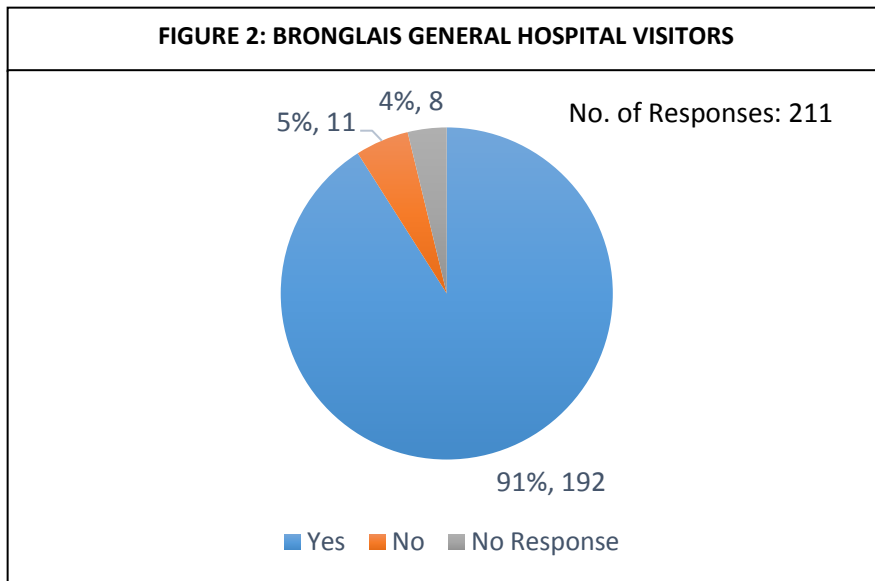
3. Where do you live?

| TABLE 4: LOCATION | | | | | | | | | | | | | | | | |
|-------------------|----|--------------------------------------|----|--------------------------------------|----|------------|---|-------|----|---------|---|--------|----|-------------|---|------------------|
| Aberystwyth | | Within 10 mile radius of Aberystwyth | | Within 20 mile radius of Aberystwyth | | Ceredigion | | Powys | | Gwynedd | | Other* | | No Response | | No. of Responses |
| No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | |
| 45 | 21 | 56 | 27 | 27 | 13 | 13 | 6 | 23 | 11 | 17 | 8 | 23 | 11 | 7 | 3 | 211 |

*Other: Llanelli, Pembrokeshire but visit regularly, Carmarthen, Pembrokeshire, Carmarthenshire, Within 10 mile radius, and in Gwynedd!!, Pembrokeshire, Pembrokeshire, Newtown, Cardiff, Glamorgan, Swansea, Carmarthenshire, Carmarthenshire, Carmarthenshire, Vale of Glamorgan, Conwy, Tregaron, Penparcau, Rhondda Cynon Taff, Bow Street, Tregaron, Pembrokeshire.

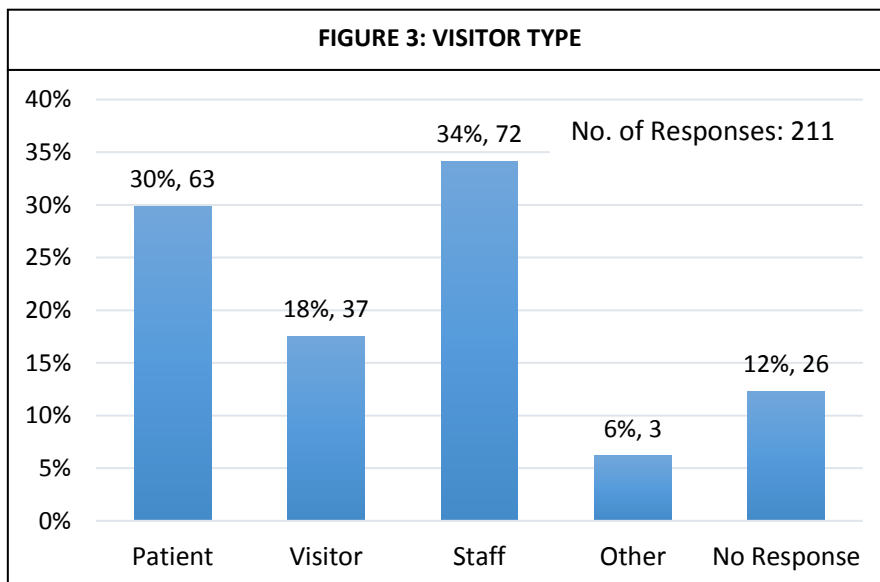
The results show that the largest proportion of participants lived within 10 mile radius of Aberystwyth (27%), followed by 21% stating they live in Aberystwyth and 13% stating they live within 20 mile radius of Aberystwyth.

4. Have you visited Bronglais General Hospital?



211 people responded to this question, with the vast majority stating that they have visited Bronglais General Hospital (91%). Only 5% of participants said that they have not visited Bronglais General Hospital.

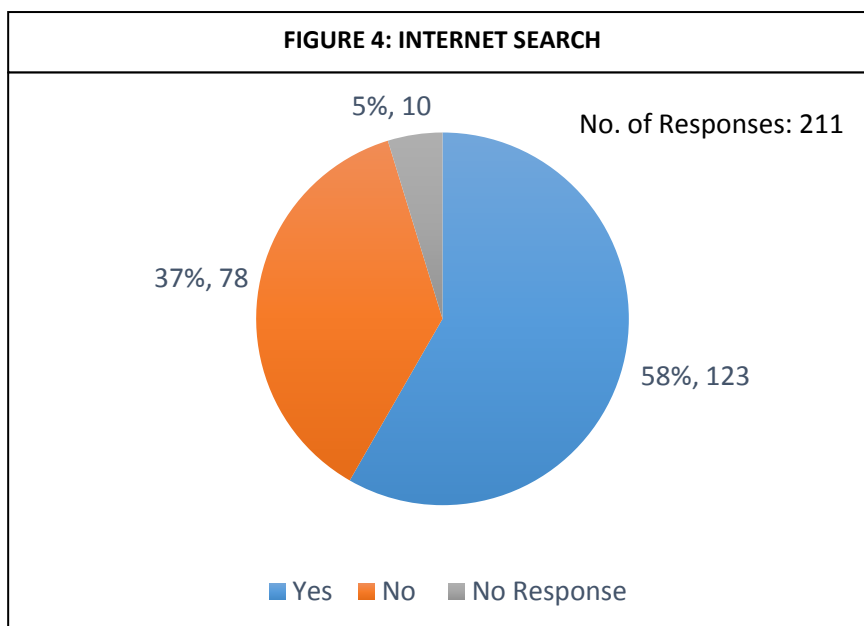
5. Please indicate in what capacity you visited Bronglais General Hospital:



**Other: British Red Cross, Patients / Visitor / Staff, All three, CHC, Parent of patient, Patient and CHC member, All of above, Bringing patients for treatment, both patient and visitor, Patient and parent of patient, Medical students, bought child in.*

The results show that it was fairly evenly weighted between Staff (34%) and Patient (30%), with many noting that they have visited Bronglais as both a patient and visitor however participants were only able to select one option.

6. Have you looked for information on Bronglais General Hospital on the internet?



58% of participants stated that they had looked for information on Bronglais General Hospital online, with 37% stating they had not.

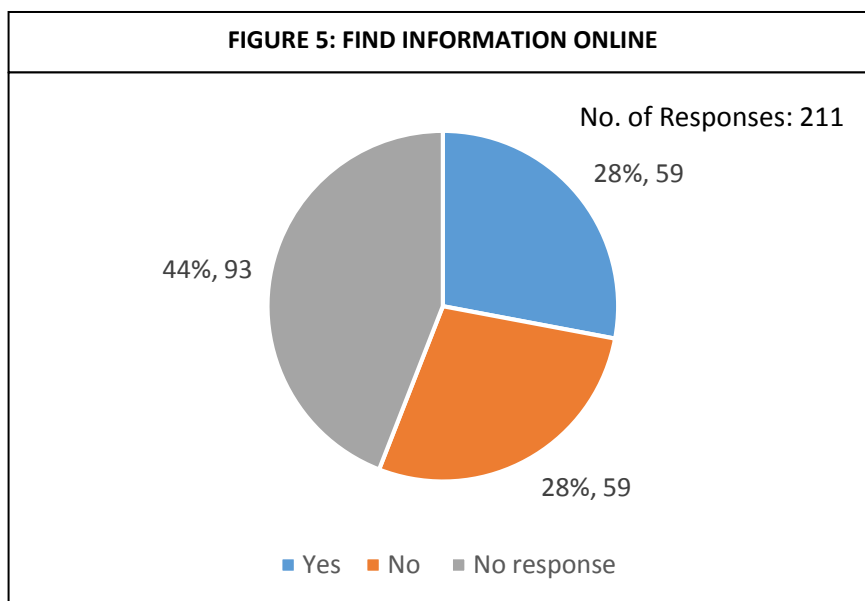
7. Please tell us what websites you visited:

| TABLE 5: WEBSITES VISITED | | | | | | | | | | | | | | | | | | |
|---------------------------|----|-----------------|---|-----------------------------|---|---------------|----|-------------------|---|---------------------|---|------------------------------------|---|---------------------------|---|--------|---|------------------|
| NHS Direct Wales | | Health in Wales | | Rural Health and Care Wales | | Hywel Dda UHB | | Powys Teaching HB | | Betsi Cadwaladr UHB | | Welsh Ambulance Services NHS Trust | | Mid Wales Joint Committee | | Other* | | No. of Responses |
| No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | No. | % | |
| 56 | 26 | 6 | 3 | 13 | 6 | 96 | 44 | 14 | 6 | 5 | 2 | 11 | 5 | 11 | 5 | 6 | 3 | 218 |

**Other: Googled Bronglais, Google, Can't remember, particularly around the TCS Engagement materials / TCS programme, while I have looked at the site I was not after anything specific.*

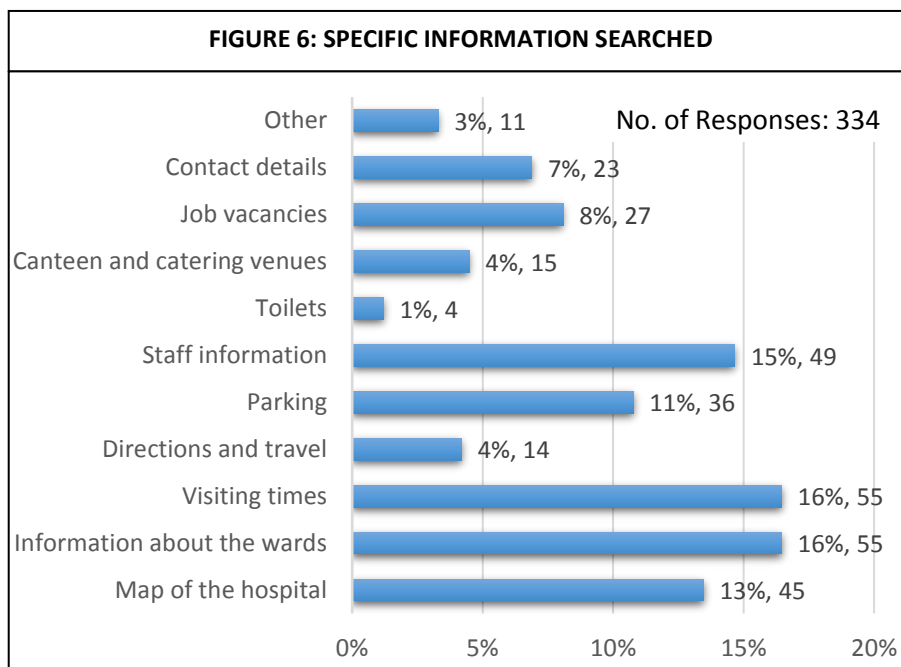
Participants were able to select more than one answer to this question, with that we received 218 responses from 211 people. The majority of participants (44%) said they had visited the Hywel Dda UHB website to find information on Bronglais General Hospital, followed by NHS Direct Wales at 26%.

8. Were you able to easily find out information about the hospital?



The results here show that the majority of participants did not respond to this question (44%), with the remaining participants selecting Yes or No equal at 28%.

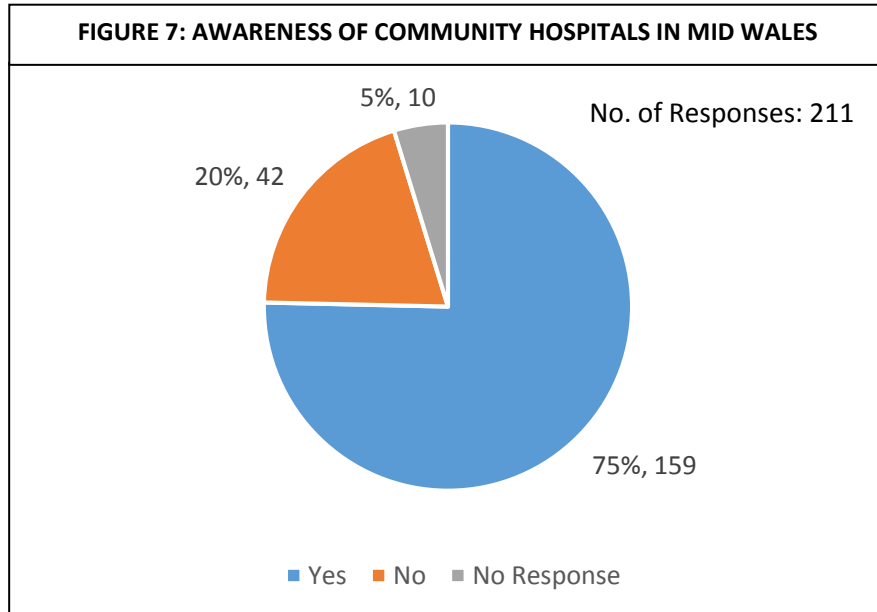
9. What information were you looking for?



Other: Support available, Map of the interior for wards, clinics etc, services provided, consultants, population, referral forms, manylion cyswllt y ward, policies, Maternity services, Physio & Aberaeron community hospital, Dr information.

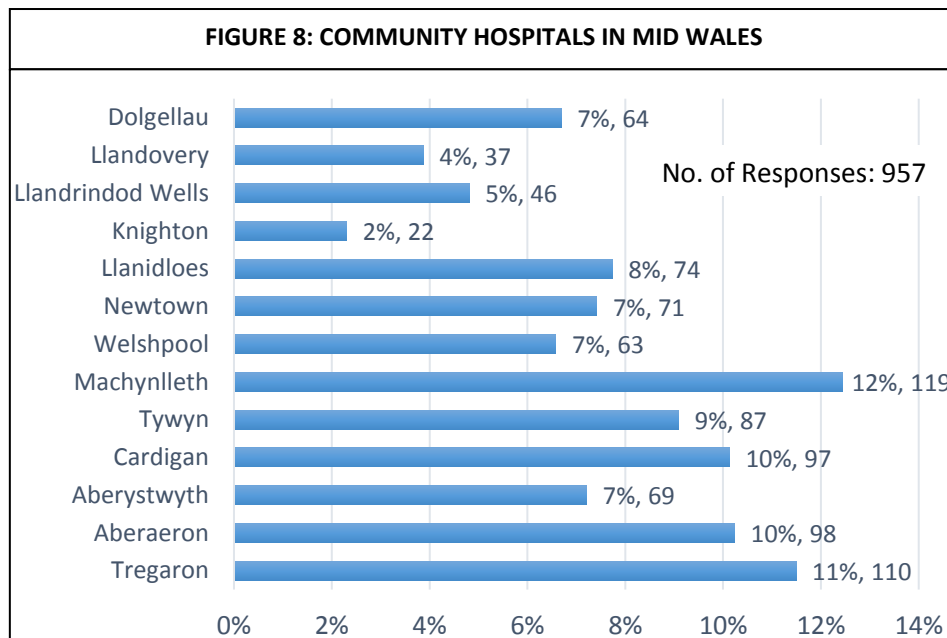
Participants were able to select more than one answer to this question, with 334 responses received by 211 people. 16% of participants stated they were looking for visiting times and information about the wards when searching online, with a further 15% looking for staff information and 13% looking for a map of the hospital.

10. Are you aware of the community hospital in Mid Wales?



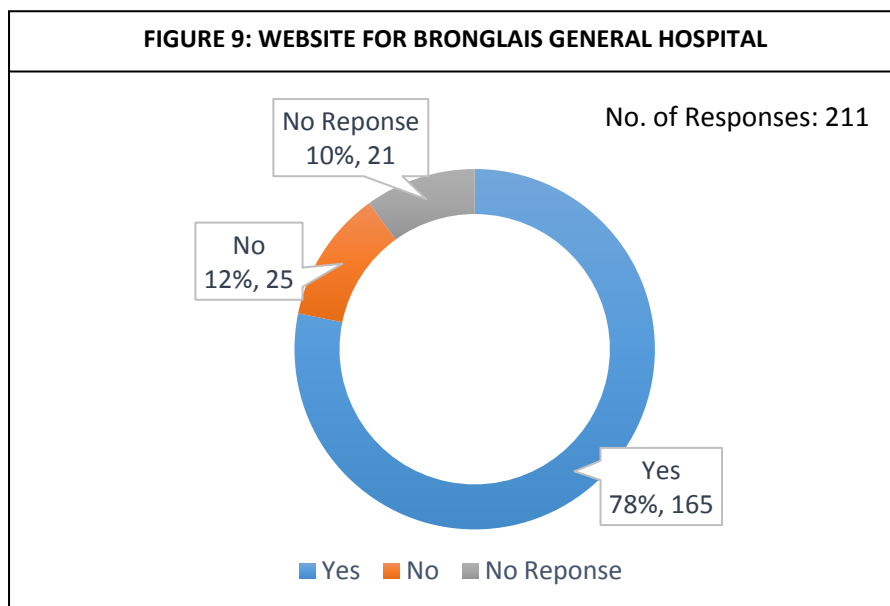
Of the responses received, the majority of participants indicated that they are aware on the community hospitals in Mid Wales (75%). 20% of respondents stated they were not aware of the community hospitals in Mid Wales, and 5% did not respond.

11. Please tell us which community hospitals you are aware of:



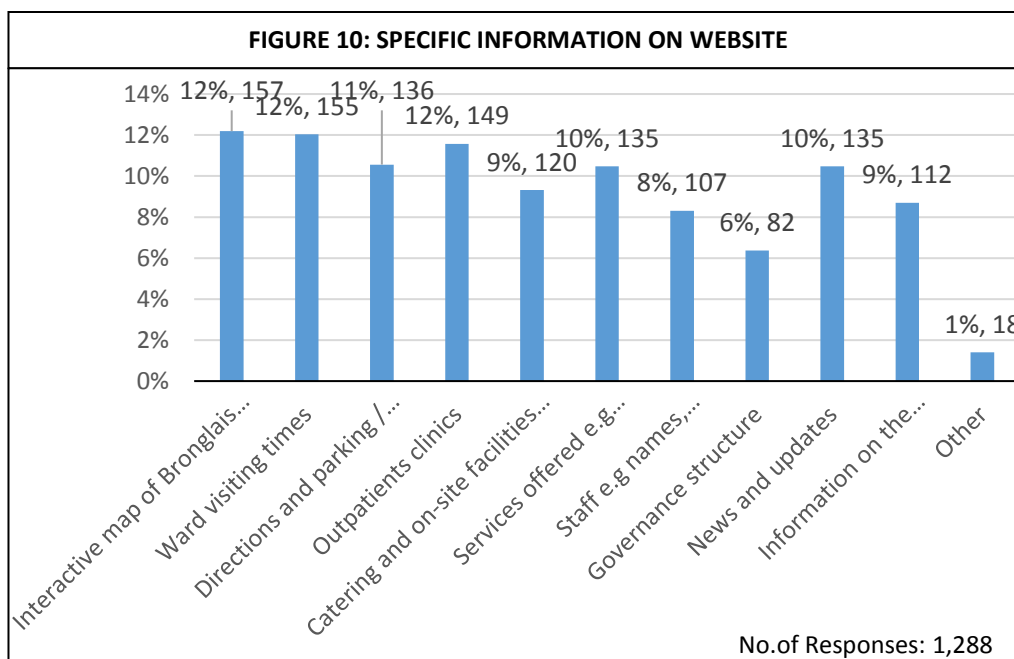
Participants were able to select more than one answer to this question, with 957 responses received from 211 people. The majority of participants stated they were aware of Machynlleth community hospital (12%) as well as Tregaron (11%), Cardigan (10%) and Aberaeron (10%). Only 2% of participants were aware of the community hospital in Knighton and 4% of Llandovery community hospital.

12. Would you like to have a website for Bronglais General Hospital?



We received a good response to the question, with 78% of participants confirming that they would like to have a website for Bronglais General Hospital (78%). However if you exclude the “no responses” (10%), this figure rises to 87% (165/190).

13. Please select what information you would like to see on the website:

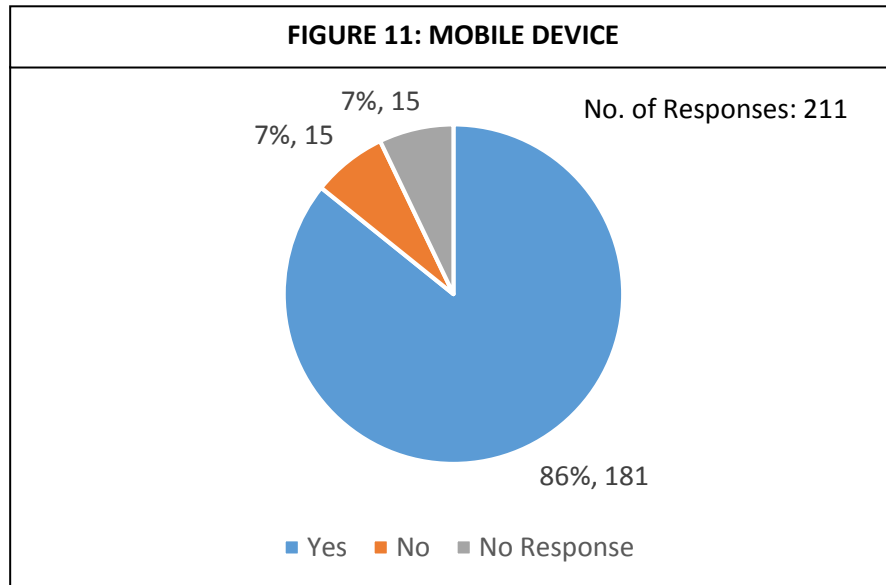


Other: Consultants + Treatments available, management structure and who is who, Inspection reports and achievements, fax numbers, Alternative access to parking in the vicinity of the hospital, Job vacancies and training opportunities, not sure if needs own website, page on HB website, Advice for patients with autism, Links to the community connectors in Porth y Gymuned for community help after leaving, phone numbers of diff dpts/wards, cancelled clinics to save time, patients don't have to turn up!, ward telephone number, less waiting for switchboard in the long run, GP out of hours, pharmacy, mental health, Staff-just leads/ward managers, Definitely not staff names and qualifications etc, should be confidential staff names – ward only. Pictures grade on ward, dining room menu, info about car sharing/lifts staff that will be green.

Participants were able to select more than one answer to this question, with 1,288 responses received from 211 people. The graph shows that the results were fairly evenly weighted between wanting an interactive map of Bronglais (12%), ward visiting times (12%), outpatient’s clinics (12%) and directions and parking information (11%). These are closely followed by services offered (10%) and news and

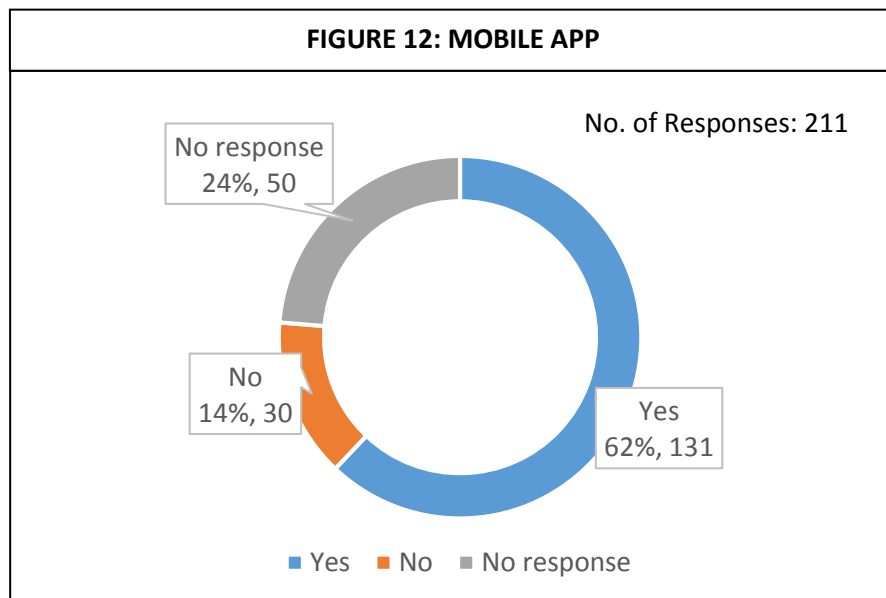
updates (10%). Many suggestions also noted above under ‘Other’.

14. Do you use a mobile device?



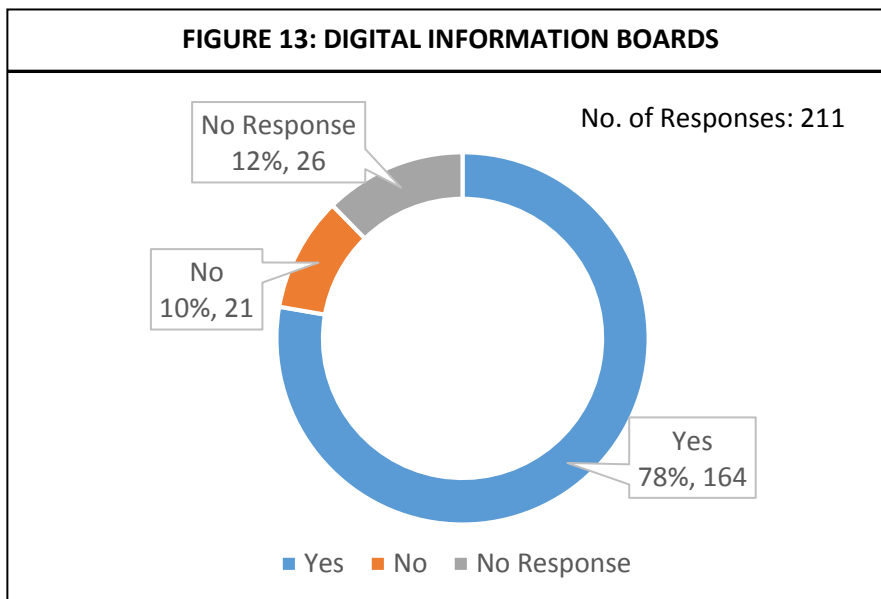
A staggering 86% of participants stated they use a mobile device, with only 7% stating they do not use a mobile device. A further 7% did not respond.

15. Do you think a mobile App would be a good way to display information on Bronglais General Hospital?



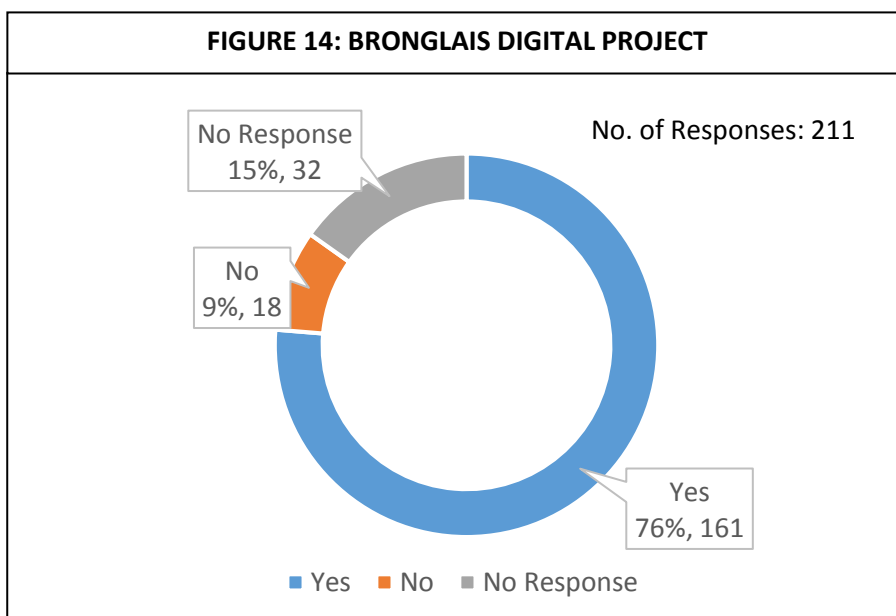
Of the 211 responses received, 62% stated that they believe having a mobile App to display information on Bronglais General Hospital is a good idea. However if you exclude the “no responses” (24%) the figure rises to 81% (131/161).

16. Do you think it would be beneficial to have digital information boards in Bronglais General Hospital, which includes an interactive map?



78% of participants stated that they believe digital information boards would be beneficial in Bronglais General Hospital, however if you exclude the “no responses” (12%) the figure rises to 89% (164/185).

17. Do you think the Bronglais Digital Project is a good idea? *The proposed digital project includes a new website, a mobile App and interactive digital information boards.*



We had a great response to this question, with 76% of participants stating they think the Bronglais Digital Project is a good idea. If you exclude the “no responses” (15%) from the results, the figure rises to 90% (161/179).

18. Do you have any suggestions for the Bronglais Digital Project?

| Positive |
|--|
| We need a place to learn what is available in the county. A place to learn how to look after myself beyond traditional physical health |
| I think that the digital interactive information boards will be very useful. I'm not sure about the app as I am unsure if many people would download if and it would need to be IOS and Android and would need maintenance with updates etc and it may not be cost effective with the public usage. I may be proved wrong though. |
| Make it relative / family inclusive to get the most out of it |
| It is a great idea but a separate web site for Bronglais would only duplicate the information already available elsewhere. |
| If you are developing an App this should most definitely be done in partnership with the Health Boards in order to develop something that could be used across Hywel Dda – a prudence of effort and money is key. |
| Keep it simple and clear. No advert as this causes confusion |
| Large print as well as been friendly for the dyslexic people. |
| Voice over option for poor sight |
| Will I be able to access a parking space before I get to Aberystwyth? Parking is so stressful |
| Implement quickly and plan stage 2 |
| 3 or 4 interactive boards, 1 for each entrance. Top, bottom, sides |
| Please make the digital services as User Friendly as possible. I personally have SPMS and this has hugely affected my thought process and ability to process information, especially in unfamiliar surroundings. I also have terrible short and long term memory problems plus mobility issues. I'd be more than happy to offer myself as a 'guinea pig' to test any digital services. |
| It would be helpful to indicate contact details for persons in charge of functions or physical areas |
| Seems like a good idea, but them money it would cost may be better used on recruiting medical staff. Bronglais hospital is a maze, any help to get around easier would be useful. A list of consultants and the range of treatments available would be good to see, if not available here where else is the nearest centre. |
| This is a great start |
| It would be good to consider this as the first step, as I feel there is opportunity to develop this project to include health promotion messages. There could be information on healthy lifestyle, hydration, nutrition, frailty, falls prevention, ageing well. There could be info on third sector and community groups for support to remain well at home. There could be signposts for mental health and awareness on what to do in emergencies and signs and symptoms of conditions such as cardiac arrest or stroke. |
| Good luck |
| Need to improve the mobile phone signal and the internet access at BGH |
| Think the idea would be fantastic, especially for medical and nursing students (or any other student placements) on placement in Bronglais to help guide them through the hospital, or new members of staff. |
| Clear simple to understand information, structured for all ages. |
| Being able to check in to Outpatients Appts on an App, and add a comment |
| Please make sure it is a well-tested and maintained website. And pilot it with patients and local patient's forum and other community groups. Diolch / thanks |
| One of the main questions asked is where a certain patient is, so if that could be on the system great. |
| The web page should not be overloaded with information as most NHS sites are – they look dated and confusing. |
| Provide decent website and signage. App would be a waste of money. A decent website would suffice |
| Further improve information for visitors, carers and patients who do not have access to digital info. In relation to all categories of information covered in this questionnaire. This can be achieved by more info in appointment letters, handout and leaflets on arrival, digital interactive screens in main entrances / reception points |
| I think the planned ideas to be incorporated in the app are worth a trial period and an efficient updating service will enable confidence in the service and attract a wider audience. |
| It would be useful if it can be used to provide information for medical students and junior doctors too, including GP registrars who might be interested in working here. |
| Waiting times in A&E / Minor injuries information / Pharmacy opening times / X-ray CT and MRI |
| Go for the App, most people use them now, most of the older population don't understand how to use interactive displays and would be a waste of money |
| Please make sure it's simple to use and bilingual |
| It would need to have parking information as this is horrendous at Bronglais now the Park and Ride has stopped. A visit to the hospital can be very stressful as parking is nigh on impossible. |
| No suggestions but I do think the interactive information boards are a great idea, particularly in our patients / main reception areas |

| |
|---|
| I don't use mobile Apps but may help others |
| Maps would be useful |
| I wanted to put yes ish |
| If we have a fantastic website |
| I think it is a great idea but consideration needs to be given to older generation as they may not feel comfortable using it. Perhaps a volunteer on occasion to help patients, visitors with the new system. |
| Yes, I think it's a good idea for Bronglais to have its own website. But I wonder whether it might be better for those pages to be part of the broader Hywel Dda Health board website, to save patients having to visit two sites to get information about the hospital and to minimize the risk of having conflicting information (e.g. because the BGH website has been updated but staff haven't remembered to also update the main Hywel Dda sit) |
| I think a website is key for every hospital. It should include details on where to park and a map to show all the departments. It should minimise any anxieties carers might have about the logistics of bringing loved one to hospital. I don't think that an App would be used by the demographic that go to Bronglais. |
| I would like the maps / advice / pages checked by someone autistic to see if they make sense and are easily negotiable by them. It would also be useful if parents of autistic children or those with other learning difficulties or mental health issues could use the system to discreetly make staff aware that this may cause their child issues with treatment. I imagine this would also help adult patients with similar issues e.g. my child has significant sensory issues and has had aggressive meltdowns sometimes I hospital or Drs surgery. It would really help if this could be flagged in advance without me saying it in front of an already anxious child. |
| Ensure long term funding and positions in place to maintain and update as things very quickly become out of date and irrelevant. |
| Parking is always an issue at the hospital so information on where patients can park would eliminate the stress caused to so many of the visiting patients (reminding staff where they should park could be included) |
| Promoting the services that the hospital offers would be incredibly useful |
| Phone numbers of the relevant staff they are to see or extension number could be helpful |
| A visual display on arrival to the outpatients department has worked at many of the hospitals I have visited. |
| For accessibility, consider Braille and/or audio capabilities. Existing colour coding works well for navigating. |
| All above could be useful, as long as it was user friendly |
| Clear information of services and doctors working there |
| Links to the digital platforms to the third sector info via infoengine.wales – you can get the infoengine widget. |
| Critical info should be available in offline mode i.e. downloadable |
| An App if a good idea but not for me |
| Visitors could be issues with hand held interactive devices to help locate departments/people etc. |
| Use it as a recruitment tool |
| Information where you can find Union reps and Union room |
| Developing some form of patient feedback digitally, either on digital info boards or a mobile app/on a tablet |
| An app to direct patients to appointments/surgery would aid in alleviating undue stress and anxiety for patients |
| Produce a Bronglais App – include A&E waiting times etc. |
| Patient stories – suggestions for relatives to stay when from away when their loved one is in BGH and unwell, hotels and B&Bs |
| Website and interactive digital board but a mobile app – no |
| Anything that would help direct patients / relatives |
| Interactive board in A7E/CDU and ward to inform about patient flow |
| Up and coming projects...promote the good work done by the teams at BGH |
| Stop talking about it, just do it |
| Improve in hospital direction signs with interactive ones, patients get confused with current signs. |

Negative

| |
|--|
| I don't think this should be done in isolation at Bronglais Hospital |
| All Health Boards have their own website for ALL their hospitals – it would get messy and inconsistent if individual hospitals start developing their own webpages and apps. |
| Also by putting Bronglais out there by itself with a web page or App that doesn't link to the Hywel Dda brand you risk isolating Bronglais. |
| There would be far too much duplication of information. One website for one organisation that any other groups would then link to is far better than three websites that contradict each other. DO NOT over complicate it just update the Health board website and keep it simple for all users. |
| Please provide information on the main Hywel Dda website rather than creating a separate information source |
| A website is possibly a good idea but don't think the digital boards are needed of mobile apps. |
| Unnecessary expense. Think you should be looking at patient parking and spending money on that. |
| As parking for Bronglais is so challenging, I have several times arrived very early to find a parking space, but ended up being a few minutes late for my appointment as the nearest space was quite a long walk away |
| Other problem is not everyone is computer lit a lot of elderly coming here would be totally confused. |

| |
|--|
| We've spent a fortune on signage that people are just now getting used to so why spend money that we apparently don't have on something we don't need. |
| Can only use digital technology if I borrow someone's computer so would feel even more isolated from what is happening if there is a growing assumption that information is easily available digitally |
| Bydd dyfais symudol didm yn siwto pawb felly bydd angen gwybodaeth papurol hefyd |
| The current website is a mess and needs a tidy up. developing an app in my mind is a waste of money |
| Use the money elsewhere for frontline services. |
| I think money would be better spent on clear maps and signs through the hospital and website |
| It really depends how much this project is going to cost. There are plenty of signs and people to ask in the building. As for parking, if you are going to show Bronglais car park on the app then people are going to expect to be able to easily find a space to park there, which isn't the case. |
| I don't think this survey asks the right questions. Not many people are going to say an App or website are bad ideas, but I imagine the app will be one of those things people download once then realise there is very little of use on there. I have seen loads of terrible websites and apps like this. Why can't Bronglais a page on the Hywel Dda or NHs website suffice? I am worried it's just a gimmick for someone in Bronglais PR to get themselves noticed. Now if it have a live waiting times in A &E or a live parking feed, or a way to book appointments, that might be useful. But I am guessing it won't. It'll just be used as a way to get the phone number, which is already really easy to google. |
| Not enough info to say if good idea or not. I avoid apps where possible – why clutter a device with a single function app that often demands unnecessary access to personal info? Apps as a compatibility/updating nightmare. A mobile-optimised website is perfect. Keep it simple! |
| Digital screens in GPs usually display error messages! Who will clean, disinfect the unit? Who will update the IT involved? Why would it be better than a map on the wall – that can be used by many people at once? A touchscreen version creates queues. |
| To use Desks Cymru where possible and avoid duplication. The Health and well-being so could be used! |
| I think it would be a waste of money, majority of people would not understand how to use it (info boards) |
| Not sure how effective an app will be, low usage. Linked social media accounts may be a better way to disseminate new and comms to general population |

19. Any other comments?

| |
|---|
| Not related to the digital campaign but just general comments and concerns about Bronglais hospital and health board I have heard from the public of Ceredigion whilst in visit. |
| Parking is a big issue. |
| Also I have heard a few people say that it is hard to get to Meddygfa Padarn as the bus doesn't stop there and the hill is too steep to walk up and down from the bus stops with mobility issues. |
| It isn't going to be taken up by all patients as they may already have the information through familiarity or may not be computer literate but if could be available to relatives. |
| Bronglais has grown so large that it's quite difficult to find the right location. |
| This would be great for me, and people younger. but there are many elderly patients in the community who have no access to a computer or mobile phone app! |
| Different coloured lined on the flow for different departments would help elderly who are anxiously watching their feet and the floor. |
| Needs to be simple, print able to be enlarged |
| For outpatient clinic please publicise actual location and estimated likely delay. it is more disturbing to rush to be on time and then find the appointment subject to lengthy and predictable delay. |
| FYI there is an app called induction, available on both iPhone and android, it is free to use and is very much a directory of phone numbers for almost every hospital in the UK. |
| You can add additional info about your hospital including Maps and guidance PDFs through a free bit of software but the Health Board have to sign an agreement. |
| Unsure is an app is a good idea or not hence no answer – perhaps some questions show have unsure as a choice is there really a need for an app? –or are you just proposing an App that links to the web page? |
| Unnecessary expenditure. all information is available online already. doubling up for no reason. |
| Please keep in mind that not everyone has access to the internet or mobile devices. keep the more vulnerable members of society in mind when coming up with new ideas. |
| There is already a website, don't create another one, just make the ones you have better |
| Reminders for clinics. |
| Warnings if A&E busy |
| Hospital busy |
| Self-help links / Self-help advice |
| Bydd angen meddwl am y henoed a'l anghenion nhw ynglyn a'r format l'w defnyddio h.y font mawr, botwmau gyda'r sgrin hefyd y rhai sydd wedi colli golwg a fformat Braille – hefyd angen fod yn dwyieithog. |
| I think a digital guide for Bronglais Hospital would be extremely useful, not only for patients and visitor but also for the staff themselves. Having been lost in Bronglais on several occasions, it has been apparent event staff themselves struggle to give people directions to various departments. |

| |
|---|
| Unfortunately the most stressful part of visiting the hospital is the inability to park when you have a very sick person with you either visiting for a clinic appointment or because they are being admitted. There are rarely wheel chairs around to make the long walk to different parts of the hospital easier. Sadly I don't think any apps or maps are going to help with this. Once you are in the hospital staff are helpful and point you in the right direction. |
| I would suggest that all staff who contravene the parking restrictions because of a lack of understanding about the problems it causes should be obliged to get from the side Penglais hill to the canteen and back to the ward without going over their brief break, wearing a large plaster cast on this leg. |
| For everything else up to date information would be very useful. |
| Whilst I see that the digital board could be useful for patients and staff I am very much a social animal and would find a human being to talk to to find my way around. |
| Tell people how many people hours and how much money it is going to cost, then ask them if it would be useful. |
| Shame that it would be limited to Bronglais Hospital. I work in Hywel Dda so to have one system for one of the General Hospitals and another way to accessing information for the other three is time consuming and clumsy. It is an area with poor infrastructure and has the oldest retired population. |
| Investment in internet and mobile phone networks is needed to really make any project like this in the area a success. |
| If the resources can promote departments or staff in any way it will be beneficial to the hospital. |
| If the digital project can promote our success in many of the fields or departments this would become an asset (everyone loves a story with a happy ending and we don't often applaud our achievements) |
| Patients stories could also be promoted. |
| Great idea, it would make life so much easier to be able to use phone to navigate the hospital, knowing when and where to visit |
| If you need any support please let me know, Clair Powell, PAVO Clair.powell@pavo.org.uk |
| Majority of people in rural Wales are not digitally savvy enough for this to benefit them. |

Overall, the responses received were positive with many stating that the project on the whole would help patients navigate their way around the hospital as well as aid in finding relevant information i.e. contact numbers. Many participants have provided good suggestions also, such as displaying outpatient clinic and A&E waiting times as well as suggestions on how to ensure it is user friendly and accessible to all (e.g. *'if the digital project can promote our success in many of the fields or departments this would become an asset'*). There common theme amongst the comments is the parking arrangements at Bronglais General Hospital and an uncertainty as to whether a mobile App would be effective. The majority have stated that they believe having digital information boards in Bronglais would be very helpful.

5. Conclusion and Recommendations

5.1 Conclusion

Overall, the project was very well received by the people of Ceredigion we engaged with during the consultation process, with many giving useful suggestions and encouragement (e.g. '*Think the idea would be fantastic, especially for medical and nursing students*').

Of the 211 participants that completed the questionnaire, either hard copy (paper) or online, 76% stated that they think the Bronglais Digital Project is a good idea, which includes a new website, a mobile App and interactive digital information boards.

The other results of note are the whether participants thought a mobile App was a good way to display information on Bronglais General Hospital. 62% stated it was a good way to display information whereas the figure in favour of having digital information boards was much higher at 78%. Along with many comments regarding the effectiveness of a mobile App, it is worth considering these particular results/figures.

64 of the participants stated they would like to be kept informed on the results of this questionnaire or to be further involved in the project, and have given full contact details.

5.2 Recommendations

With over 75% of participants stating they believe the Bronglais Digital Project is a good idea, and great way to display information to alleviate stress when at the hospital, we recommend that the project continues.

Our recommendation is to move forward with Bronglais Digital Project to the tender process / commissioning phase. **Given the results show favour for both a website and digital information boards we recommend 'further thought be given to the mobile App'.**

6. References

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Appendix 1 – Questionnaire



Proposed Bronglais Digital Project Questionnaire

1. How do you identify your gender: Male Female Prefer not to say Other*

*Please specify:.....

2. Please select your age group: 0 - 15 16 - 25 26 - 35 36 - 45 46 - 55 56 - 65
 65 +

3. Where do you live? Aberystwyth
 Within 10 mile radius of Aberystwyth
 Within 20 mile radius of Aberystwyth
 Ceredigion
 Powys
 Gwynedd
 Other*

*Please specify:.....

4. Have you visited Bronglais General Hospital? Yes / No*

*Please go to question 6

5. Please indicate in what capacity you visited Bronglais: Patient Visitor Staff Other*

*Please specify:.....

6. Have you looked for information on Bronglais General Hospital on the internet? Yes / No*

*Please go to question 10

7. Please tell us what websites you have visited?

NHS Direct Wales Health in Wales Rural Health and Care Wales Hywel Dda
 UHB Powys Teaching HB Betsi Cadwaladr UHB Welsh Ambulance Services
 NHS Trust Mid Wales Joint Committee for Health and Social Care Other*

*Please specify:.....

8. Were you able to easily find out information about the hospital? Yes / No

9. What information were you looking for?

- Map of the hospital
- Information about the wards
- Visiting times
- Directions / Travel
- Parking
- Staff information
- Toilets
- Canteen / Catering venues
- Job vacancies
- Contact details
- Other*

*Please specify:.....

10. Are you aware of the community hospitals in Mid Wales? Yes / No*

*Please go to question 12

11. Please tell us which community hospitals you are aware of:

- Tregaron Aberaeron Aberystwyth Cardigan Tywyn Machynlleth
- Welshpool Newtown Llanidloes Knighton Llandrindod Wells Llandovery
- Dolgellau

12. Would you like to have a website for Bronglais General Hospital? Yes / No*

*Please go to question 14

13. Please select what information you would like to see on the website?

- Interactive map of Bronglais General Hospital
- Ward visting times
- Directions and parking / transport links
- Outpatient clinics
- Catering and on-site facilities *e.g location, opening times and menus*
- Services offered *e.g Macmillan Cancer Information and Support Centre*
- Staff *e.g names, qualifications, experience, uniform guide, contact details*
- Governance structure
- News and updates
- Information on the Community Hospitals in Mid Wales
- Other*

*Please specify:.....

14. Do you use a mobile device? Yes / No*

*Please go to question 16

15. Do you think a mobile App would be a good way to display information on Bronglais General Hospital?

Yes / No

16. Do you think it be beneficial to have digital information boards in Bronglais General Hospital, which include an interactive map? Yes / No

17. Do you think the Bronglais Digital project is a good idea? Yes / No

The proposed Bronglais Digital Project includes a new website, a mobile app and interactive digital information boards.

18. Do you have any suggestions for the proposed Bronglais Digital project?.....

.....
.....

19. Any other comments?.....

.....
.....

If you would like to be kept informed of the results of this questionnaire or be further involved in the proposed Bronglais Digital project please complete the following:

First name:.....

Last Name:.....

Email Address:.....

Contact Number:.....

If you would prefer to complete this questionnaire online please visit www.conta.cc/2JDqOV8
The closing date is 1st August 2019



IECHYD A GOFAL GWLEDIG CYMRU
RURAL HEALTH AND CARE WALES

Prosiect Digidol Arfaethedig Bronglais Holiadur

20. Sut yr ydych yn dynodi eich rhywedd? Gwryw Benyw Mae'n well gennyf beidio â dweud
Arall*

*Nodwch:.....

21. Dewiswch eich grŵp oedran: 0-15 16-25 26-35 36-45 46-55 56-65 65 +

22. Ble yr ydych yn byw? Aberystwyth
 O fewn radiws 10 milltir i Aberystwyth
 O fewn radiws 20 milltir i Aberystwyth
 Ceredigion
 Powys
 Gwynedd
 Arall*

*Nodwch:.....

23. A ydych wedi ymweld ag Ysbyty Cyffredinol Bronglais? Do / Naddo*

*Ewch i gwestiwn 6

24. Nodwch pam yr oeddech wedi ymweld â Bronglais: Claf Ymwelydd Staff Arall*

*Nodwch:.....

25. A ydych wedi chwilio am wybodaeth am Ysbyty Cyffredinol Bronglais ar y Rhyngwrwyd? Do / Naddo*

*Ewch i gwestiwn 10

26. Pa wefannau yr ydych wedi ymweld â nhw?

Galw Iechyd Cymru Iechyd yng Nghymru Iechyd a Gofal Gwledig Cymru
 BIP Hywel Dda BI Addysgu Powys BIP Betsi Cadwaladr
 Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru
 Cyd-bwyllgor Canolbarth Cymru ar gyfer Iechyd a Gofal Cymdeithasol Arall*

*Nodwch:.....

27. A oeddech yn gallu dod o hyd i wybodaeth am yr ysbyty yn rhwydd? Oeddwn / Nac oeddwn**28. Pa wybodaeth oeddech chi'n chwilio amdani?**

- Map o'r ysbyty
- Gwybodaeth am y wardiau
- Amseroedd ymweld
- Cyfeiriadau/Teithio
- Parcio
- Gwybodaeth am staff
- Toiledau
- Ffreutur/Lleoliadau arlwyo
- Swyddi gwag
- Manylion cyswllt
- Arall*

*Nodwch:.....

29. A ydych yn ymwybodol o'r ysbytai cymunedol yng Nghanolbarth Cymru? Ydw / Nac ydw*

*Ewch i gwestiwn 12

30. Pa ysbytai cymunedol yr ydych yn ymwybodol ohonynt?

- Tregaron
- Aberaeron
- Aberystwyth
- Aberteifi
- Tywyn
- Machynlleth
- Y Trallwng
- Y Drenewydd
- Llanidloes
- Trefyclo
- Llandrindod
- Llanyddyfri
- Dolgellau

31. A fydddech yn hoffi cael gwefan ar gyfer Ysbyty Cyffredinol Bronglais? Byddwn / Na fyddwn*

*Ewch i gwestiwn 14

32. Dewiswch yr wybodaeth yr hoffech ei gweld ar y wefan.

- Map rhyngweithiol o Ysbyty Cyffredinol Bronglais
- Amseroedd ymweld â'r wardiau
- Cyfeiriadau a pharcio/cysylltiadau trafndiaeth
- Clinig cleifion allanol
- Arlwyo a chyfleusterau ar y safle, e.e. lleoliad, amseroedd agor a bwydlenni
- Gwasanaethau a gynigir, e.e. Gwybodaeth a Chanolfa Gymorth Canser Macmillan
- Staff e.e. enwau, cymwysterau, profiad, arweiniad o ran y wisg, manylion cyswllt
- Strwythur llywodraethu
- Newyddion a diweddariadau
- Gwybodaeth am yr Ysbytai Cymunedol yng Nghanolbarth Cymru

Arall*

*Nodwch:.....

33. A ydych yn defnyddio dyfais symudol? Ydw / Nac ydw*

*Ewch i gwestiwn 16

34. A fyddai Ap symudol yn ffordd dda o arddangos gwybodaeth am Ysbyty Cyffredinol Bronglais, yn eich barn chi? Byddai / Na fyddai

35. A fyddai'n fuddiol cael byrddau gwybodaeth digidol yn Ysbyty Cyffredinol Bronglais sy'n cynnwys map rhyngweithiol, yn eich barn chi? Byddai / Na fyddai

36. A yw Prosiect Digidol Bronglais yn syniad da, yn eich barn chi? Ydy / Nac ydy

Mae Prosiect Digidol Arfaethedig Bronglais yn cynnwys gwefan newydd, ap symudol a byrddau gwybodaeth digidol rhyngweithiol.

37. A oes gennych unrhyw awgrymiadau ar gyfer Prosiect Digidol Arfaethedig Bronglais?

.....
.....

38. Unrhyw sylwadau eraill?

.....
.....

Os hoffech gael rhagor o wybodaeth am ganlyniadau'r holiadur hwn, neu os hoffech gymryd rhan ym Mhrosiect Digidol Arfaethedig Bronglais, llenwch y canlynol:

Enw cyntaf:

Cyfenw:

Cyfeiriad e-bost:

Rhif Cyswllt:

Os ydych chi am gwblhau'r holiadur ar-lein dilynwch y linc www.conta.cc/2JDqOV8

Y dyddiad cau yw'r 21ain Mehefin 2019

Appendix 2 – Questionnaire Results



Constant Contact Survey Results

Survey Name: Bronglais Digital Project 2019

Response Status: Partial & Completed

Filter: None

8/22/2019 4:55 AM EDT

| How do you identify your gender? | | | | |
|----------------------------------|----|------|-----------------------|----------------|
| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
| Male | | | 83 | 30.7 % |
| Female | | | 133 | 64.8 % |
| Prefer not to say | | | 2 | <1 % |
| Other | | | 0 | 0.0 % |
| No Response(s) | | | 7 | 3.4 % |
| Totals | | | 205 | 100% |

| Please select your age group: | | | | |
|-------------------------------|----|------|-----------------------|----------------|
| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
| 0 - 15 | | | 0 | 0.0 % |
| 16 - 25 | | | 6 | 2.9 % |
| 26 - 35 | | | 32 | 15.6 % |
| 36 - 45 | | | 35 | 17.0 % |
| 46 - 55 | | | 57 | 27.8 % |
| 56 - 65 | | | 36 | 17.5 % |
| 65+ | | | 33 | 16.0 % |
| No Response(s) | | | 6 | 2.9 % |
| Totals | | | 205 | 100% |

Where do you live?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--------------------------------------|----|------|-----------------------|----------------|
| Aberystwyth | | | 45 | 21.9 % |
| Within 10 mile radius of Aberystwyth | | | 55 | 26.8 % |
| Within 20 mile radius of Aberystwyth | | | 26 | 12.6 % |
| Ceredigion | | | 12 | 5.8 % |
| Powys | | | 23 | 11.2 % |
| Gwynedd | | | 17 | 8.2 % |
| Other | | | 23 | 11.2 % |
| No Response(s) | | | 4 | 1.9 % |
| Totals | | | 205 | 100% |

Have you visited Bronglais General Hospital?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 189 | 92.1 % |
| No | | | 11 | 5.3 % |
| No Response(s) | | | 5 | 2.4 % |
| Totals | | | 205 | 100% |

Please indicate in what capacity you visited Bronglais General Hospital:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Patient | | | 62 | 30.2 % |
| Visitor | | | 36 | 17.5 % |
| Staff | | | 71 | 34.6 % |
| Other | | | 13 | 6.3 % |
| No Response(s) | | | 23 | 11.2 % |
| Totals | | | 205 | 100% |

Have you looked for information on Bronglais General Hospital on the internet?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 122 | 59.5 % |
| No | | | 76 | 37.0 % |
| No Response(s) | | | 7 | 3.4 % |
| Totals | | | 205 | 100% |

Please tell us what websites you visited:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| NHS Direct Wales | | | 56 | 47.0 % |
| Health in Wales | | | 6 | 5.0 % |
| Rural Health and Care Wales | | | 13 | 10.9 % |
| Hywel Dda UHB | | | 95 | 79.8 % |
| Powys Teaching HB | | | 14 | 11.7 % |
| Betsi Cadwaladr UHB | | | 5 | 4.2 % |
| Welsh Ambulance Services NHS Trust | | | 11 | 9.2 % |
| Mid Wales Joint Committee for Health and Social Care | | | 11 | 9.2 % |
| Other | | | 5 | 4.2 % |
| Totals | | | 119 | 100% |

Were you able to easily find out information about the hospital?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 59 | 28.7 % |
| No | | | 58 | 28.2 % |
| No Response(s) | | | 88 | 42.9 % |
| Totals | | | 205 | 100% |

What information were you looking for?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-----------------------------|----|------|-----------------------|----------------|
| Map of the hospital | | | 45 | 37.8 % |
| Information about the wards | | | 54 | 45.3 % |
| Visiting times | | | 54 | 45.3 % |
| Directions and travel | | | 14 | 11.7 % |
| Parking | | | 35 | 29.4 % |
| Staff information | | | 49 | 41.1 % |
| Toilets | | | 4 | 3.3 % |
| Canteen and catering venues | | | 15 | 12.6 % |
| Job vacancies | | | 27 | 22.6 % |
| Contact details | | | 23 | 19.3 % |
| Other | | | 11 | 9.2 % |
| Totals | | | 119 | 100% |

Are you aware of the community hospitals in Mid Wales?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 158 | 77.0 % |
| No | | | 40 | 19.5 % |
| No Response(s) | | | 7 | 3.4 % |
| Totals | | | 205 | 100% |

Please tell us which community hospitals you are aware of.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|----|------|-----------------------|----------------|
| Tregaron | | | 109 | 71.7 % |
| Aberaeron | | | 97 | 63.8 % |
| Aberystwyth | | | 69 | 45.3 % |
| Cardigan | | | 96 | 63.1 % |
| Tywyn | | | 86 | 56.5 % |
| Machynlleth | | | 118 | 77.8 % |
| Welshpool | | | 63 | 41.4 % |
| Newtown | | | 71 | 46.7 % |
| Llanidloes | | | 74 | 48.8 % |
| Knighton | | | 22 | 14.4 % |
| Llandrindod Wells | | | 46 | 30.2 % |
| Llandovery | | | 36 | 23.6 % |
| Dolgellau | | | 64 | 42.1 % |
| Totals | | | 152 | 100% |

Would you like to have a website for Bronglais General Hospital?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 164 | 80.0 % |
| No | | | 24 | 11.7 % |
| No Response(s) | | | 17 | 8.2 % |
| Totals | | | 205 | 100% |

Please select what information you would like to see on the website:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|---|----|------|-----------------------|----------------|
| Interactive map of Bronglais General Hospital | | | 156 | 92.8 % |
| Ward visiting times | | | 153 | 91.0 % |
| Directions and parking / transport links | | | 134 | 79.7 % |
| Outpatient clinics | | | 148 | 88.0 % |
| Catering and on-site facilities e.g location, opening times and menus | | | 119 | 70.8 % |
| Services offered e.g Macmillan Cancer Informations and Support Centre | | | 133 | 79.1 % |
| Staff e.g names, qualifications, experience, uniform guide, contact details | | | 106 | 63.0 % |
| Governance structure | | | 81 | 48.2 % |
| News and updates | | | 134 | 79.7 % |
| Information on the Community Hospitals in Mid Wales | | | 111 | 66.0 % |
| Other | | | 18 | 10.7 % |
| Totals | | | 168 | 100% |

Do you use a mobile device?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 179 | 87.3 % |
| No | | | 15 | 7.3 % |
| No Response(s) | | | 11 | 5.3 % |
| Totals | | | 205 | 100% |

Do you think a mobile App would be a good way to display information on Bronglais General Hospital?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 129 | 62.9 % |
| No | | | 30 | 14.6 % |
| No Response(s) | | | 46 | 22.4 % |
| Totals | | | 205 | 100% |

Do you think it would be beneficial to have digital information boards in Bronglais General Hospital, which include an interactive map?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 183 | 79.5 % |
| No | | | 20 | 9.7 % |
| No Response(s) | | | 22 | 10.7 % |
| Totals | | | 205 | 100% |

Do you think the Bronglais Digital Project is a good idea? The proposed digital project includes a new website, a mobile App and interactive digital information boards.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Yes | | | 180 | 78.0 % |
| No | | | 18 | 8.7 % |
| No Response(s) | | | 27 | 13.1 % |
| Totals | | | 205 | 100% |

Do you have any suggestions for the Bronglais Digital Project?

69 Response(s)

Any other comments?

26 Response(s)

If you would like to be kept informed on the results of this questionnaire or to be further involved in the proposed Bronglais Digital Project please complete the following:

| Answers | Number of Response(s) |
|---------------|-----------------------|
| First Name | 84 |
| Last Name | 83 |
| Home Phone | 42 |
| Email Address | 84 |



IECHYD A GOFAL GWLEDIG CYMRU RURAL HEALTH AND CARE WALES

Constant Contact Survey Results

Survey Name: Prosiect Digidol Bronglais 2019

Response Status: Partial & Completed

Filter: None

8/23/2019 9:39 AM EDT

Sut yr ydych yn dynodi eich rhywedd?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------------------------|-----------------------------------|------|-----------------------|----------------|
| Gwryw | <div style="width: 16.6%;"></div> | | 1 | 16.6 % |
| Benyw | <div style="width: 33.3%;"></div> | | 2 | 33.3 % |
| Mae'n well gennyf beidio a dweud | | | 0 | 0.0 % |
| Arall* | | | 0 | 0.0 % |
| No Response(s) | <div style="width: 50.0%;"></div> | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

Dewiswch eich grwp oedran:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|-----------------------------------|------|-----------------------|----------------|
| 0 - 15 | | | 0 | 0.0 % |
| 16 - 25 | | | 0 | 0.0 % |
| 26 - 35 | | | 0 | 0.0 % |
| 36 - 45 | <div style="width: 16.6%;"></div> | | 1 | 16.6 % |
| 46 - 55 | <div style="width: 16.6%;"></div> | | 1 | 16.6 % |
| 56 - 65 | | | 0 | 0.0 % |
| 65+ | <div style="width: 16.6%;"></div> | | 1 | 16.6 % |
| No Response(s) | <div style="width: 50.0%;"></div> | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

Ble yr ydych yn byw?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Aberystwyth | | | 0 | 0.0 % |
| O fewn radiws 10 milltir i Aberystwyth | | | 1 | 16.6 % |
| O fewn radiws 20 milltir i Aberystwyth | | | 1 | 16.6 % |
| Ceredigion | | | 1 | 16.6 % |
| Powys | | | 0 | 0.0 % |
| Gwynedd | | | 0 | 0.0 % |
| Arall* | | | 0 | 0.0 % |
| No Response(s) | | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

A ydych wedi ymweld ag Ysbyty Cyffredinol Bronglais?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Do | | | 3 | 50.0 % |
| Naddo | | | 0 | 0.0 % |
| No Response(s) | | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

Nodwch pam yr oeddech wedi ymweld â Bronglais:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Claf | | | 1 | 16.6 % |
| Ymwelydd | | | 1 | 16.6 % |
| Staff | | | 1 | 16.6 % |
| Other | | | 0 | 0.0 % |
| No Response(s) | | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

A ydych wedi chwilio am wybodaeth am Ysbyty Cyffredinol Bronglais ar y rhyngwrdd?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Do | | | 1 | 16.6 % |
| Naddo | | | 2 | 33.3 % |
| No Response(s) | | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

Pa wefannau yr ydych wedi ymweld â nhw:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Galw lechyd Cymru | | | 0 | 0.0 % |
| lechyd yng Nghymru | | | 0 | 0.0 % |
| lechyd a Gofal Gwledig Cymru | | | 0 | 0.0 % |
| BIP Hywel Dda | | | 1 | 100.0 % |
| BI Addysgu Powys | | | 0 | 0.0 % |
| BIP Betsi Cadwaladr | | | 0 | 0.0 % |
| Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru | | | 0 | 0.0 % |
| Cyd-bwyllgor Canolbarth Cymru ar gyfer lechyd a Gofal Cymdeithasol | | | 0 | 0.0 % |
| Other | | | 1 | 100.0 % |
| Totals | | | 1 | 100% |

A oeddech yn gallu dod o hyd i wybodaeth am yr ysbyty yn rhwydd?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Oeddwn | | | 0 | 0.0 % |
| Nac oeddwn | | | 1 | 16.6 % |
| No Response(s) | | | 5 | 83.3 % |
| Totals | | | 6 | 100% |

Pa wybodaeth oeddech chi'n chwilio amdani?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------------------|----|------|-----------------------|----------------|
| Map o'r ysbyty | | | 0 | 0.0 % |
| Gwybodaeth am yr wardiau | | | 1 | 100.0 % |
| Amseroedd ymweld | | | 1 | 100.0 % |
| Cyfeiriadau a teithio | | | 0 | 0.0 % |
| Parcio | | | 1 | 100.0 % |
| Gwybodaeth am staff | | | 0 | 0.0 % |
| Toiledau | | | 0 | 0.0 % |
| Ffreutur a lleoliadau arlwyio | | | 0 | 0.0 % |
| Swyddi gwag | | | 0 | 0.0 % |
| Manylion cyswllt | | | 0 | 0.0 % |
| Arall* | | | 0 | 0.0 % |
| Totals | | | 1 | 100% |

A ydych yn ymwybodol o'r ysbytai cymunedol yng Nghanolbarth Cymru?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Ydw | | | 1 | 16.6 % |
| Nac ydw | | | 2 | 33.3 % |
| No Response(s) | | | 3 | 50.0 % |
| Totals | | | 6 | 100% |

Pa ysbytai cymunedol yr ydych yn ymwybodol ohonynt?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|-------------------|----|------|-----------------------|----------------|
| Tregaron | | | 1 | 100.0 % |
| Aberaeron | | | 1 | 100.0 % |
| Aberystwyth | | | 0 | 0.0 % |
| Aberteifi | | | 1 | 100.0 % |
| Tywyn | | | 1 | 100.0 % |
| Machynlleth | | | 1 | 100.0 % |
| Y Trallwng | | | 0 | 0.0 % |
| Y Drenewydd | | | 0 | 0.0 % |
| Llanidloes | | | 0 | 0.0 % |
| Trefyclo | | | 0 | 0.0 % |
| Llandrindod Wells | | | 0 | 0.0 % |
| Llanymddyfri | | | 1 | 100.0 % |
| Dolgellau | | | 0 | 0.0 % |
| Totals | | | 1 | 100% |

A fydddech yn hoffi cael gwefan ar gyfer Ysbyty Cyffredinol Bronglais?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Byddwn | | | 1 | 16.6 % |
| Na fyddwn | | | 1 | 16.6 % |
| No Response(s) | | | 4 | 66.6 % |
| Totals | | | 6 | 100% |

 Dewiswch yr wybodaeth yr hoffech ei gweld ar y wefan:

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|--|----|------|-----------------------|----------------|
| Map rhyngweithiol o Ysbyty Cyffredinol Bronglais | | | 1 | 50.0 % |
| Amseroedd ymweld â'r wardiau | | | 2 | 100.0 % |
| Cyfeiriadau a pharcio / cysylltiadau trafniadaeth | | | 2 | 100.0 % |
| Clinig cleifion allanol | | | 1 | 50.0 % |
| Alrwyo a chyfleusterau ar y safle, e.e. lleolid, amseroedd agor a bwydlenni | | | 1 | 50.0 % |
| Gwasanaethau a gynigir, e.e. Gwybodaeth a Chanolfa Gymorth Cancer Macmillan | | | 2 | 100.0 % |
| Staff e.e. enwau, cymwysterau, profiad, arweiniad o ran y wisg, manylion cyswllt | | | 0 | 0.0 % |
| Strwythur llywodraethu | | | 1 | 50.0 % |
| Newyddion a diweddariadau | | | 1 | 50.0 % |
| Gwybodaeth am yr Ysbytai Cymunedol yng Nghanolbarth Cymru | | | 1 | 50.0 % |
| Arall* | | | 0 | 0.0 % |
| Totals | | | 2 | 100% |

 A ydych yn defnyddio dyfais symudol?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Ydw | | | 2 | 33.3 % |
| Nac ydw | | | 0 | 0.0 % |
| No Response(s) | | | 4 | 66.6 % |
| Totals | | | 6 | 100% |

 A fyddai Ap symudol yn ffordd dda o arddangos gwybodaeth am Ysbyty Cyffredinol Bronglais, yn eich barn chi?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Byddai | | | 2 | 33.3 % |
| Na fyddai | | | 0 | 0.0 % |
| No Response(s) | | | 4 | 66.6 % |
| Totals | | | 6 | 100% |

A fyddai'n fuddiol cael byrddau gwybodaeth digidol yn Ysbyty Cyffredinol Bronglais sy'n cynnwys map rhyngweithiol, yn eich barn chi?

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Byddai | | | 1 | 16.6 % |
| Na fyddai | | | 1 | 16.6 % |
| No Response(s) | | | 4 | 66.8 % |
| Totals | | | 6 | 100% |

A yw Prosiect Digidol Bronglais yn syniad da, yn eich barn chi? Mae Prosiect Digidol Arfaethedig Bronglais yn cynnwys gwefan newydd, Ap symudol a byrddau gwybodaeth digidol rhyngweithiol.

| Answer | 0% | 100% | Number of Response(s) | Response Ratio |
|----------------|----|------|-----------------------|----------------|
| Ydy | | | 1 | 16.6 % |
| Nac ydy | | | 0 | 0.0 % |
| No Response(s) | | | 5 | 83.3 % |
| Totals | | | 6 | 100% |

A oes gennych unrhyw awgrymiadau ar gyfer Prosiect Digidol Arfaethedig Bronglais?

0 Response(s)

Unrhyw sylwadau eraill?

0 Response(s)

Os hoffech gael rhagor o wybodaeth am ganlyniadau'r holiadur hwn, neu os hoffech gymryd rhan ym Mhrosiect Digidol arfaethedig Bronglais, llenwch y canlynol:

| Answers | Number of Response(s) |
|---------------|-----------------------|
| First Name | 0 |
| Last Name | 0 |
| Home Phone | 0 |
| Email Address | 0 |