



DE MORGANNWG | SOUTH GLAMORGAN

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05 December 2022

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

Dear Mr Sargeant

Re: 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 24 November 2022 seeking information from the Community Health Council relating to its monitoring of the patient experience and what this has uncovered.

The CHC were first made aware that the partners were hading back their contract on the 3 November 2021 due to the landlord wishing to sell the property. I have attached a timeline which you may find helpful (appendix 1)

As you indicate in the supporting information sent with your letter the CHC held a patient meeting online due to the continuing COVID 19 restrictions where a number of patients attended. I have attached (appendix 2) the notes of the online meeting for your information.

We understand that the allocation process was undertaken by NHS Shared Services, the CHC was not provided with any information on how this would be undertaken, we sought and received assurances that families would be allocated to the same practice as were aware that this did not happen previously, from the calls received that in some cases

South Glamorgan CHC is the operational name of Cardiff & Vale of Glamorgan CHC
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Prif Swyddog / Chief Officer: Mr Stephen Allen, O.St.J MSc: MIHM
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this was not achieved. In addition we sought and were provided assurances from the Health Board that this allocation process would be mindful of patients ability to access their new surgery for example mobility and access to transport would be key.

The Health Board advised the CHC that it was necessary to allocate outside the Penarth area due to ensuring the sustainability of practices to deliver services to their existing populations. However, if patients were unhappy with the allocation they could contact the Primary Care team within the health board who would assist them.

The CHC initially received 41 calls from patients in the period November 2021 – January 2022 these related to (appendix 3)

- Concerns related to allocation to practices in other localities and patients being able to access services.
- receiving ongoing treatments once practice has closed
- appointments at new practices
- Concerns over sustainability of other practices with the influx of Albert Road Patients

In April 2022 the CHC was asked to provide feedback into the review process which is attached. (Appendix 4) for your information.

Since the closure of the Albert Road surgery the CHC has not received any written concerns regarding the services now being offered by other practices to this patient cohort and has not received concerns regarding allocation issues. I can confirm that CHC members who live in the locality have not fed back or signposted anyone to the CHC offices in relation to these issues for some time.

I trust this letter and the appendices assist you in your deliberations if I can be of any further help please do let me know.

Yours sincerely



Stephen Allen
Chief Officer

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