



**Closure Of Albert Road Surgery
Online Public Meeting
Wednesday 9th February 2022**

Total Number of people online: 32

Number of members of the public: 11

Number of members of the public who pre-registered for the meeting: 27

UHB Presenters: Lisa Dunsford (Director of Operations, Primary, Community and Intermediate Care, Cardiff and Vale UHB), Clare Evans (Assistant Director of Primary Care, Cardiff and Vale UHB),

Also in Attendance: Malcolm Latham (Chair, CHC) Brenda Chamberlain (Vice-Chair, CHC), Stephen Allen (Chief Officer, CHC), 2 CHC Members and 2 CHC Staff, 1 UHB staff member

Welcome & Introductions

The Chair welcomed everyone to the meeting. The Chair provided a brief introduction of the CHC and their role as the NHS Watchdog.

It was noted that a record of the discussion is being taken in order to validate what has been said.

House Rules

The Chair outlined the house rules of the meeting.

- To help keep background noise to a minimum, please make sure you have muted your microphone if you are not speaking
- If you wish to ask questions during the meeting, you will need to have your video camera on and name on screen
- Inappropriate behaviour will not be permitted in this meeting. Individuals will be given one warning, and if they carry on they will be removed from the meeting.
- Should we experience a 'Zoom-bomb', whereby individuals will try to take over the meeting with inappropriate content as previously experienced, we will automatically close down the meeting and ask that you log back into the meeting 5 minutes later through the original link.

Update from the UHB:

The Meeting began with a short presentation from the Cardiff & Vale University Health Board (UHB) and GP Practice.

Background

- GPs are independent contractors who are self employed and contract with the Health Board to provide general medical services (Contract is Directed by Welsh Government)
- Albert Road Surgery notified the Health Board in September 2021 that they wished to terminate their contract. As a single handed contractor, they must give the UHB 3 months notice, this was originally 31/12/21 but through agreement extended to 18th March 2022

- General Medical Services will cease to be provided from the practice premises in Penarth from this date
- Under Contractual arrangements the General Medical Contractor is obliged to provide 3 months notice to cease their contract
- Patients will continue to receive appropriate healthcare at Albert Road Surgery until close of business on Friday 18th March 2022
- The Health Board is responsible for ensuring that the population registered with the Albert Road Surgery (circa. 5779) are able to access GP services.

Ongoing Provision of General Medical Services

Access to Medical Services for patients registered with Albert Road Surgery

No opportunity for services continuing at Albert Road Surgery as the building is not available for the provision of general medical services (sold by the owners who were previous ex-partners of the surgery) There was no option for the current provider to purchase the property. Despite the GP looking for other premises in the area, there was nothing available so the contractor took the decision to surrender the contract.

- The Provider took the decision to cease the contract
- Local practices identified capacity to increase patient numbers
- Health Board supported 4 local practices to take an allocation of Albert Road Surgery patients, Sully Surgery, Dinas Powys Medical Centre, Redlands Surgery and Penarth Healthcare Partnership.
- In December, UHB wrote to patients of Albert Road to confirm they were working through a solution.

- December 2021: All patients residing out of the practice area received a letter advising them to register with a practice closer to their home. Contact details for Patient Registration telephone number was provided for patients to find a practice to register with.
- Mid January 2022: All other patients received a letter identifying the practice they have been assigned to once Albert Road Surgery closes;
- Patients are able to register with any practice that provides services to the area where they reside, but advised to remain at Albert Road Surgery until the practice closes to reduce unplanned pressure on neighbouring practices. The UHB carried out a managed transfer of patients to manage the demand on the receiving practices and to make sure no patients were left out of the transfer process. If a patient isn't happy with their allocated practice, there is patient choice, as long as you live within the practice boundary, you can register with any practice covering your area.

Practices have been allocated the following patient numbers:

- Sully Surgery – 310 patients
- Penarth Healthcare Partnership – 3000 patients
- Dinas Powys Medical Centre – 1169 patients
- Redlands Surgery – 1000 patients

As part of the transfer process, the UHB have been supporting Albert Road in terms of preparing patients prescriptions etc and have deployed full time Pharmacy support to the Practice, for the receiving practices the UHB will be providing Pharmacy support following the transfer, we have Nurses in the PCIC support team and will be looking to deploy those to the receiving practices following transfer. Financial support has also being given to practices, if receiving practices feel they need to increase clinical time, or increase administrative support to receive those new registrations, the UHB have agreed a financial package to provide that. UHB has also looked at supporting ad hoc requests such as changes to premises to increase clinical / administrative space

within the practices, additional kit to support the transfer of patients i. e computers / phone lines to support the increase in demand on phone lines and services.

Frequently Asked Questions

Do I need to contact the new practice that I have been allocated to, to register?

No, registration will happen automatically after Albert Road Surgery closes. UHB have been working closely with digital colleagues to ensure patient records and registration will automatically transfer. Your new practice may contact you in relation to the provision of your ongoing healthcare.

I haven't received a letter yet but I have registered with another practice anyway. Will I be expected to go to another practice that I may be allocated to?

We advise that patients remain with Albert Road Surgery until after it closes to ensure a smooth transfer of your care to another practice. If you have already decided to change to another practice you will not be required to change practices again.

What will happen to my patient record?

Your patient record will transfer to your new practice that you have been allocated to. If you choose to register with another practice, arrangements will be made to transfer your records to that practice

Will my repeat prescription continue automatically?

A lot of work is currently being done with Albert Road to make sure all prescriptions are up to date. Your new GP practice will be informed of your current medication and may wish to review this in the future. Please request medication (from your new practice) in your usual way and advise your regular pharmacy of the change, if appropriate.

Where can I find out information about GP practices in the area?

You can find out details of other GP practices in the area on the:

- NHS Direct website www.nhsdirect.wales.nhs.uk or
- Patient Registration, Primary Care Services 01792 458066

Open Meeting:

Prior to the first question, the Chair outlined the following requirements;

- that all speakers please give your name and, if you belong to an organisation, the name of that organisation and your position within it? This is purely to assist those taking notes.
- If you wish to ask a question, please raise your hand physically and the Chair will call you in to speak.
- It would be appreciated if only one person would speak at a time, again this to assist everyone at the meeting and to help the note taker record the question and answers.
- The Chair will invite questions and attempt to limit them to one per person, in the first instance, in order to allow as many people as possible to contribute.
- The Chair asked attendees to conduct themselves with dignity and refrain from engaging in any personal attacks or act in an aggressive manner.

<u>Question / Statement</u>	<u>Response:</u>
<p>Councillor, St Augustine's Ward, Vale Of Glamorgan</p> <p>Had discussions and contact with both Lisa Dunsford and Clare Evans in the past along with my colleague (<i>name removed</i>) about changes that have been happening in Penarth to the Healthcare provision. I'm somewhat annoyed in the first instance that the elected officials, I know some of my colleagues, weren't able to get onto this call and weren't able to get links and contacts despite asking for them. (<i>name removed</i>) and I have asked for further meetings with the UHB through Lisa over the last few months in the light of what's happening with Albert Road surgery and we haven't been successful in arranging that meeting although Lisa has replied to (<i>name removed</i>) and I've been included in, we haven't actually had the meeting we asked for way back, and I do have the emails on this device actually. My questions are multiple I'm afraid, this is the second surgery to close in a short space of time, Station road closed and moved to Penarth Healthcare Partnership and that transition did not go smoothly, the pressure on Penarth Healthcare Partnership resulted in long delays in getting appointments, people having to queue, having to</p>	<p>(CE – UHB) Based on the numbers, the split of patients and the allocation was through discussion with the practices, based on their list size, so each practice took a percentage based on the size of the practice. The practices are not closed, as GP's work to a contract, GP lists must remain open, there is a formal process to go through if they want to close their lists, they can't just refuse registrations. At the moment we only have 2 temporarily closed lists in Cardiff and Vale, both in the Cardiff area. All lists in Vale of Glamorgan are open and currently accepting new registrations. There is still patient choice, the transfer was managed to manage the demand but patients can move and re-register more locally if they wish. With regards to the issues picked up with access, we have supported the receiving practices and are aware receiving practices will be under increased pressure regarding access to services. As mentioned in the presentation, there is a financial allocation to support them to take on additional capacity from a premises perspective, Redlands and Penarth Healthcare Partnership are making changes to make sure they have additional admin and clinical space. In addition to that we have given financial support for an increase in phone lines to ensure</p>

phone very early in the morning and having to ring many times to get through to the surgery to book appointments which then took quite some time to arrange. This extra burden on that particular practice in the light of the previous experience doesn't bode well. I'm also aware that Redlands Surgery is under a similar cosh in that the owner of that premises are looking to realise the value of that asset, the proposed health hub which the ambition is for that to go in the back of the Cogan Health Centre is delayed due to negotiation over a number of things which is taking its time. Therefore the patients that have gone to Redlands, which is working well at the moment, may be facing a further move in the not too distant future. Another thing my residents have been raising with me, all of this has been raised by people who contact me as their councillor to raise on their behalf, people who live in close proximity to Albert Road Surgery have found themselves transferred to Dinas, the public transport links between that part of Penarth and Dinas Powys are fragmentary to say the least, not an easy journey which involves changes of buses or trains, and yet they found themselves, if they don't have their own private transport, having to make a very difficult journey, probably when their ill, to get to the surgery they have been allocated

patients can get through to the practice as well as additional IT for staff. Penarth Healthcare have successfully appointed two new GP's and one Nurse Practitioner who will be starting over the next month or so, which is a significant increase to the staffing of that practice. Redlands are also looking at how they absorb the additional capacity within their staffing. It is very difficult as the contract gives us timelines that we must work to which don't really work with trying to get new staff in but what we have done is try to support the receiving practices as best as we can so they are shored up, supported by us and can put measures in place to receive the patients on transfer.

(LD UHB) I have written back to Councillor (*name removed*) to give an update which covers most of the things Clare has run through this evening, I was advised they would come back to me if they wanted a meeting but I haven't heard, but we are more than happy to meet up so if you do want a follow up meeting we can do that. Just to flag we have had some meetings with Vaughan Gething and his local MS's, what we have tried to do is give information to patients through the letters but we have linked in and joined meetings with Councillors as well. I can pick up outside of this meeting if there is a further meeting required with Councillors

to. From the numbers you have given, it sounds like neither Redlands nor Penarth Healthcare Partnership are willing to take on extra patients, the figures given earlier seems to be that is the numbers they are willing to take, the implication being that they didn't want to particularly take on even more, so people applying to their nearby practices may well find that that is being blocked, the list goes on but perhaps I should leave it there to give other people a chance.

but I haven't heard anything back from Councillor (*name removed*) and am happy to do that.

Albert Road Surgery Patient

May I say first of all to you Mr Chairman, a meeting like this needs a good Chairman, it's chaos, it's chaos anyway, absolute chaos. There is huge chaos over Albert Road Surgery. First of all thank you for the way you have set very strict guidelines, very, very, strict guidelines indeed about what you will do with people if they don't obey the rules that you have set, thank you very much for that. We're not in Stalinist Russia so I'm thankful that you have set that out. Now basically you are asking for people to be kind, and I want to be kind as best I can, I'd like to thank Mr Steve Allen for arranging this meeting, I'd like to thank (*name removed*), I will not have any criticism of (*name removed*) whatsoever, she has been magnificent in helping me to enter this zoom

(LD UHB) I'm Lisa Dunsford, I'm the Director responsible in the Health Board for Primary Care and Clare is in my team, Clare was speaking tonight as I've been struggling but I wanted to come in to answer your question, and we are honest in terms of what we say. In terms of the 'why it's happening?' it's happening because the building is being sold. The Health Board doesn't own the building. As Clare described in the presentation, the building was owned by a GP who used to run services there, so that's why, the building is being sold and therefore we can't carry on delivering services from that building. We do completely understand that when there is change it is unsettling and it is upsetting and we can understand how you and others feel. But again what Clare has tried to describe is we are

conference, *(name removed)* I thank you very much. I'd also like to thank Clare Evans for her introductory talk, you are all obviously very nice people. But I need to tell you this, that what is happening to Albert Road surgery is an absolute travesty of justice, it's cruel, it's wrong and it's bullying of vulnerable people. I've been a patient at Albert Road surgery since it opened, I've lived in Northern Penarth for longer than that, I am aware that when that surgery came to the North of Penarth, we have to remember, you can never know where you're going unless you know from where you have come. That surgery came to us in the North of Penarth, I won't use the word benighted, but a poorer part of the town, and I am pleading with you to understand the broken-heartedness of the people of the North of Penarth, now there are many single parents, there are mothers who's husbands have cars they go to Albert Road school. I could mention some personalities, but I realise Malcolm as Chair you do not want me to mention personalities, but I cannot do it without saying that part of the responsibility that rests in this matter is exactly what Clare Evans said at the beginning. This was directed by the Welsh Government, it's about contracts, it's about business plans, and it's about all of those things but ultimately it's about the life

responsible as a Health Board for providing the services, for looking after the vulnerable people in the area, and therefore the only way of us doing that, was then to have other Practices, the four that Clare described, that will provide the services to the patients going forward. So in terms of the honesty, they are the facts, the building is being sold, therefore we have to look at where we can provide services for yourself and other people in the area so that is what we have been doing, it is about providing it safely, so again, Clare did talk through some of the monies so practices can appoint additional GP's so that you and others can get the services that you need. But we do appreciate that it will mean going to a different Practice going forward so that is just the first part and then probably.....

of the people of the North of Penarth. You don't have to be that clever, and I'm making some observations and comments as invited by Malcolm, thank you Malcolm, you do not understand some of you, the cruelty of what is happening to the people in the North of Penarth, it is against all logic, but also, the protocol itself is to say you should bring medical services as close as possible to the people. This should never have happened, whatever you say about business plans, it should never have happened. Now when we come to culpability, we are looking at who is to blame for this cruelty, this bullying, this manipulation, which is breaking the hearts of the people of the North of Penarth, who is to blame? Now the question is this, is it the Welsh Government, if it is, it's at the door of Vaughn Gething, because on May 6th he sent out a manifesto to the people, his constituents in the North of Penarth, to say 'the safety of your family is still my number priority.' That's my concern, my family and the people I live with in the North of Penarth. Now there are several other things I could say but I want to respect Malcolm, because we've only just started, this situation can only resolve itself in one way and that is that that surgery must be got back and kept where it is, and that's what you have got to do, however you

do that's your business but it must be done. We are also in a democratic society where we need honesty, openness and transparency, something that Boris Johnson would not understand at all. There's been no honesty, there's been no openness and there's been no transparency. We were never given a chance to respond we could have had crowd-funding, we could have kept that surgery there, but what you did to us, was came and said 'oh we will build you a Hub in Cogan' we never wanted a Hub in Cogan, we don't want a Hub in Cogan. Where has it gone, it's melted like an ice lollypop in the sun and what you are doing to the people of the North of Penarth is tantamount to something which is so cruel and is going to cost people lives. Now I could speak a lot more, but we have only just started, we will not accept what is happening it must not happen it cannot happen its wrong, its morally wrong, now if you read the article in the 'Penarth Times' called 'Surgery Anger' it's about myself, that anger is only the beginning, we are furious because what you are doing is against all that the Welsh democracy stands for. Social justice, care of the older people, care of the child, everything you are doing by taking this surgery away, is denying the very essence of what a socialist government, in Cardiff is supporting to do. I am so distressed and

<p>I think we need some honesty, openness and transparency, we need the people to come up front with the truth about what happened when that contract was given away because something should have been done at that point. Thank you very much, I don't have to ask the question. Thank you Malcolm, I appreciate the fact you have given me the chance to speak, I hope you understand I'm giving you the truth.</p>	
<p>Albert Road Surgery Patient Can I interrupt you please, what you are telling me, we already know, we don't need to know any more of that thank you very much. One apology, I thought the <i>(name removed)</i> I was speaking about was the <i>(name removed)</i> that worked for the Cardiff Health Council, that was the lady who helped me to get into this zoom. I thank <i>(name removed)</i> for that but it's not you. Now the thing that you are saying is all very good, but that's not what we're talking about. We're talking about the fact that the Welsh Government is responsible for what you do, it's the Welsh Government that could have intervened in this and they didn't. The fact that that surgery was sold, we understand that, but what I am asking is, where is the care for the vulnerable people of the North of Penarth? Because the consequence is, some people will die</p>	<p>(LD – UHB) Ok so if I can come back on that one. So this isn't anything to do with Welsh Government. GP's, even though we have a contract with them, GP's are independent individuals, so as part of the contract, they are responsible for providing the building so Maxwell this isn't anything WG would be able to do, this building isn't there so this is out of our hands. Picking up on Cogan, we know there was delays again that wasn't great, I know your personal view is that you're not necessarily keen on that option, but probably all that I can say tonight is that the conversations and the work is now restarting, between the Health Board and the Council around Penarth and the Cogan Hub.</p>

<p>because of what you are doing to these people. Sorry to interrupt you Leigh but I don't need to know anything more about those other Surgery's, the Doctors, and what you're doing with money, a new this and that and the other, that is irrelevant. The only thing that matters is why that surgery was taken away from the people who are almost benighted in the north of Penarth, why was it taken away because the Welsh Government failed to protect the people for whom it is responsible and keep the medical services close to the proximity. And the Hub itself in Cogan is another story.</p>	
<p>Albert Road Surgery Patient It was nice to see that there was a clarification of the one of the parts of the first letter that went out that seemed to imply that the Doctors had just chucked in their contracts but on the screen, and I pointed out in an email to the writers that that wasn't the case, that the building had been sold effectively from under their feet. There are a couple of things that have come up tonight that have puzzled me, now there's a lot of money being put forward to further develop the surgeries in Penarth at Redlands and Stanwell to take on the extra patients, so, and also, I think someone said Stanwell has got 2 new GPs and a nurse, I'm</p>	<p>(CE – UHB) first of all, at the beginning of the presentation, what I outlined is that GP practices are independent contractors so they are their own businesses so with regard to the other practices either employing or taking over Dr Leppik or Dr Yousef that's not for us to direct, that would be the choice of the practices in Penarth, whether they felt that was appropriate, and if Dr Leppik and Dr Yousef wanted that themselves as an option, but that was absolutely ruled out and Dr Leppik and Dr Yousef have made their own decisions around that one.</p>

rather puzzled as to why, if Stanwell are now taking on 2 new GPs that a they didn't offer Yousef and Leppik roles in there surgery or, when the Doctors asked if one of the practices could take them on they were refused, now there's an obvious question there, why were they refused. Next question relates to premises, I understand that the Health Board were asked if the Doctors could run the surgery from a porta cabin and they were refused, now it tells me that someone or some people somewhere wanted this surgery closed. I don't know why, but that must be the reason and also, you talk about spreading patients amongst the remaining surgeries. When the closure was first announced 300 patients left Albert Road and went to Redlands and Redlands couldn't cope with those 300, now that tells me a lot, and I also know that Stanwell has huge problems answering phones, giving out appointments to existing patients so these 5,800 / 6000 patients are going to be moved around and things are going to be much, much more difficult, it just beggars belief that no one could get off their backsides in the Health Board and work out an answer for this, and the obvious answer to me initially was to get a porta cabin up and running and then you could have retained the 2 Doctors, Dr Leppik is going back to Cardiff and Dr Yousef,

<p>I'm not sure but she may go back to the medical school, im not sure, but my questions are they, can someone please tell me why the Doctors weren't kept on? Why the premises wasn't given to them even in the form of a temporary porta cabin, which other medical centre have used to run services from.</p>	
<p>Albert Road Surgery Patient Only that as far as I'm aware the Doctors actually did enquire about a position there and Id understand if there was nothing available in either surgery for space or whatever but bearing in mind that they have taken on two new GP's Id have thought it would be beneficial to have taken on Yousef and Leppik and I understand rightly or wrongly that they did ask to go to surgeries in Penarth so we would have kept the Doctors who are already familiar with many of the patients who are being transferred to that particular surgery, that still puzzles me.</p>	<p>(CE – UHB) And again they are independent practices so it is a choice of the practice, just like when we employ staff, we choose who we employ, they are their own businesses so they would need to want to take the GPs and staff on, through discussions that wasn't an option for the practices in Penarth. With regard to the porta cabin, as part of the contract it is for, again, we go back to the independent contractor, as part of the terms of the contract, the GP themselves to provide the contract needs to provide suitable premises from which to provide their services from. Now with regard to a porta cabin, it is not a long-term solution so they didn't have a long-term solution for premises. We've mentioned the Cogan development, but there is no timeline for the Cogan development so a porta cabin wasn't an option, it didn't come up as a viable option when we did have an initial discussion with Albert Road around that and that was absolutely discounted at the earliest stage as</p>

	<p>an unviable option, then Dr Leppik herself decided that she wanted to surrender and give notice on the contract. So given the timescales with Cogan that we haven't got a timeline in sight, the porta cabin wasn't an option for us to consider.</p>
<p>Albert Road Surgery Patient A porta cabin is a temporary answer to a certain situation, now then, there are a number premises empty in Penarth, large premises, Barclays bank has been empty for a long time, Lloyds bank is coming empty from tonight, I know they've got to shift stuff so effectively from tomorrow, now on temporary, I'm talking temporary basis here obviously because I understand it's difficult to get permanent premises for such a thing as a medical centre if you like and surely something could have been done, it would have been simple enough, don't forget, especially banks, they are all wired up with IT lines telephone lines, it would have been simple to move a surgery to somewhere like Barclays bank with the good will of the Health Board, the Doctors and whoever represents Barclays bank on the premises side. It would have been easy to get in there, it would have only taken a weekend to shift all their stuff over, and I'll accept that parking would have been a bit of an issue, but, it's right in the centre of town and</p>	<p>(ML - CHC) I think we've answered Jeff's questions now Clare unless you want to come back on perhaps why Barclays, or Lloyds or premises like that were discounted?</p> <p>(CE – UHB) Just to say there is clear requirements of, premises requirements, of where you provide services from and a specification of rooms to be able to provide clinical services from so it was discussed with Dr Leppik, but again that was discounted as an option, through discussion with Dr Leppik so I'll let Lisa come in now.</p> <p>(LD – UHB) I know it does sound simple but it's not quite as simple, and we're not trying to play anything down as people think, and also, it was that short timeline that we had, I think Clare mentioned that actually they only have to give three months' notice so there is a lot more to it than people realise, there needs to be the right space for clinical rooms, you mentioned yourself about the parking, so there are very specific</p>

<p>even if it was only for 12 months or 6 months or whatever something should have been done. The gentleman who spoke earlier, very passionately was absolutely right when he said not enough has been done, and I don't think anyone has really sat down in the Health Authority, and neither has Vaughn Gething, and neither has the Health Minister. I have sent an email to Vaughn Gething, I had a reply from his assistant which was absolute, didn't answer my questions, just attached the two letters I'd already had, so I've sent an email back asking her and Vaughn Gething to do some research and come back to me with the answers, and that was over a week ago and I haven't had a reply. So it really tells me that Vaughan Gething and the Labour party are not interested in the health care of the people of the Vale and nobody can prove to me, or tell me otherwise.</p>	<p>requirements, and just to give a little bit more assurance as well, the Health Board had lots of meetings with the practice and other practices in the area to try and come up with the best possible solution, we completely understand other people may have different views but collectively we've done that together and probably the final point is, it's the Health Board has got the responsibility for the provision of Healthcare Services not Welsh Government so whilst the requirements of the contract are set nationally, we in the Health Board are responsible for taking that forward so that's why myself and the team were meeting with Albert Road and with the other practices to come up with the best possible solution for ensuring the people of Penarth can have their services so I'll pause there Malcolm I know (<i>name removed</i>) has got his hand up as well and obviously if (<i>name removed</i>) wants to come back in I'm happy to pick that up.</p>
<p>Councillor, St Augustine's Ward, Vale Of Glamorgan Just to clarify a few things, first of all (<i>name removed</i>) mentioned that the Labour party isn't involved, I explained in my first intervention that actually (<i>name removed</i>) and I who are both Labour representatives, elected representatives on the Vale Of Glamorgan council have been quite</p>	<p>(ML – CHC) Thank you (<i>name removed</i>). I think (<i>name removed</i>) has raised the point and Lisa has also responded about the political context of this, and I think going forward if we can now limit our comments directly to the Health Board about the move. The political context it is beyond this meeting and that's for the democratic process and as Neil quite rightly said the local councillors have</p>

closely involved, Lisa and Clare can confirm that we have been in conversations with them over the Health provision within Penarth over the last couple of years. This came as a shock to us as well when it raised its head before Christmas as it seems to have done with Lisa. Yes we understand the premises are the property, under private ownership, of the previous doctors that were in the health practice as is Redlands which is why I mentioned that as being on the block as well. We did, I know we have, the Vale Council and the Town Council which are both Labour controlled have made suggestions about alternative premises, we talked about the place next to West House, I think in fact the town council talked about West House, the annexe there which is quite available, or would have been made available if that had been suitable, so a number of premises have been suggested, to characterise this as being some sort of political thing I think was grossly unfair. We would wish, Lisa you offered a meeting in the future, *(name removed)* and I would both like to take that up if you can communicate through him and me as I'm copied into those emails and we will try to get a date, we do need to try and resolve this in terms of provision within Penarth and making sure the patients, I'm particularly concerned about those

been actively involved in discussions as well so we will take it out of that. If people could no longer refer to the political context that would be helpful to moving this forward. Can I bring Lisa in first before *(name removed)* as *(name removed)* hasn't had a question raised? *(name removed)*?

(LD – UHB) I think on that then in terms of *(name removed)* point as I say we will pick up the meeting outside, Clare and I are happy to have a conversation. I think the point about some people travelling further is probably covered with what Clare said earlier on, we have done the allocation based on the patient list size, we did try and look at where the postal code of where people live but inevitably it doesn't always pan out. So if there are people who feel they have got a long way to travel, again if they have got transport issues, there is the option for them to register with a practice of their choice closer to them. So I think that's probably the main response to transport and how patients were allocated Malcolm.

who are less mobile and having to get from that end of Penarth particularly if they are down the Marina end and if they don't have public transport to get to anywhere for them is very, very difficult they have a mountain to climb quite literally, to get over that hill. It seems to me that people within the close radius of albert road where albert road was who are now being suggested to go to Dinas seems a little arbitrary and perhaps that really needs to be re-addressed. Thank you.

Albert Road Surgery Patient
Hi I'm a patient of Albert Road, I have been for many years, I used to live next to the surgery, I live on the other side of Penarth now. When I lived near the surgery I used to be able to walk to the surgery to book appointments, it was the quickest way to avoid the phone lines I don't have that luxury now. I'm a working mum of two small children, it takes over an hour on a good day to get through to the surgery to book an appointment. Obviously the numbers of the new surgery allocations will be even more. I'm just wondering, I know you said there's provision for additional funding for phone lines, will you be monitoring that to ensure calls are being answered? I know that if one of my children is ill I will be ruthless to make sure I get an

(CE – UHB) I'll pick that Lisa, so there's a couple of things really, as part of the GMS Contract, there are Access Standards which GP Practices, they opt in to providing, and we monitor them on those Access Standards as well. As part of that, it does pick up on response times, and we do monitor performance against those access standards, so that's an annual process that goes from April to March so we do keep an eye, and we have regular meetings, certainly internally as a team, to see how practices are performing and we also offer to support, to practices on where practices are achieving standards so they can adopt some, a practice which may improve response times. As I mentioned earlier we have the practices who are receiving, part of the discussions we've had with them, is that they realise there will be an extra

appointment but I know not all people are like that and I know we do have vulnerable members of the community so if they get through of a day and can't get an appointment they could be at risk and I just want to check that there is some provision in place to make sure people do get appointments when they need them.

demand on their phone lines and it's not just the demand on the phone lines, its physically having somebody to answer the phone in the practice as well. So you can have as many phone lines as you want but you need that person at the end of the phone to answer, so as part of them, the practices, receiving the allocation, they have considered staffing and they have considered additional phone lines so the practices themselves have come forward and recognised that that needs to be addressed as part of this process. Through the Pandemic, the way patients access services has also changed and I know its not the same for everyone but practices do offer alternative ways of contacting the practice and that's part of the Access Standards as well through email or text messaging so those services as well are being developed by practices and I know that it doesn't suit everyone but it does suit a population within a practice. So we will monitor it as part of our Access Standards and equally if patients have a concern they are advised to raise it directly with the practice if there is something they're not happy with, or alternatively they're more than welcome to raise it with us in the Health Board and we will pick that up and ask the practice to respond where there are concerns about access. So hopefully, it is a big ask for the practices, but we are providing

	<p>the support and they are putting as much effort in to try and meet that demand going forward.</p> <p>(ML – CHC) Also, (<i>name removed</i>) and for anybody else, you can also contact the Community Health Council and we will raise it on your behalf as well if a lot of people start to experience problems accessing, and we will take that up and the Health Board usually respond fairly quickly to the concerns that we raise as we try and work our way through it so there are a multitude of different ways of raising it. If you do experience long waits in getting through let us know, because if we know, we can sort the problem out.</p>
<p>Albert Road Surgery Patient I would like to thank you Malcolm for allowing me my second opportunity to speak, and I will try to be as deferential as I can to your direction about being possibly non-political. It's very difficult for me to do that but I will do my best. First thing I want to say is that in the eyes of some people there's no such thing as society, I don't agree with that. I completely go with the socialist way of life, people deal with people. Dr Leppik & Dr Yousef are loved by their patients. I could reduce you all to tears if I told you tonight of what it means to people that those two Doctors are</p>	<p>(CE – UHB) Do you want me to come in there? So there's a couple of things really, first of all on the building, unfortunately Dr Leppik didn't even, wasn't even informed the building was being sold or up for sale so the message that Dr Leppik had was that the building was sold. Nobody was informed so there was no option for Dr Leppik to purchase the building or like you say, for the community to support Dr Leppik in that process. And with regard to the support around the contract and the business, again, we appreciate what you are saying but Dr Leppik does have a Business Manager we've been working very closely with Dr</p>

going, I have a daughter, I can't tell my mother that Dr Leppik is going. These Doctors Yousef and Leppik are loved and they should never be taken away from us. Now the second thing I want to talk about it is business contracts, Dr Leppik is first and foremost a mother, second a Doctor she is not a negotiator of business contracts. That is where help should have been given to her in the beginning and when I looked her in the eyes and told her that, I could see she was nearly in tears she should have been given help over this business of business contracts and it should never, never, never gone the way it has. If there had been honesty, openness and transparency we would have known the time when that surgery was being sold and we would have intervened, and we would have crowdfunded the money and we would have bought it, or we would have got a sponsor like Anthony Hopkins to chuck a million pounds in. There are people who could have stopped that surgery being sold and like Pilot, you washed your hands of it. No-one saved the people of the North of Penarth and I hope you're getting the message. The issue now is, get it back again, go and offer those who own it, make them an offer they can't refuse and buy it back, to the people that should have it please

Leppiks' Business Manager through this process and Dr Leppik and we have provided support even before she decided to resign the contract but its her choice, it's her choice because the contract is with Dr Leppik. She has taken the choice herself not to carry on providing GP Services in the area. Despite the support that we've provided from the Health Board and despite the support from her Business Manager as well.

Albert Road Surgery Patient

I've been with the surgery 40 years in its previous premises before it moved to Albert Road it was down in Stanwell Road Health Centre. So I'm rather concerned that you have been misrepresenting the whole situation of the practice building in Albert Road. I was involved in the consultation 2.5 years ago when the Health Board came to consult us at Albert Road Surgery, in the surgery, about moving to Cogan, because this building was going to be sold, offering Dr Leppik a chance to be in the new building so you knew about it well before, well in advance, about this surgery being sold at some stage. Now you've got a response there from the people who were consulted so it's rather disparaging of your speaker to say to (*name removed*) that it was just his personal view that he was not keen on Cogan. That was a very nasty thing to say when you had a full response from the patients at Albert Road that they as a whole did not want to move to Cogan, they were certainly not keen at all, they were very opposed to it. They wanted you to stay and buy the surgery now that was an issue that came up in the consultation that we had 2.5 years ago that the Health Board should buy the surgery, and the excuse then from the Health Board representatives at the meeting was that the

LD – CHC) So probably just to clarify things, we are certainly not blaming Dr Leppik, I think we've tried to say that we've been supporting her for a number of years so this isn't about blame, we're not blaming her at all but what Clare has described is what's formally in the contract, that it is the GP partners' responsibility to provide the premises so it's not about blame, that's just how the contract works. So just to clarify that in the first place. And in relation to the point about a few years ago, I don't think Clare was in the Health Board at that time but I certainly recall having meetings with Dr Leppik. It was a different situation then, this was around the lease. The previous Doctor wasn't necessarily talking about selling the building but there was talk about when the lease was due to expire. They were the conversations we were having a few years ago and it would have been me, not Clare, and the team picking that up. And you are right, again because of this scenario that is playing out now from the Health Boards' perspective, it does lead to more resilient services if they are in premises which are premises that the Health Board has got a responsibility for. The Health Board has set out that we are looking to develop Health and Wellbeing Centres and Wellbeing Hubs so that is the long term plan and strategic direction, and that was why, those few

Health Board doesn't buy premises like that. All right well, they might have changed, they could change their policy but that was their excuse at that time but they certainly knew well that the issue of the surgery being sold was a very live one. So, to blame Dr Leppik for not being prepared to buy the surgery, she made it clear then that she couldn't and wouldn't to blame her now for not deciding to buy it just seems completely wrong. It was the Health Board that decided not to buy the surgery. We've heard from *(name removed)* that there were alternatives offered you, you could have had the West House annex perhaps if it had been suitable, or the building next door which is Avon House where you already take the top floors for offices, you could have used those adapted them. The excuse that was given that we hear and it's not being confirmed today, but the excuse we were given was that you would need to fit basins in each of the rooms if it was to be a surgery, well that's no excuse, you had time to do that. If Avon House, you're already in there with premises, you just had to presumably negotiating with the agents that you were going to fit these things. So it just seems to be you didn't want to do it. But that was confirmed then when you issued a statement saying your long term view, this is a statement

years ago when we knew the lease would be expiring, the plans were for Albert Road and Redlands to move to Penarth. We said earlier things had stalled but those conversations are picking back up and that is certainly the Health Boards' intention but I think the sale of the building which did come as a surprise to everyone, and that was to Dr Leppik, that was also to us in the Health Board has meant that we've had to put a solution in place, and what we've been describing tonight and in the letter to patients is what we feel is the best solution at this point in time. I think I've covered most of it so I'll pause, and Malcolm I'm happy if *(name removed)* wanted to come back in or if Clare wanted to add anything I haven't picked up?

<p>with Vale Of Glamorgan Council, you issued a statement that your long term view as a Health Board was surgery's should move to Cogan, this so-called wellbeing hub at Cogan. That was the statement you made and that was apparently the reason why you didn't want to fit basins in and have a temporary solution at one of the places that you had be offered. Never mind Barclays Bank that came up later. So you didn't want to do it and it seems very, I'm very cross shall we say that you're trying to blame Dr Leppik for not finding alternative premises.</p>	
<p>Albert Road Surgery Patient Could I come back in? We just heard the slip there from Clare that she said the long term view was for Albert Road and Redlands to move to Penarth, what she meant was that they were going to move to Cogan and that's what the long term plan was and there seems to be confusion here in the Health Board that Cogan is the same as Penarth and it's not the same, but also more seriously, it does not comply with the Health Board policy of having services close to where people live. It's a very difficult place to access and you heard all that at the consultation and you haven't taken it on board. This is extremely worrying that when we tell you that, the access is</p>	<p>(LD – UHB) Thanks, you are right to correct me, its been a long day, apologies for that, I did say Penarth when I should have said Cogan so apologies for that. Yes the policy is care closer to home, as a Health Board that is what we are trying to do, but it is also difficult because we do need to make sure we can provide sustainable services. So I think, we may not all agree, and we hear what you're saying about transport and that is usually an issue if we do change where services are provided, so I think we certainly do need to look at the transport and ensure that people can get there. But it is a challenge with being able to have the very local services, and I think any change can be unsettling, but we do need to look at consolidating</p>

very poor, particularly for those less mobile people, elderly people, people without their own car who can't walk down the hill and all that kind of thing. I'm on the, being involved in the talks between the 50+ forum, the Vale 50+ Forum and the Health Board officials and we've had to keep on telling them Cogan is not the same place as Penarth, Cogan is not a good site for the wellbeing centre or wellbeing hub that you call it so that's been pressed on them and the only excuse that's come back is oh that's, we're in a hurry, it's the only site that's available well that was 3 or 4 years ago, there's been plenty of time to look for alternative sites in Penarth and that policy is to bring the services closer to the people, where people live. If you're going against the fundamental policy of the Welsh Government and the Health Board, you have failed and in calling Cogan equal to Penarth you have failed. You might call it the Penarth hub down at Cogan but it's not Penarth this is just sophistry and so that's what we're objecting to. You're long term scheme is not bringing services closer to people, it's concentrating the GP Services in Penarth a long way away from most of the people who use them.

and looking at the wider services as well. So, we have heard from the consultation and we do understand the challenges around the transport that we will need to work on and address, but I think that decision on that's where the Hub will be is one that the Health Board is progressing, but obviously it has just been paused due to the current Covid issues. So Malcolm that's probably all I can say on that one for now thank you.

The following question was raised in writing prior to the meeting, and raised by the Chair.

'Will the new surgery contact them and advise them how to make appointments?'

(CE – UHB) Because there is so many patients, the practices won't be contacting them to tell them how to make appointments. I suppose patients can do that in one of two ways. They can either, if they've got access, look on the websites, and the websites are up to date for the practices, and it will tell them how to access services. Or if they pick a quieter time of day and time in the week, not in the beginning of the week when it's normally busier, if they ring the practice they can speak to somebody over the phone and they can advise them how to make appointments. Or if they've got access to email, there's normally an inbox that they could send a query in, and ask for a response that way. So the practices won't be contacting the patients directly themselves.

The following question was raised in writing prior to the meeting, and raised by the Chair.

I've got one patient asking, they've got a couple referrals made by Albert Road surgery to the Health Board for treatment they've not heard back yet, what will happen to those referrals when they transfer?

(CE – UHB) All the care has been transferred so the complete medical record will be transferred and that will include any referrals or any ongoing treatment plans and that is part of the process, part of the discussion we have with Albert Road and the receiving practices so everything will carry on as normal.

<p>The following question was raised in writing prior to the meeting, and raised by the Chair. 'why people were referred to Dinas Powys surgery when transport is particularly bad?'</p>	<p>(CE – UHB) Again, I think we've answered that one Malcolm, we had to make, try and make, a pragmatic decision about how we allocated and transferred the patients. So it was geographical and postcode and based on the split of the numbers that the practices were taking, so that's why really the practices were picked and the patients were allocated to the practices they were.</p>
<p>The following question was raised in writing prior to the meeting, and raised by the CHC Chief Officer 'Disappointed at how we found out about the practice closure in the local press. As long standing patient it was very disconcerting, and actually they couldn't book appointments that day as nurse was leaving that day' so again, maybe the Health Board may want to respond about the press found out before the patients?'</p>	<p>(CE – UHB) Thanks Stephen, so when Dr Leppik gave us notice to resign her contract, we worked hard, because we know the impact that would have on patients, and also the impact potentially on the other local practices we were working to try and come to a solution. So we didn't inform patients when we didn't have a solution to tell them and reassure patients on what we were doing to provide the ongoing services for GP services after the closure so unfortunately during the time we were in discussion with Dr Leppik and the local practices, people talk and the news got out and unfortunately before we got an agreement on the way forward, the press got hold of the fact the practice was going to close and they ran the story before we could inform patients. So unfortunately that wasn't the preferred option, our preferred option was to write to patients with a solution so that's why really we had to write to letters to</p>

	<p>patients of Albert Road surgery. The first one was saying the practice was closing and informing them that when we got to a way forward we would inform them. The second was then informing them of the solution, so unfortunately despite the discussion with Dr Leppik and her team, we couldn't keep that news and that news got out and the press ran the story despite us trying to do it in a managed way.</p>
<p>The following question was raised in writing prior to the meeting, and raised by the CHC Chief Officer 'Why is being allowed to close to be replaced by a dental practice?' Is this the case is it being replaced by a dental practice, or are you unaware what is going to go in that building?</p>	<p>(CE – UHB) I'm not sure Stephen of what's going in there, the premises is a privately owned building and we're not party to who the current owners have sold the building to.</p>
<p>The following statement was submitted in writing prior to the meeting, and raised by the CHC Chief Officer 'I'd like to thank Dr Leppik and her staff for looking after me and wish them well for the future.'</p>	<p>N/A</p>

Councillor, St Augustine's Ward, Vale Of Glamorgan

I'm sorry, this is becoming the *(name removed)* show a bit. First of all I was at the meeting that *(name removed)* referred to a couple of years ago that Lisa responded to and my memory of it is similar to Lisa's memory of it, in the discussions, but certainly what raised at that meeting and I've raised on other occasions is the problem about transport, and the problem about people getting from and to Cogan, which incidentally is part of Penarth as Councillor *(name removed)* who is also on this call can confirm, as it's in his Ward. And people live there when we're talking about needing medical provision closer to where people live, people live in Cogan and for many years have had to travel to Albert or to Redlands or to Penarth Health Project thing there. In the same way as other people are now being asked to or may be in the future asked to travel down to Cogan, so it's kind of a red herring as an argument I believe. But certainly we need to address the transport issue, it's something I've raised time and again as Lisa will tell you in that I would like to see a solution that is a public transport solution, put together by with Health Board, a provided hopefully by the Health Board with the support of the Vale if it's possible. With

N/A

<p>some kind of circular route that could take in both the stations, where the closed surgery's would be, including Llandough as well, starting quite early in the morning and finishing quite late to allow provision for visiting at Llandough and for staff to get there from within the town. Maybe going via a couple of the stations as well to pick up. A circular route would take about 20 minutes so it could be a 20 minute service especially with a couple of minibuses then that would ease the pressures on Llandough parking, it would ease pressures on staff getting to and from Llandough, it would ease pressures on patients getting to and from the Hub if and when it comes into being, and it would ease traffic I believe into Cogan helping with the air quality and so on because it is a problem down there. So, to me, it's one size fits all for transport and it would be a benefit to Penarth and the UHB, and I will continue to press for that, thank you.</p>	
<p>Albert Road Surgery Patient Clare you remind me of Dr Leppik both of you are gallant people, you have been gallant tonight in the way you have stuck to your post and I thank you but it doesn't alter the truth, when you just said now, that you didn't really if the surgery was sold to a Dentist right now that's the first time that issue has been mentioned, but I want to say</p>	<p>(LD – CHC) Yes just to say that Clare has covered it but we're aware that the building can only be used for particular purposes and I think that is only for the provision of GP Services or Dental so I think the building couldn't be sold for any purpose at all, but as Clare has said, I don't want to say it's not anything to do with us, I don't want that to come across the wrong way, but that sale is up to the</p>

we will do everything we can to overturn that sale. The initial sale was made by the Church in Wales for the Doctors that owned it. The Doctors owned it, sold it to what is said to be a Dentist's it's a public document, when you sell something it's in the land registry its incumbent upon, sorry to mention the political thing again but it's incumbent upon those who represent us to find out who owns it now, why the secrecy? why no transparency? I'm not saying that Clare against you, you just did what you have valiantly have done all night, you have done the best in the job that you are in but the truth is this, who owns that surgery now? and how can we overturn that sale by finding a legal impediment in the way that it was sold and bought? I will do everything I can to succeed in that matter and get that surgery back to where it belongs, to the people of the North of Penarth.

current owner but we are certainly aware that it can only be used for particular purposes but the other thing that has been said this evening, but probably just to flag it as well, It was the sale which was the reason for the contract being handed back, Clare did say that Dr Leppik did look at other accommodation and there wasn't any but she has made that decision to hand the contract back to us so there is something around even if we could secure the building, once a contract is handed back you can't sort of withdraw that contract and obviously we're part way through a process, and just for transparency I thought it was helpful to make those points really so thank you.

(ML – CHC) Thank you Lisa, are there any other points anybody else would like to raise? I think a point to raise that is similar to the other ones is for those that are out of the area of the Albert Road surgery that were the Albert Road surgery it's important that they ring the number and take the advice you have already given them, not to just sit back and wait for this to happen is to actually take that number and get themselves into a practice as soon as possible. And similarly, as you said before, if you don't like the allocation you have been given you are free to actually ring that number to see if you can find an alternative GP practice that will

	<p>take you on that is closer to where you live or more suitable to the one you want. And as we said to others don't sit back and wait to see what happens, it's important that you ring that number and get the GP of your choice at the time you want.</p>
<p>Albert Road Surgery Patient First of all before I forget, thanks for the opportunity of listening and putting a few points. The point I was trying to make where I was accused of being political, and I ain't a political animal, the point I was trying to make was that it was very, well I personally, was very disappointed and surprised that a the Health Minister and B Vaughn Gething as the SM and local in Penarth hadn't, I know individually they can't do anything but I would have thought they would have stated their ambition to do their best to try and retain a practice with these Doctors in the area and I can't remember seeing on television in the news or seeing an article in the local paper, the Penarth Times for example, to that affect, and that's the point that I was trying to make. The fact that they belong to the ruling party is incidental but I made the point about the lack of thought for the care of the people of Penarth. So that was the point I was trying to raise, but I'd like to thank you all for my</p>	<p>N/A</p>

<p>facility to talk to you and it was nice to listen to all the answers so thank you very much.</p>	
<p>Albert Road Surgery Patient We've heard there's are more than 5,000 patients at Albert Road and unfortunately this opportunity today, thank you very much for the CHC for organising it but this has not given, not attracted, any reasonable fraction of those people, and I wonder if that is partly because we're so used to face to face meetings and if you hold a meeting certainly in the Paget rooms it would be full of people or at least as far as Covid restrictions can allow it. That would seem to be something that CHC's, we would very much like the CHC to do that because there is so much concern about this issue, and many more people would like the chance to question our representatives so could you consider doing that, being and allowing a further, follow up of this meeting.</p>	<p>(SA – CHC) (name removed) Thank you for that. We will have a conversation internally as a CHC to see what we can achieve, obviously we are conscious that the practice is closing at the end of March and again what we don't want to do is to have the same, it is really important that people have a view and be able to feed that in their views and comments, and get assurances where they need that assurances. We will have a conversation with the Health Board to see if that is practical and feasible to do in the timeframe. The reason we done it online tonight was purely because of Covid restrictions weren't released when we were actually trying to organise this so that's why we've gone online instead of doing it face to face. Face to face would have been our preferred option to be honest with you, let's have that conversation and if we do agree to take that forward we will let your know. We have your contact details for the ones who are on tonight, if that is something we are going to do, we will have that conversation and send you a confirmation email of either way, whichever comes out of that if that's ok. We need to go back and just touch base to see what can we achieve by holding another meeting and whether</p>

	<p>or not that will actually add any additional value to where we are at the moment, other than allowing people to get the assurances that they are looking for which if they haven't already done that already, they can obviously speak to the Health Board as they've got their contact details which are on the letters. I know our details were incorrect on the first letter and this was changed on the second letter so people have been contacting us and that's where those questions came from which we will obviously feedback to those individuals.</p> <p>(ML – CHC) And also Lisa I know you received questions as well which you answered in your presentation so ones that the Health Board have received. If there are any questions people feel that have not been asked then by all means contact the Health Board or the CHC and we will to get an answer to those for you as well.</p>
<p>Councillor, St Augustine's Ward, Vale Of Glamorgan Can I just say Stephen if you have further meetings please ensure that I'm invited. I had to sneak into this one, please include me and the other elected Councillors as well, including <i>(name removed)</i></p>	<p>(SA – CHC) Chair, it may be helpful for us to get together to have a conversation perhaps, may be helpful for you and myself to have a conversation with them.</p> <p>(ML – CHC) More than happy for that to happen, and any of your colleagues as well who you are talking about. We can do it face to face or online,</p>

	<p>whatever is most convenient, busy people seem to like online a lot now.</p>
<p>Albert Road Surgery Patient Please can Councillor (<i>name removed</i>) who represents Llandough on the Vale Council be invited as well, because Llandough village, the Vale has forgotten about and a lot of us are patients of Albert Road. Transport is nil so we've got real concerns as well so (<i>name removed</i>) will represent us, thank you very much.</p>	<p>(ML – CHC) Thank you (<i>name removed</i>) and thank you for raising the transport issue, I think this is something going forward, answers need to be given and perhaps solutions sought, not an easy thing to do and I know Lisa that its' on your radar, transport and sustainability and those sorts of things now the Health Board is keen on so thank you for raising that. If you have any concerns that haven't been addressed, please email the Health Board or the CHC or write to us or telephone were more than happy to pick that up</p>

Closing remarks:

The Chair thanked everyone who attended the meeting. It was explained that further comments and questions could be sent to the CHC or UHB after the meeting.

Meeting closed

P-06-1287 Investigate C&V UHB's refusal to keep north Penarth's surgery, allocating patients to distant GPs Correspondence – South Glamorgan CHC to Committee (Appendix 4), 01.12.22



Albert Road Surgery
Practice Closure – Review of Process and Lessons Learned

On March 18th 2022, the sole practitioner contractor at Albert Road Surgery ended their contract with the Health Board and closed the practice. The Health Board undertook a managed transfer of the patient list to four practices in the cluster: Redlands Surgery, Penarth Health Partnership, Dinas Powys Medical Centre, and Sully Surgery.

We conclude the process by reviewing our procedures and how we worked with our partners so we can learn lessons and make those necessary improvements should we be required to act following contract termination in the future. It is also intended that our review will inform learning not only in Cardiff and Vale but also across Wales.

To help us capture those important points from the perspective of all stakeholders, you are invited to give feedback via this survey so that we can understand the impact of the plans and support we put in place on those organisations affected by the contract termination. We want to learn more about how we communicated affected patients and practices. Please also tell us those issues that were not foreseen at the outset but those we most definitely need to consider should there be a similar circumstance in the future.

Please return your feedback to Cav.Primarycare@wales.nhs.uk by 27th April 2022, to ensure that your comments are included in our review. You can also feedback to the primary care team if preferred.

Name of Organisation completing the survey:

South Glamorgan Community Health Council

1. What went well (we'll want to keep doing these things)

- Good FAQ's document. This would allow the public to have some of their key concerns answered and ease some of their anxiety they may have had regarding the closure and re-allocation to another Practice.
- The willingness to meet with patients/public. The public meeting was an excellent opportunity for the public to raise concerns and receive direct responses from the Health board regarding any queries they had. It also allowed the UHB to clarify the chain of events and correct any misinformation or misunderstandings on the part of patients. As well as an opportunity for the UHB to apologise to the patients for finding out about the closure through the media.

2. What could be improved (went OK, but could be better)

- Regular Communication to patients and the public – whilst it was apparent that the UHB did write to patients and shared FAQ's, it was felt this happened too late in the process. Had the information on the process been sent out further in advance (FAQ's could have been included within the patient letters distributed), this could have rectified some of the public concern that was felt.
- Whilst covid restrictions prevented the CHC/UHB from meeting people face to face, this should be considered for future closures so that patients/public have the opportunity to meet with their GP/UHB. The practice should be represented at any public meetings by

the PM / business manager / Partner to allow patients to raise any questions directly with practice staff.

- Informing patients of their new practice – Whilst we can appreciate the effort that would have gone into writing to every patient of the practice, we have received numerous calls/emails from patients informing that they never received a letter about their new practice. Some also commented that some members of the household received letters and others didn't. The UHB should consider alternative methods of communication to ensure everyone is able to receive the necessary information.
- Many patients stated that they found out about the closure on social media from other sources, therefore it would be beneficial to prepare social media communication so that the correct information is coming from the correct source. Ensure that patients are informed by the practice or UHB of any closures / changes before they are informed by the media.

3. What should we do differently in the future?

Better anticipation of closure – The public were aware of the new cogan hub being developed which would have covered Albert Road. Had the UHB better prepared and remained in regular contact with the landlord/Practice, the landlord may not have decided to sell the land. The UHB could have also anticipated the possibility of the landlord selling through their discussion, and should have considered this as a risk to have planned for.

The re-allocation of patients – the biggest concern raised from patients was around the re-allocation process. Many people we heard from were unhappy with the Practice they were allocated to; some raised concerns around distance and travel, being of a certain age and/or health conditions hindering them from getting to the surgery. Some questioned the choice of surgery especially when there was a surgery closer to them. Some asked whether the UHB

considered individual need in relation to the process, especially those whom may have a specific health condition. One family explained that the parents were registered with one Practice and the children were registered with another.

Dedicated phonenumber – the CHC were happy to take phone calls, however it may have been more beneficial to have had a dedicated phonenumber for people to call about their queries and concerns.

4. What is the most important thing you would like us to know concerning your involvement in the process?

The CHC should be involved at the earliest stages of these processes, in order to assist with information to patients who contact us directly, and ensure that patients are informed and engaged with at the earliest opportunity.

Patients could have been kept more informed of what was happening with the process. We knew that this was going to cause anxiety and worry within the community and this should have been better managed.

