

Freedom of Information Act 2000 - Request Reference Fol/23/261

Pentyrch Surgery

Question 1. The date the evaluations of the six shortlisted sites took place and details of those who participated in those evaluations

After considering your request, Cardiff and Vale University Health Board (the UHB) believes that Section 14 of the Freedom of Information Act 2000 applies in this instance and is refusing your request. Under Section 14 of the Act, an organisation does not have to respond to a request if the information being sought is repeated. Under our Section 16 obligation to advise and assist, the UHB would like to advise that this question was addressed in response to Q5 of FOI 21.387.

Further information regarding site identification can be found in the accompanying Appendix B – Outcome of the Public Engagement Exercise for the Development of the Proposed Pentyrch Surgery, page 6.

Question 2. Full details, including dates and documentation, which demonstrate that C&VUHB fully complied with section 183 of the NHS (Wales) Act 2006 and related Guidance which requires engagement and consultation with citizens (patients and non-patients) prior to the public announcement 1 October 2020.

Section 183 of the National Health Service (Wales) Act 2006 requires Health Boards to make arrangements to involve and consult current and prospective service users, **or** their representatives, of which was CHC (now Llais) on developing and considering proposals for changes in the way services are provided.

The Health Board has evidenced in Appendix A – *Engagement on the proposed relocation of Pentyrch Branch Surgery*, that the engagement with the CHC (now Llais) began in October 2019, of which they were involved to help shape the engagement approach with the public they represent.

Through considerable discussion and involvement at the outset between the GP Practice, The Health Board and the South Glamorgan Community Health Council (CHC - now Llais), an engagement approach was agreed. It was agreed that this approach was proportionate to the level of service change patients could expect and entailed meeting with patients to ensure those affected by the proposals would be able to share their views.

Appendix A provides more detail on the following timeline of activity undertaken before October 2020 to engage with the CHC (now Llais) who are the official representatives of the service users impacted by the relocation.

- October 2019 – CHC informed of intent for public engagement on branch surgery development proposal
- December 2019 – Meeting held with CHC to instigate face-to-face public engagement event. CHC agreed to undertake a 2-week transport survey. Plans to hold event in February 2020.
- February 2020 – September 2020 – Engagement paused due to COVID-19 escalation.

- 15th June 2020 – CHC invited to AEDET session (Achieving Excellence Design Evaluation Toolkit)
- 28th September 2020 – Email to CHC seeking comments on proposed communication and engagement plan.
- 5th October 2020 – CHC provided comments on how the engagement materials could be improved and proposed an 8-week engagement. CHC confirmed the approach seemed appropriate.

Question 3. Copy of all questionnaires including numbers issued and completed returns; invitations with dates of issue to citizens, and details of how the Health Board ensured all these reached all citizens as identified in section 183 in the NHS (Wales) Act 2006 and related Guidance

Copies of questionnaires, which were completed through the microsite are not held by the Health Board.

As mentioned in Question 2, face-to-face engagement was not possible due to the global COVID-19 pandemic. The approach undertaken, and agreed by the CHC (now Llais) was to host a micro-site, with a survey that was available from 8th October for a period of 8-weeks. The micro-site was supplemented by other engagement and communication mechanisms which are documented in Appendix A – *Engagement on the proposed relocation of Pentyrch Branch Surgery*.

Appendix B – *Outcome of the Public Engagement Exercise for the Development of the Proposed Pentyrch Surgery* provides information and detail on the feedback received and the describing methods and analysis used and the action that has been taken by the Health Board to mitigate risk where necessary.

Question 4. All evidence including dates to support the Health Board’s claim that the alleged engagement process showed “there was significant support from the residents of Pentyrch and Rhydlafer who welcomed a brand new surgery 2 miles away from the current location. Please quantify “significant support” by numbers and village.

Please see Appendix B - *Outcome of the Public Engagement Exercise For the Development of the Proposed Pentyrch Surgery*.

Question 5. All evidence (including dates) to show that ‘all views and observations’ the Health Board received as part of the engagement and consultation process, had been ‘taken into account and responded to accordingly’. Please detail the nature of each view and/or observation, the number of each view/observation, and the proportion each represented in the total received. Please also indicate which views/observations led to a change in the Health Board’s intentions and how these intentions manifested themselves.

Please see Appendix B – *Outcome of the Public Engagement Exercise for the Development of the Proposed Pentyrch*

It should be noted that the engagement process undertaken for the relocation of the Pentyrch branch surgery has been comparative with previous developmental proposals within primary care in line with what would be reasonably expected for the level of proposed service change. However, thanks to the community voice, we were able to listen to the

concerns and felt it appropriate to provide additional support to the engagement process, which included an opportunity for citizens to attend a public meeting in June 2021 which was agreed with and facilitated by the CHC (now Llais).

Question 6. Details (including notes and minutes) of the deliberations of each meeting of the Transport Group set up by the Health Board in 2022 to consider solutions to the lack of public transport and access to the surgery in Rhydlafer.

As you will be aware from previous correspondence, a transport group has been set up as part of the project management structure for the scheme. The purpose of the group is to consider issues raised in relation to access to the new development and to consider solutions to address these.

The group membership consists of the Practice, Pentyrch Community Council, Llais (formerly South Glamorgan Community Health Council) who act as the patient voice, colleagues from Cardiff Council, Assura PLC and the Health Board.

This group first met in August 2022. No minutes are available from this meeting, however, the discussion focused on the issues that have been raised as part of the engagement process. Further meetings have not been held as the next planned step was for the practice to engage directly with registered patients to seek their ideas for transport solutions.

The letter to patients has been delayed whilst there have been discussions between the Health Board and the practice and developer to establish a revised timescale for this scheme. The Health Board will ensure stakeholders are updated when a revised timescale for completion has been agreed, including the reconvening of this group to take forward the transport discussions.

Question 7. Evidence to show that Pentyrch Community Council and the then South Glamorgan Community Health Council (now Llais) knew in advance of your letter to PSOS&P dated 10 March 2023, that each would be 'gathering the views of others living in Pentyrch, or the wider community' in regard to the intended survey'. Please also confirm whether this is still the intention, that PCC and Llais are to carry out the survey, and if so, when this will take effect.

As referenced in response to Question 6, the practice will be engaging directly with registered patients of the practice concerning their ideas for transport solutions and they will receive a letter from them asking them to assist in developing possible options.

The survey work will be undertaken by the practice, there is no expectation for Pentyrch Community Council (PCC) and the former South Glamorgan Community Health Council (now Llais) to undertake any survey work.

The ask would be that they support the practice in sharing the survey as part of their day-to-day contact with individuals in the community to help inform solutions to the transportation concerns that have been raised in regard to the relocation of Pentyrch branch surgery.

Feedback from all sources (including that which may be received by PCC or Llais) on options and possible solutions to the transport issues raised will be collated and considered by the transport group members when the group reconvenes to confirm how the survey will be managed and analysed.