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University Health Board

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Suzanne Rankin
Chief Executive

12 December 2022

Jack Sargeant MS
Petitions Committee
Welsh Parliament
Cardiff Bay
Cardiff
CF99 1SN

Dear Mr Sargeant

Petition P-06-1287: Investigate C&V UHB's refusal to keep north Penarth's surgery, allocating patients to distant GPs

Thank you for your letter dated 24th November, sent on behalf of the Senedd's Petitions Committee. Please find below our response in relation to the steps taken to reduce the strain on practices in the area.

The GMS contract holder at Albert Road Surgery gave notice to the Health Board on 27th September 2021 that they would be resigning their General Medical Services (GMS) contract, and gave the appropriate contractual three months' notice. Following the resignation of the contract, meetings between the Health Board Primary Care Team, Locality Managers and the 4 affected neighbouring practices were held to discuss the situation and a potential solution to providing the continuing general medical care for the population previously registered with Albert Road Surgery. Key to these meetings, was establishing the capacity that practices said they had to take on additional patients. Following any agreement to accept these patients the focus turned to how best the Health Board can support those affected practices. I should emphasise that there were 4 practices involved in discussions; the research brief (text of petition section) included on your website refers to only 3. The practices involved that received patients as a result of the Albert Road termination and consequent closure are Penarth Health Partnership, Redlands Surgery, Dinas Powys Medical Centre, and Sully Surgery. Once those 4 practices agreed the proportion of patients from the Albert Road list they would take, plans were made operational and the Health Board provided additional financial support over and above GMS contract funding to all affected practices to enable them to take on these patients.

Each practice received a payment for each new patient they had agreed to accept onto their list. This payment was intended to support the additional workload associated with registering significant numbers of patients over a short period of time. Furthermore, additional funding enabled both Penarth Healthcare Partnership and Redlands Surgery to convert additional clinical and administrative space within their premises, to assist with managing the additional patients. Funding was also

allocated to provide medical equipment and improved telephony as well as enabling off-site storage of medical records to further maximise clinical/administrative space at the practice premise.

The Health Board Pharmacy Team supported the process by ensuring repeat prescriptions were generated to reduce initial pressure on receiving practices. They also supported receiving practices by reviewing current medication and updating patient records where necessary. The Health Board Communications Team also assisted all affected practices with drafting and distributing communications to patients and stakeholders to reduce the need to call the practices with queries.

Additionally, the Health Board facilitated meetings and discussions between the practices and NHS Wales colleagues in the Shared Services Partnership Registrations Team and Digital Healthcare Wales who were able to offer advice and support in a number of areas to facilitate records transfer and patient registrations.

The Health Board also addressed concerns that significant numbers of additional patients may affect the practices achievement of the GMS contract and adversely impact on income by protecting payments to ensure a steady income stream and therefore safeguarding the ongoing sustainability of receiving practices.

The Health Board is continuing to develop the business case for Cogan Wellbeing Centre in Penarth, which is planned to be integrated with the Council's leisure facilities. We continue to work with the Council to reflect their views as we refine the plans. We anticipate the Council's Cabinet will shortly be receiving a report from officers recommending progressing to the next stage of development. We remain committed to this scheme and believe it will provide a fantastic integrated wellbeing centre, incorporating modern fit for purpose primary care services.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Rankin', written in a cursive style.

SUZANNE RANKIN
Chief Executive