

Appendix A

Engagement on the proposed relocation of Pentyrch Branch Surgery

December 2017 – January 2022

Key Dates and Actions

Date	Activity
Dec 2017	Health Board received confirmation of Welsh Government Pipeline funding to provide for new fit for purpose premises to replace Pentyrch Surgery (a branch site of Llandaff Surgery) following a submission of pipeline proposals which identified the need a permanent solution for the practice temporary accommodation and to address growth in LDP. Funding agreed with a condition that the scheme should be completed by 2020-21 (extended to take into account Covid-19 restrictions)
Oct 2018	Service Brief signed off by UHB Estates Working Group prior to procurement exercise to appoint developer
Feb 2019	Health Board appointed a third-party developer, Assura PLC, to deliver the scheme following a procurement exercise
March 2019	Developer commenced extensive site search that involved appointing a local agent and meetings with local landowners. From this, a list of potential site options was presented with the majority discounted at an early stage due to size or affordability. A shortlist of 6 sites was identified for further assessment which was undertaken by the PIT against criteria of size, accessibility, affordability, deliverability and acceptability. Following review by the project team against standard criteria applied to other primary care schemes, there was deemed to be only one viable option
10 Oct 2019	Email to CHC from HB Head of Primary Care to inform of intent for patient engagement on branch surgery development proposal and to seek meeting to involve CHC in shaping the engagement
3 Dec 2019	Initial meeting held with CHC to instigate face to face public engagement event subject to ongoing site discussion. CHC agreed to undertake 2-week transport survey to identify how patients were currently getting to the surgery building on initial survey work done by Practice, and that a patient engagement event should follow. Plan to hold event in February 2020
Feb – Sept 2020	Engagement paused due to Covid-19 escalation. In March 2020, Welsh Government confirmed that there was an expectation that processes in terms of business cases needed to be maintained
15 June 2020	CHC invited to attend AEDET. Email sent 15 June from architect with site plan identifying Rhydlafer Drive to all participants in advance of the session. Distribution list includes CHC
28 Sept 2020	Email to CHC seeking comments on proposed communications and engagement plan and proposing 6 week engagement
5 Oct 2020	CHC provided comments on how the engagement materials could be improved, including rewording some of the questions and adding the opportunity for text to substantiate why a particular answer was given. The

	<p>CHC also proposed that the engagement run for 8 weeks, instead of the 6 weeks initially proposed. In addition, the CHC confirmed that the approach taken by the Health Board seemed appropriate in terms of making patients aware of the engagement.</p> <p>One of the comments provided by the CHC indicates that they were aware of a new site, and that the plan was not to retain the current site. <i>“The travel time between the current site and the new site should be mentioned so that there is of an indication of the distance”</i></p> <p>UHB agreement to extend engagement to 8 weeks</p>
8 Oct 2020	8 week engagement period commenced, running 8 Oct – 3 Dec 2020. Microsite went live (delay of microsite going live by 1 day due to the Welsh translation)
w/c 8 Oct 2020	<p>Practice arranged for the bilingual posters to be displayed in the local area including the pharmacy, current practice building and community facilities throughout Pentyrch; and public display boards in the village. CHC contact details included.</p> <p>Social media channels of all key partners utilised to promote and raise awareness of the engagement process</p>
12 Oct 2020	Text messaging, advising of the launch of the engagement process to all patients who attend Pentyrch surgery and those that the practice had mobile numbers for
15 Oct 2020	Initial letter sent to all Pentyrch surgery patients notifying of the engagement process. Included in this letter were details of alternative ways to voice any issues. Details of CHC provided with the option of patients/the public contacting them directly
21 Oct 2020	Project Team agreed to range of additional actions to respond to issues being raised through the engagement. Update on actions provided to CHC including additional letter to practice population providing further information on queries and concerns, article for Pentyrch Community Council newsletter due out early Nov
8-28 Oct 2020	<p>Practice attended a number of digital meetings as part of the engagement process which included:</p> <ul style="list-style-type: none"> ➤ Pentyrch Community Council meeting (19 Oct) ➤ Councillor for Pentyrch (8 Oct/13 October) ➤ Councillor for Pentyrch – transportation committee (25 Nov) ➤ Pentyrch Women’s Institute meeting (28 October)
Nov 2020 and ongoing	An article for Community Link Newsletter distributed to Pentyrch residents by Pentyrch Community Council. Agreement with Community Council to disseminate information regarding the development and seek feedback from patients/interested parties
16 Nov 2020	Zoom meeting with St Fagans Community Council
17 Nov 2020	Follow up letter issued to Pentyrch patients addressing issues, concerns, queries being raised and confirming that the Practice was working with

	Pentyrch Community Council to explore community transport options to support access to the Rhydrafar Drive site
3 Dec 2020	8 week engagement period finished
17 Dec 2020	Application for planning made by Assura PLC to Cardiff Council
26 Jan 2021	Microsite updated to include feedback on the engagement process highlighting the main themes of the feedback received and how the feedback was being acted on. Link to update shared through Cardiff and Vale UHB's Facebook and Twitter accounts
11 Feb 2021	Feedback to CHC on the feedback from engagement including results of survey
15 Feb 2021	Attendance at second Pentyrch Community Council meeting involving UHB PCIC team, the Practice and Assura
Feb 2021	Update article included in the February edition of the Community Link Newsletter which is distributed to Pentyrch residents by Pentyrch Community Council. This confirmed that all feedback provided through the engagement process had been carefully considered and the microsite had been updated with the results and how feedback was being acted on. The offer of contacting the practice for a copy of the on line update was included for those without internet access
1 March 2021	HB PCIC team and Practice met with CHC to discuss issues raised following some contact they had received from the public (a Facebook post urging those that felt affected by the plans, to express their concern to the CHC using a template letter). Agreement in principle that a Zoom public meeting would be held to be chaired by the CHC, to enable all patients and interested members of the public to have a final opportunity to comment on the proposed development. Due to the need to avoid the pre-election period (25 March – 6 May), agreement that the meeting would be held post elections
8 March 2021	Cardiff Council Planning Consultation period ended
10 May 2021	HB Management Executive consideration of report on engagement undertaken to date and response to the issues raised. Agreement to ask CHC to host a further public meeting.
12 May 2021	Letter to CHC proposing further public meeting and sharing ME report and supporting papers
19 May 2021	Planning approval granted by Cardiff Council subject to Section 106
30 June 2021	Zoom online public meeting at the UHB's request and hosted by the CHC inviting all citizens affected by the proposal. 249 members of the public registered for the event; 142 attended.
19 July 2021	HB Management Executive consideration of report on outcome of engagement. Report and all supporting documentation including EHIA shared with CHC
5 Aug 2021	HB letter to CHC providing update on ME consideration of outcome of engagement at meeting held 19 July and decision to delay bringing Business

	Case to ME until 20 Sept to give time for CHC to provide formal position on its consideration of the outcome of engagement
16 Aug 2021	CHC SPC Committee consideration of report on the outcome of engagement
23 Aug 2021	Practice letter to HB (cc to CHC) expressing dismay at CHC SPC recommendation of public consultation, describing tireless collaborative work to reach current position and indicating possibility of permanent closure of the branch surgery if the development is delayed
3 Sept 2021	HB letter to CHC commenting on outcome of CHC Service Planning Committee meeting held 16 Aug, responding to issues raised in order to inform the CHC discussion at CHC Executive meeting scheduled for 14 Sept
14 Sept 2021	CHC letter informing the HB of the CHC Executive Committee decision that its position was that the service change should proceed to formal consultation, and setting out its rationale
20 Sept 2021	Legal Counsel received by HB with advice that the proposed service change does not amount to a substantial service change and is not one which would warrant formal consultation
28 Sept 2021	HB letter to CHC describing Management Executive consideration of CHC views alongside independent legal advice and subsequent decision to support the development of the new premises on the Rhydlafer site and intention to submit the business case to Welsh Government. Offer of further discussion to explore difference of views on way forward and to provide reassurance on points raised by CHC
30 Sept 2021	CHC letter to HB, acknowledging HB letter of 28 Sept and indicating that this puts the HB and CHC in dispute, and welcoming idea of meeting to discuss possible way forward
11 Oct 2021	CHC letter to HB re letter of 28 Sept, and setting out CHC concerns set against WG Guidance Section 17 Principles
13 Oct 2021	Date set for chair/chief exec meeting to discuss differences and seek way forward
13 Oct 2021	CHC issue press statement stating that they are in formal dispute with the HB
27 Oct 2021	HB letter to CHC responding to letter of 11 Oct and providing response to concerns raised by CHC, set against WG Guidance Section 17 Principles
28 Oct 2021	Meeting involving HB chair and interim CEO, and CHC chair, vice-chair/chair of CHC SPC and chief officer to talk through differences and explore a way forward
23 Nov 2021	HB and CHC agreement to seek input from Midas Resolve (mediation arm of the Consultation Institute) to provide mediation to seek a way forward
w/c 6 Dec 2021	Midas mediator informal discussions with HB and CHC to agree scope of mediation
22 Dec 2021	Contract with Midas Resolution agreed by HB and CHC

w/c 3 rd and 10 th Jan 2022	Formal mediation sessions held
17 Jan 2022	Extraordinary CHC Executive meeting to share decision to refer to the Minister

Note: The HB has a Shaping Our Future Wellbeing: In Our Community project board which meets regularly, with primary care issues discussed. The CHC receives the papers for this board and has an open invite to attend.

Appendix B



OUTCOME OF THE PUBLIC ENGAGEMENT EXERCISE FOR THE DEVELOPMENT OF THE PROPOSED PENTYRCH SURGERY

July 2021

1. INTRODUCTION

Cardiff and Vale University Health Board has outlined proposals to provide the registered population of Pentyrch and surrounding areas with a brand new, purpose-built, modern practice premises, replacing the current, inadequate portacabin accommodation. The Health Board proposal describe plans to deliver General Medical Services from new premises, as well as providing some new services to the patients of Pentyrch to improve the level of patient care offered in the area. In December 2017, the Health Board received confirmation of Welsh Government Pipeline funding to provide for new permanent premises for Pentyrch Surgery, with a condition that the scheme should be completed by 2020-21 (extended in consideration of Covid-19 restrictions). Clarification was sought from Welsh Government officials in May 2021, and confirmation was received that the funding was to re-provide services to the patients of Pentyrch Surgery given the ongoing issues with its temporary accommodation. All aspects of the proposal including the location of services is, and continues to be a matter for the Health Board.

Pentyrch Surgery is a branch surgery of Llandaff Surgery. Dr Arulanandam and Partners hold a general medical services contract with Cardiff and Vale University Health Board to provide services to the populations of Llandaff, Penytrch, Fairwater, Canton and Creigiau/ St Fagans areas of Cardiff. The Practice area also covers Llandaff North, part of Whitchurch, Tongwynlais, Capel Llaniltern, Morganstown, Radyr and Gwaelod-y-Garth. The practice took over Pentyrch Surgery in 2011. As at June 2021 the Practice's overall list size was 6,960 of which 1,074 reside in Pentyrch, with a further 587 in neighbouring localities (Creigiau, Capel Llaniltern, St.Fagans, Morganstown, Radyr, Gwaelod-y-Garth, Tongwynlais & Taffs Well.

This document describes the approach taken by the Health Board to identify potential new sites for the delivery of services and the engagement process undertaken.

2. CASE FOR CHANGE

This proposal outlines the need for new permanent premises for Pentyrch Surgery, which is a branch of Llandaff Surgery.

The need for a long-term accommodation solution to the temporary accommodation of Pentyrch Surgery has been a priority for a significant period of time and has been included as a priority scheme within the Cardiff and Vale University Health Board Primary Care Estates Strategy. This Strategy sets out the proposals the Health Board plans to progress, to ensure the provision of high-quality primary care estates to address both current capacity/infrastructure pressures and also to provide sufficient capacity to respond to the significant population growth within Local Development Plans planned to take place by 2026. Estates developments across a range of categories (pipeline funding, capital projects, GMS revenue developments and large/small improvement grants) are identified. In addition, the Primary Community and Intermediate Clinical Board has an agreed Integrated Medium Term Plan which sets out the Clinical Board's priorities over the three-year period of 2019-22. The priorities can be grouped under the three broad headings of:

- Sustainable Primary, Community and Intermediate Care
- Transformation and Service Improvement
- Sustained Service Delivery / Core Business

Primary care estates feature across all three areas and the completion of the Pentyrch development is included as a key priority. There is a pressing need for change; the local and national agenda is for primary care to develop service provision and the desired model will see a shift of services from secondary to primary care. Primary care is perfectly positioned to provide improved access for patients and also the provision of services potentially at a lower cost than secondary care. The replacement facility will enable the practice to develop key services in line with the strategic aims of the NHS in Wales. The new facility will replace the current portacabin facility at Pentyrch to improve the provision of services locally for those patients currently registered with the practice. It will also allow for an expansion of General Medical Services capacity to respond to some of the substantial population increase associated with the new housing developments under the Local Development Plan.

The key investment objectives for this development are:

- To deliver a long-term solution for the delivery of General Medical Services to the residents of Pentyrch and surrounding areas, therefore replacing the current temporary accommodation;
- To provide modern purpose-built facilities to allow existing services to be provided appropriately in a modern, well designed physical environment suitable for the delivery of 21st Century healthcare;
- To increase the scope and range of services provided in primary care e.g. minor surgery and increased sexual health service provision e.g. Long Acting Reversible Contraception and potentially an extended sexual health

clinic for neighbouring practices, in line with national direction and refocusing services to be provided in the community;

- To provide for increased General Medical Services capacity locally therefore addressing the need for additional space to respond to existing needs as well the significant increase in the population planned under Cardiff Council’s Local Development Plan (LDP);
- To support the transformation agenda for primary care by allowing the provision of General Medical Services through a multi-professional approach, therefore helping to ensure the sustainability of GMS services in the longer term;
- To support the Health Board’s commitment to training and development within primary care by providing a learning environment, enhancing multi-disciplinary working and service integration.

Currently service development and ensuring the delivery of care in the community is constrained by the limited accommodation available in Pentyrch and also the space restrictions at the Practice’s main site at Llandaff. The Primary Care Team work out of a temporary portacabin which provides only two clinical rooms/limited ancillary provision. This is unsuitable for the long-term delivery of healthcare services and is limiting the expansion and development of services. It is also not compliant with minimum standards for premises defined in the Equality Act and to meet current Covid-19 legislation and guidance. The Practice is supported by a team of dedicated employees who are committed to providing health services that safely and effectively respond to the needs of the community. The team has worked hard to overcome the current premises inadequacies in providing the services, however, the existing building presents significant challenges from a service delivery and also a sustainability perspective.

Planning approval for the temporary accommodation will not be renewed subject to evidence of progress on a permanent solution.

The following table sets out a number of key issues that currently exist and will be addressed by the provision of new premises.

Access to the Premises	<ul style="list-style-type: none"> • Limited parking at the site. The portacabin currently shares the car park with the village hall. • No disability entrance • The premises are accessed via the only entrance situated at the front of the building with no separate access for staff and patients.

Patient Confidentiality	<ul style="list-style-type: none"> No facilities for receptionist to hold confidential discussions. All conversations between reception staff and patients can be overheard by waiting patients. Waiting areas outside GP and nurse consulting rooms also mean that conversations could be overheard.
Staff and Patients	<ul style="list-style-type: none"> Reception area is very small. There is only room for one receptionist at the hatch, this sometimes means patients could be standing in a queue waiting to be seen. Lack of space for meetings, training and other important activities. Security of staff is a concern especially as the building can only accommodate one receptionist who is left alone in the building outside of morning and afternoon clinics to ensure patients are able to collect and drop off prescriptions and deal with patient queries.
Administration/Reception	<ul style="list-style-type: none"> There is no administration office and limited filing space which is in the reception office. Only room to have 1 receptionist/admin member of staff. All correspondence needs to be transferred to Llandaff, therefore is a delay in input of clinical data from outside agencies leading to a delay in commencing new or change in treatment plans etc.
Clinical Space	<ul style="list-style-type: none"> At present there is one treatment room, this limits what services are provided. Practitioners currently sharing rooms due to space restrictions. The health visitor has to share with the practice nurse during baby clinic. The practice is no longer able to provide an ante-natal clinic and cannot run phlebotomy clinics. Also no scope to expand services due to no room availability. The practice would like to replicate services available in Llandaff, with the addition of: <ul style="list-style-type: none"> LARC/sexual health Joint injections/minor surgery Physiotherapy Mental health support. Ante-natal services Daily nurse appointments Daily phlebotomy appointments Currently patients from Pentyrch are required to attend Llandaff for the above services, but due to services not being available in other surgeries, there is now a lengthy waiting list.
Covid Impact	<ul style="list-style-type: none"> During the Covid-19 Pandemic, it quickly became apparent that it was unsafe to work from the Portacabin. The building failed all infection control measures, and therefore was closed during the height of the pandemic. Patients were required to access treatment from Llandaff.

Financial Impact	<ul style="list-style-type: none"> • The practice is currently required to go through planning application and the drawing up of tenancy agreements every 3 years which comes at a cost to the surgery, the practice has to bear these costs. • The portacabin can only be heated by electric heaters which has a high impact on the practice's utility expenses. • Tele-communications are sub-standard in Pentyrch due to being restricted to the one line made available. The practice has tried to align the telephone system to Llandaff Surgery, at great expense, to ensure call recording and more available lines, but due to the poor broadband infrastructure within the portacabin this has not been very successful. • The practice has 1661 patients who attend the surgery, this includes children. This is well below the average for even a single-handed practice which is no longer accepted. The number of patients attending could not financially support the recruitment of a full time doctor and nurse; the practice has reduced the amount of clinical sessions it can offer due to financial impact. • Without the relocation and planned increase in patient list size from the new development, the surgery would be financially unsustainable and the practice would have no alternative than to close the Pentyrch branch.
Equality Act 20210	The existing premises restrict compliance with the Equality Act 2010

The main areas for development of the practice over the coming five years will support the UHB's vision, and respond to local health need and forecasted demographic growth. The practice has the opportunity to increase the range of services offered to the residents of Pentyrch and surrounding areas by replacing the current temporary accommodation:

- To implement services in line with GMS contract requirements;
- To deliver more illness prevention and health promotion activities that focus on the community taking greater personal and allow the practice to take an active role in supporting the ethos of the West cluster as a well-being cluster;
- To develop minor surgery services and to offer excisions;
- To develop sexual health services (currently only available at the main site and also to develop for neighbouring practices as nothing currently available in Cardiff West);
- To enhance the role of nurses, particularly in relation to chronic disease clinics which will have a significant impact on patient quality of life and in turn, reduce demand on secondary care services;
- To continue and develop as an undergraduate training Practice;
- To implement the role of a Health Care Assistant to support the provision of enhanced new patient checks, increased phlebotomy activity, B/P checks, health promotion, chaperoning and patient recall;

- To increase multi-disciplinary working and service integration in line with cluster priorities.

3. SELECTION OF A THIRD-PARTY DEVELOPER

Following confirmed Welsh Government pipeline funding, a project management structure was established to take the work forward. This included a Project Implementation Team (PIT) led by the Cardiff & Vale Primary Care Team and with representation from Llandaff and Pentyrch Surgery, NHS Wales Specialist Estates Services, other Health Board departments including North & West Locality, PCIC Finance and Capital Estates & Facilities and later, following appointment, the developer (Assura PLC). The PIT reported on approach and progress to the PCIC Primary Care Estates Group with updates provided to the GMS Panel.

Key components of the work included:

- The development of the agreed service brief, ensuring the building was fit for purpose and was developed in line with the Health Board's strategic direction;
- Identifying the initial space requirements including producing an accommodation schedule in line with Welsh Health Building Note 36;
- Overseeing the appointment of a preferred 3rd Party Developer for the scheme, through an agreed procurement process, in accordance with the Health Board's Standing Orders which ensured the selection process was open, fair, had a clear audit route and was compliant with relevant policies and procedures.

On completion of this process, Assura PLC was appointed as the developer of the scheme and to work closely with the practice and the Health Board to deliver the new surgery.

4. IDENTIFICATION OF A SITE

Following their appointment as the third party developer in February 2019, Assura PLC was tasked with undertaking a site search with the requirement for a site which could accommodate the short and longer term requirements for the provision of safe, high quality services. The approach taken involved the following:

- Appointment of Local Agent Cooke & Arkwright
- Drawing on local knowledge/previous sites identified in the area
- Discussions and meetings with Cardiff Council
- Meetings held with local land owners
- Tour of the Area

Through this work, a long list of 25 potential sites were identified (of which 19 sites were ruled out at an early stage). A shortlist of 6 sites was identified for further assessment which was undertaken by the Project Team against standard criteria which had been applied previously to other primary care schemes. The criteria were:

1. Size – Is the site of sufficient size to accommodate the two stages of the development to include initial and full scale requirements?

2. Accessibility – is it sufficiently central/accessible to take account of current practice boundary/location and LDP Growth?
3. Affordability – is the land value considered to provide VFM/ has the land been identified for residential use thus making it unaffordable? Are there any abnormal costs? Is affordability sustainable?
4. Deliverability – are there any constraints on the availability of the land that could impact on the deliverability of the scheme within an acceptable timeframe?
5. Acceptability - is the site acceptable from a practice/patient/public and political perspective? Note, this was an additional criteria included for this development).

Weightings applied to each of these criteria take account of importance, with size and affordability identified as critical requirements (and therefore weighted accordingly) and deliverability of significant importance, given the original condition of funding from Welsh Government.

Using the agreed criteria and weighting led to the following scores for each of the six site options that were evaluated:

Criteria	Weighted Score
Size	5
Accessibility	3
Affordability	5
Deliverability	4
Acceptability	3

Site Name	Size	Accessibility	Affordability	Deliverability	Acceptability	Total (incl Weighting)
Land between Bronllwy & Heol-Y-Bryn Roads	5	3	3	2	2	63
Land between A4119 & Rhydlafer Drive	5	4	4	3	3	78
Land off Fairmeadow	5	3	1	1	2	49
xxxx commercially sensitive site	5	2	3	2	1	57
Rugby Club	1	3	4	2	4	54
Squash Courts	1	3	4	2	4	54

The Council-owned Land between A4119 & Rhydlafer Drive emerged as the option scoring highest against the criteria with a score of 78, and with a score of 3 or above in relation to the critical/significantly important requirements. No other site options met this required threshold and on this basis, were considered not to be viable site options (the Rugby Club and Squash Courts were not deemed viable because of the limited size).

An application for planning was made by Assura PLC on 17 December 2020; the consultation period ended on 8 March 2021. Planning approval was achieved on 19 May 2021 subject to Section 106.

An Equality and Health Inequalities Impact Assessment has also been completed. (*Appendix 3*)

5. PATIENT ENGAGEMENT

As part of the engagement process for primary care developments, a meeting with patients would usually be held, to ensure that those affected by the proposals were able to share their views in relation to the plans and proposals. Due to the national restrictions imposed by the Covid-19 pandemic, a face-to-face engagement event could not be held. As a result, the approach that was agreed and supported by the Community Health Council, was primarily based on a microsite hosted by Assura PLC which provided information on the development, as well as a mechanism for people to feedback their views. The Community Health Council (CHC) provided comments in early October 2020 on how the materials could be improved, including rewording some of the questions and adding the opportunity for text to substantiate why a particular answer was given. The CHC also proposed that the engagement run for 8 weeks, instead of the 6 weeks initially proposed. In addition, the CHC confirmed that the approach taken by the Health Board seemed appropriate in terms of making patients aware of the engagement.

The microsite was supplemented by other contact mechanisms which included:

- An article for Community Link Newsletter distributed to Pentyrch residents by Pentyrch Community Council
- Text messaging, advising of the launch of the engagement process to all patients who attend Pentyrch and those that the practice had mobile numbers for
- An initial letter to all Pentyrch patients notifying of the engagement process. Included in this letter were details of alternative ways to voice any issues; and a follow up letter being issued two weeks into the process addressing concerns being raised and those requiring further communication/ clarification.
- Details of South Glamorgan Community Health Council provided with the option of patients/the public contacting them direct
- Social media channels of all key partners to promote and raise awareness of the engagement process
- Enlisting the support of the Pentyrch Community Council to disseminate information regarding the development and seek feedback from patients/interested parties

- Other contact mechanisms such as displaying posters in the local area including the pharmacy, current practice building and community facilities throughout Pentyrch; and public display boards in the village
- An update on the results of the engagement and how the feedback was being acted on has been included on the microsite. A link to this was also shared through Cardiff and Vale UHB's Facebook and Twitter accounts. Recognising that the microsite/social media may not be accessible to everyone, a further article was provided in the Community Link Newsletter, with the offer of a hard copy being available from the Practice.

In addition, the Practice attended a number of digital meetings as part of the engagement process which included meeting with Pentyrch Community Council, Councillor for Pentyrch and Pentyrch Women's Institute.

Response to the engagement

Overall there was a high level of interest in the proposals resulting in a significant number of comments provided during the 8-week engagement process and since, through the following sources:

- i) Microsite
- ii) Zoom meeting with St Fagans Community Council on 16 November 2020 (Meeting *notes attached at Appendix 2*)
- iii) Direct Correspondence to the Health Board (and follow up meetings in some cases)
- iv) Collated themes via direct feedback to CHC (3 responses received through this route)
- v) FOI requests (x4)
- vi) Zoom Online Public meeting at the UHB's request and hosted by the CHC on June 30th 2021 inviting all citizens affected by the proposal. As well as the UHB addressing the issues raised during the event, a review of the correspondence collated by the CHC that was received during the 7 working days after the event has been undertaken. 249 members of the public registered for the event; and 142 attended. 51 email/letter responses were reviewed following the online public meeting.

Response to the issues raised through the microsite and other engagement and further action taken to mitigate if necessary

The issues raised have been consistently reflected across all types of engagement involving the microsite, direct correspondence with the Health Board, feedback to the CHC and public/community council meetings. These were reiterated at the Online Public Meeting held on June 30, and in the subsequent feedback from the CHC and centred around:

- **Location**

The location of the new premises was referred to as a concern for many who provided feedback and specifically its location outside of Pentyrch (2 miles from the current premise). The current population of Pentyrch is c.3400; 1074 patients are registered with Pentyrch Surgery. In addition, 587 travel to the surgery from the surrounding areas of Creigiau, Capel Llaniltern, St.Fagans, Morganstown, Radyr, Gwaelod-y-Garth, Tongwynlais & Taffs Well.

The proposed site was identified through a thorough options appraisal process which involved scrutiny of 25 different sites in and around the northern parts of the Llandaff and Pentyrch practice boundaries; the site at Rhydlafar Drive was evaluated as the only viable site. It is recognised however that no site is a convenient location for everyone, especially where rural communities are concerned but the site affords the practice to improve and expand the services they offer by providing increased space and better parking.

The proposed location, albeit 2 miles from the current surgery is less than the distance to Llandaff Surgery (5 miles), where patients currently have to travel for specific services currently not available at Pentyrch due to building constraints. In addition, c. 2,000 patients residing in Pentyrch are registered with other practices in the area.

Practice	Number	Distance from Pentyrch
Parc Canol Surgery (branch in Creigiau)	362	2.2 miles (3.5 miles main site)
Taffs Well Medical Centre	224	3 miles
Radyr Medical Surgery	1297	4.3 miles
Danescourt Surgery	27	4.2 miles
Bishops Road Medical Centre	81	5 miles
Llandaff North Medical Centre	5	5.7 miles
Whitchurch Medical Centre	12	4 miles

- **Improved patient services**

The practice had reported that most of the feedback from patients contacting the surgery directly were in favour of the proposed relocation of the surgery from its unsustainable, temporary portacabin. This was echoed in the engagement results where both registered patients and non-registered patients respondents specified the need for improved patient services, additional space and the need for a new, modern building.

In the microsite survey, feedback was requested on what respondents felt would be the most important aspects of the design of the replacement premises. The top three responses by score, were space for more clinical services, public transport links and improved capacity and design of the patient area. Feedback during and after the Online Public Meeting confirmed that there is no doubt that improved patient services from a new building were a necessity.

- **Accessibility and Travel**

A number of concerns were made in relation to travel arrangements to the new site, and improved public transport links were identified as a high priority.

Furthermore, the Equality and Health Inequalities Impact Assessment, identified that patients may need to travel further than the current portacabin for the range of services previously provided in Pentyrch, and there are challenges for public transport due to the rural location of the area, with particular implications for all age groups without access to a car. Although it was noted that patients currently have to travel to Llandaff Surgery for some services not available at the current Pentyrch Surgery, the proposed new premise is closer in proximity (2 miles). Data also shows (included above) the extent that patients in the wider Pentyrch population are able to travel to access general medical services.

Studies of journeys to the current Pentyrch Surgery identify that many already travel there by car or taxi; however, it is recognised that some patients will use public transport. The challenges of public transport in the area are acknowledged and so work is progressing with Cardiff Bus, Cardiff Council and Pentyrch Community Council to explore feasible public and community transport options which are accessible for patients. Assura PLC has designated a Section 106 financial contribution to Cardiff Council for the sole purpose to support improved public and/ or community transport links between Pentyrch and the surgery.

The Practice is promoting the community transport service provided by Vest Community Transport which is currently available and being used by some of their more elderly patients.

As part of the planning application, the Council explores the transport implications of the scheme and a Transport Assessment has been completed as part of the planning application. This assessment looks at all highways data in detail, including the potential number of car journeys which can be expected at the new site at different times of the time, and fully considers the impact of the development for traffic and all other transport options. The transport assessment concluded that there is no existing highway safety pattern or problem within the vicinity of the site which could be exacerbated by the proposed development. It has also concluded that there is sufficient multi-modal access to the site by way of an established and proposed network of active travel routes. The development's access strategy and proposed level of parking provision will ensure no undue pressure is placed on the local highway network.

- **Suitability of the site and car parking provision**

A number of comments were made in relation to the site being of a sufficient size and the level of car parking provided. Concerns were also expressed by St Fagans Community Council and the impact on the streets in the adjacent housing estate. To respond, the surgery has been developed in line with the guidelines set by Welsh Government in Welsh Health Building Note 36 which

determine the size of the building. The operation of the building will comply with all statutory requirements e.g. waste, in its operation.

There will be dedicated car parking spaces for both staff and patients, and car parking has been designed in accordance with national planning requirements for health buildings. To respond to feedback, the originally planned 25 spaces have been increased to 28 and the ratio per clinician is now far superior to most surgery buildings. Also, it is at the maximum of what is an acceptable level under the Cardiff Council's Parking policy.

Furthermore, and particularly due to the Covid pandemic, methods of access to GP services are changing, with more emphasis on telephone and virtual consultation. This will have an impact on the number of patients physically having to attend the surgery and the consequences this will have on demand for parking spaces.

- **Safety and environmental impact (including traffic and loss of green land and trees)**

A number of concerns were raised through the microsite and repeated in correspondence about the concentration of traffic using the junction. Safety issues had also been cited by St Fagans Community Council. The Transport Assessment which supports the planning application reviews all highways data in detail and fully considers the impact of the development for traffic and all other transport options. The Council's transport officers raised no objection to the planning application stating that "*no concerns are raised regarding highway and pedestrian safety or increased traffic in the area*". A Section 106 contribution of up to £5,000 has been agreed to propose, advertise and install additional waiting restrictions on Rhydrafar Drive. In addition, to further address these issues raised, the proposed design was reviewed by the scheme architect and updated to create more onward visibility for road users at the location.

Minimising the impact on the tree and hedgerow corridor forming the eastern boundary of the site was raised as an issue. In response, the design was changed to position the building at the opposite end of the plot so all of the trees are retained and furthermore enhance this landscape border, both to ensure privacy and to create a welcoming environment for patients. The preferred site does not form part of the Open Space. It is not laid out for recreation – it does not have any footpaths or formal play areas. It is not suitable for ball games due to the topography and proximity to Llantrisant Road and is used as highway verge. The site in question is designated highway land.

- **Community Pharmacy**

A significant number of respondents regarding the inclusion of a community pharmacy stated they would not support this, and there is concern about the impact on the current pharmacy in the village. There is a separate process that applies for granting a licence for a pharmacy and changes to the process in Wales are currently underway with a requirement for UHBs to publish their first Pharmacy Needs Assessment by 1 October 2021 (applications under the old (current) regulations are required to cease 6 months before then). The

proposal for a community pharmacy as part of the Pentyrch development will be determined by the outcome of this process.

- **Engagement**

Respondents through the microsite felt that there was a lack of consultation on the proposals and with the wider community on the proposal. This theme was also reflected in direct correspondence received by the Health Board and in the Online Public Meeting. During their meeting with the Health Board, practice and Assura PLC, St Fagans Community Council asserted that there had been no meaningful consultation and that the decision was a foregone one. In response, while the direct contact mechanisms (i.e. letters and text messages) were focused towards the patients of Pentyrch Surgery, the microsite was open to all and the Local Authority's planning process enabled those potentially affected to also provide comment. The results reported demonstrate the entirety of the approach and the wider population coverage that followed as a result. It was noted that while most people who completed the online survey were patients of Pentyrch Surgery (57%) a significant number of responses (39%) were from local residents not registered with the practice. Furthermore, direct correspondence has been addressed by the Health Board from Rhydlafar residents (not registered with the practice), and similarly from St Fagans.

Most people who responded to the microsite – which is the hub for all of the most up-to-date information - helped them understand the proposals.

In addition, a significant number of comments through the microsite and included in direct correspondence related to matters that are dealt with as part of the planning application process. As part of the statutory requirement, members of the public are given 21 days from the date of submission to view the planning application and provide comment. Those concerns that are relevant to the planning application were signposted to the Council processes.

To conclude the engagement process, the UHB proposed that a public meeting be held to ensure that all those affected by the proposals had an opportunity to be involved. This was supported by and facilitated by the CHC on June 30th. Following review of the feedback, no new themes emerged that have not already been considered and commented on by the UHB. A request was made to review a section of land adjacent to the current portacabin which has been undertaken.

CONCLUSION

Key points as follows:

- Need to secure alternative, permanent and fit for purpose premises to meet the needs of current patients, as well as providing some additional capacity to respond to population growth in the area. Also increased space required to provide additional services.

- Engagement approach consistent with previous approaches taken. Had to adapt in response to Covid-19 but approach was agreed with the CHC. The move of a branch surgery a few miles away which would provide improved services, would not be deemed as significant service change and therefore the approach is proportionate to the level of change. However, due to the level of interest then consideration has been given to all feedback received (patients, residents of Pentyrch not registered with the practice and residents in surrounding areas). An additional engagement meeting hosted by the CHC was therefore held.
- Independent expert advice in relation to the identification of potential sites was undertaken by a third party developer. NHS Wales Specialist Estates services were also fully involved throughout the process.
- Based on the criteria, only one site was deemed to be a viable option. There are some local views that the rugby club would be suitable, however this option (and also the squash court) would not provide sufficient size and scored lower on all criteria other than accessibility. No comments have been made in relation to the other sites shortlisted. To address the questions raised in the Online Public Meeting, concerning the viability of land adjacent to the existing portacabin and squash courts, and where some participants felt that a surgery could be situated, the developer's team assessed the feasibility of relocating Pentyrch Surgery onto this site. The assessment concludes that this would not be a suitable site as it is too small to accommodate the building and a three-storey building is unlikely to be acceptable in this location. The following constraints have also been highlighted which would impact on the deliverability of a surgery on this site:
 1. Continuity of services – the existing surgery would be closed throughout construction
 2. Easements – the site is dissected by foul and storm sewers with no scope to divert
 3. Footpath – whilst this can be diverted it does present a design compromise creating potential privacy issues
 4. Gas governor requires a right of access
 5. Trees - the building encroaches on root protection zones
 6. Residential amenity – in use and during construction
 7. There is an assumption that parking could be shared with the Village Hall. The car park would also be needed exclusively as a compound during the construction phase
- Patients and citizens have had sufficient opportunity to provide their views and there would be no additional value gained from proceeding to consultation.

APPENDIX 1

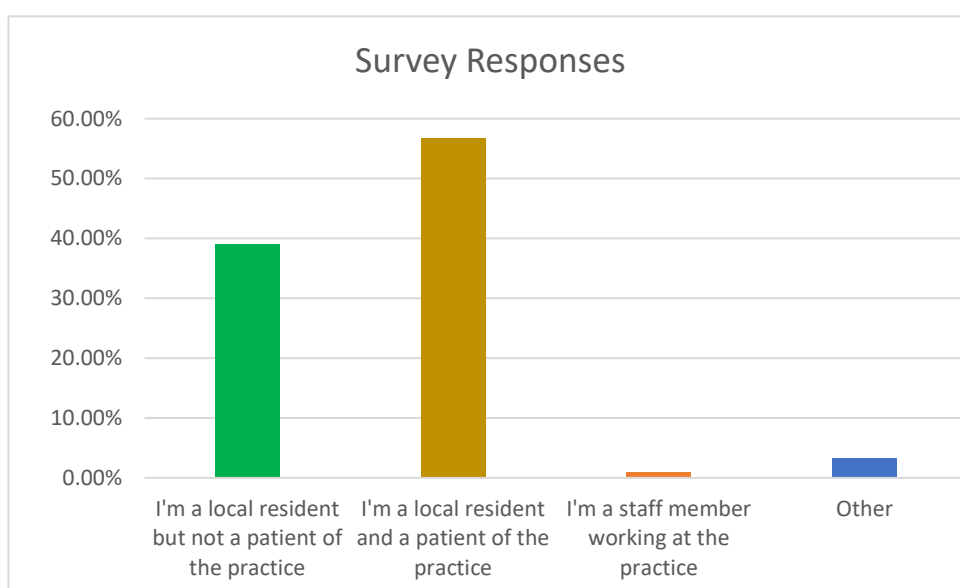
1) Microsite Data

The microsite was open to responses for an 8 week patient engagement exercise which ran from 8th October to 3rd December 2020. 210 surveys were completed.

Summary Analysis of the Survey Questionnaire

An analysis of feedback to the survey undertaken through the microsite show the following results:

Q1. Respondents were asked to confirm their identity as a registered or non-registered patient when responding to the survey



I'm a local resident but not a patient of the practice	39.05%	82
I'm a local resident and a patient of the practice	56.67%	119
I'm a staff member working at the practice	0.95%	2
Other	3.33%	7
Total	100%	210

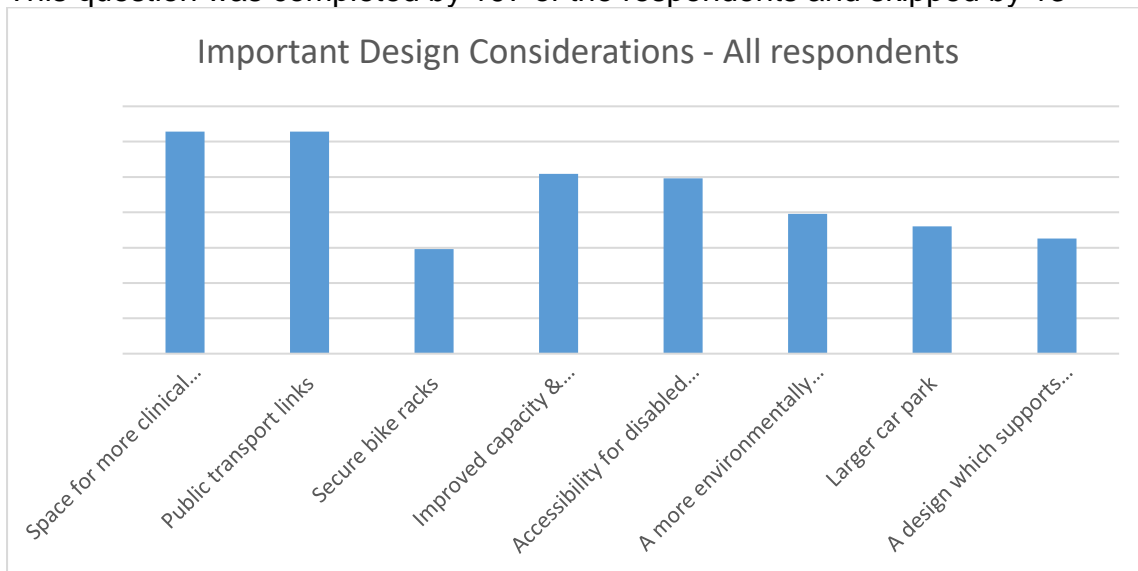
This shows that while the direct contact mechanisms (i.e. letters and text messages) were focused towards the patients of Pentyrch Surgery as the primary group affected by the service change, the proportion of respondents not registered with the practice, demonstrates the approach taken was also sufficient to involve the wider community.

Q2. What is most important to you in the replacement premises design (with 1 being the most important and 8 being the least important)

- Space for more clinical services
- Public transport links

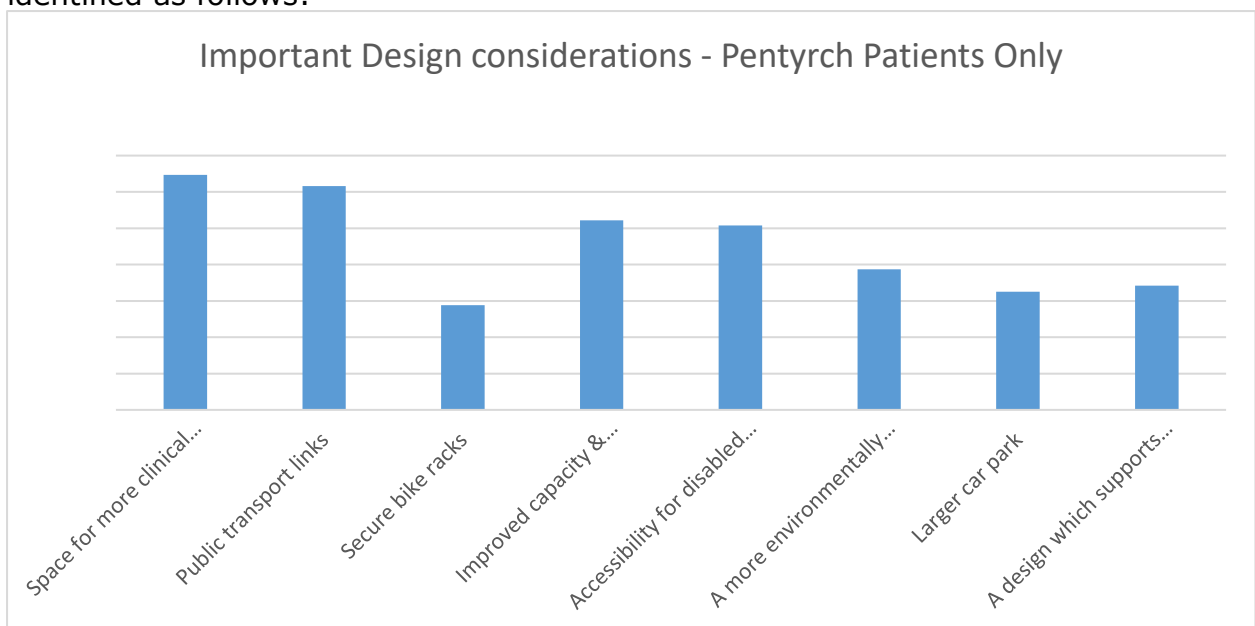
- Secure bike racks
- Improved capacity and design of patient area
- Disabled access and dedicated disabled car parking
- A more environmentally friendly building
- Larger car park
- A design which supports people with conditions such as autism and dementia

This question was completed by 197 of the respondents and skipped by 13



Overall the top three responses by score, (two of which were joint first), were space for more clinical services (joint first), public transport links (joint first) and improved capacity and design of the patient area

Looking specifically at the feedback provided by the respondents that identified themselves as patients of the practice, the important considerations were identified as follows:



The top three responses by score mirrored those provided for all residents namely, (space for more clinical services (first), public transport links (second) and improved capacity and design of the patient area.

Q3. If there is something else important to you about the proposed building tell us about it here

Registered Patients' Responses/	83/119
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Theme	Responses	Percentage
Location Concern	60	72.3%
Accessibility	11	13.3%
In support of the project	6	7.2%
Environment	4	4.8%
Parking	4	4.8%
Pharmacy	4	4.8%
Traffic Concern	3	3.6%

Non Registered Patients' Responses	73
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Theme	Responses	Percentage
Location Concern	52	71.2%
Accessibility	10	13.7%
Environment	10	13.7%
Parking	7	9.6%
Traffic Concern	4	5.5%
Pharmacy	1	1.4%
In support of the project	1	1.4%

Q4. Are there any aspects of the current surgery arrangements you would like to see transferred to the new surgery development?

Registered Patients' Responses	86/119
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Theme	Responses	Percentage
Location Concern	25	29.1%
Staff	19	22.1%
Appointments	13	15.1%
None	11	12.8%
Accessibility	6	7.0%
Additional Services	5	5.8%

Community Pharmacy	5	5.8%
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Non Registered Patients' Responses	62
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Theme	Responses	Percentage
Location Concern	21	33.9%
None	11	17.7%
Accessibility	3	4.8%
Appointments	2	3.2%
Staff	1	1.6%

Q5. Having seen the proposals for the new development, which particular aspects do you like the most?

Registered Patients' Responses	85/119
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Theme	Responses	Percentage
Modern Building	27	31.8%
Improved Patient Service	21	24.7%
Location Concern	17	20.0%
None	14	16.5%
Access and parking	3	3.5%
Environmental	1	1.2%

Non Registered Patients' responses	65
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Theme	Responses	Percentage
None	25	38.5%
Location Concern	19	29.2%
Modern Building	8	12.3%
Access and parking	6	9.2%
Environmental	5	7.7%
Improved Patient Service	5	7.7%

Q6. Are there any particular aspects of the development that you do not like?

Registered Patients' Responses	105/119
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Theme	Responses	Percentage
Location Concern	78	74.3%
Transport Link	23	21.9%

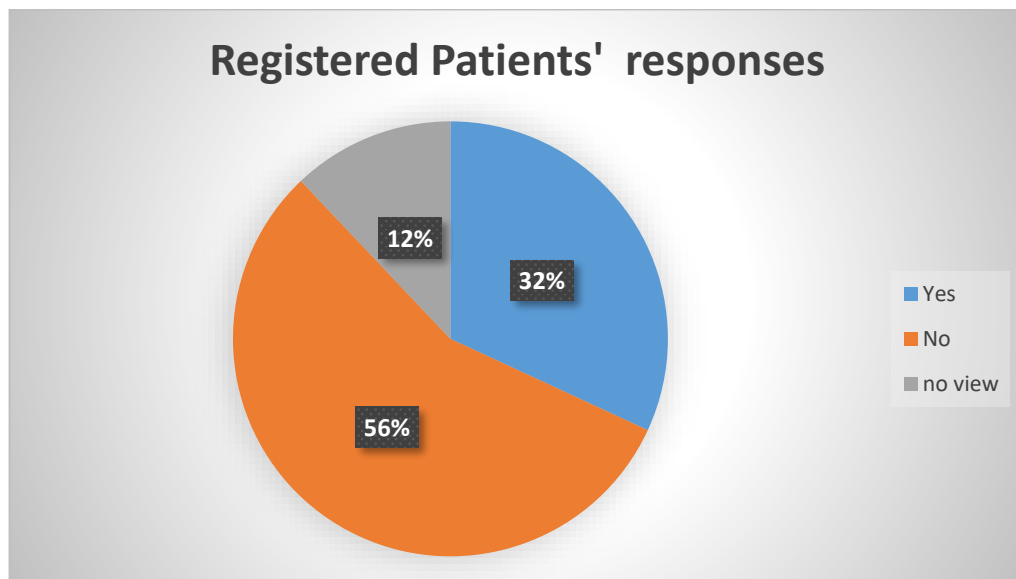
None	7	6.7%
Environmental	6	5.7%
Environment	6	5.7%
Car Parking Provision	4	3.8%
Design	3	2.9%
Everything	2	1.9%
Pharmacy	1	1.0%
Concern Waiting Times	1	1.0%

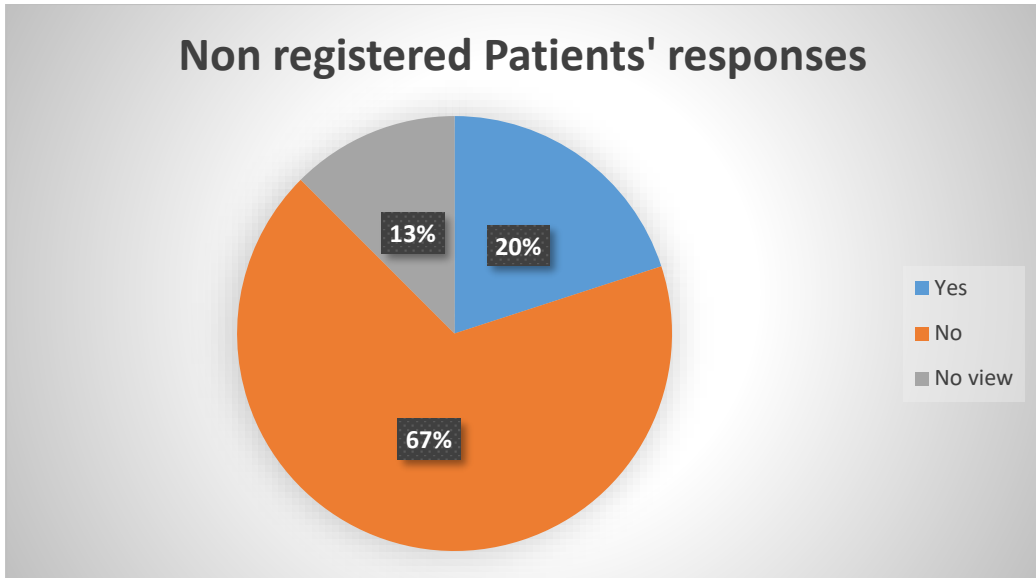
Non Registered Patients' Responses	73
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Theme	Responses	Percentage
Location Concern	63	86.3%
Transport Link	18	24.7%
Car Parking Provision	9	12.3%
Environment	8	11.0%

Q7. Would you support a Community Pharmacy being part of the proposed development?

- Yes
- No
- No view



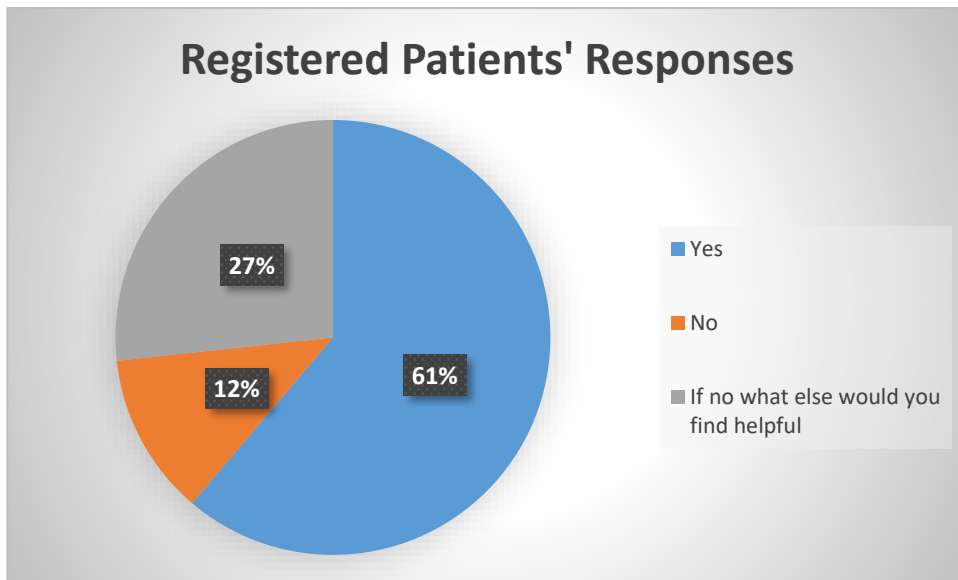


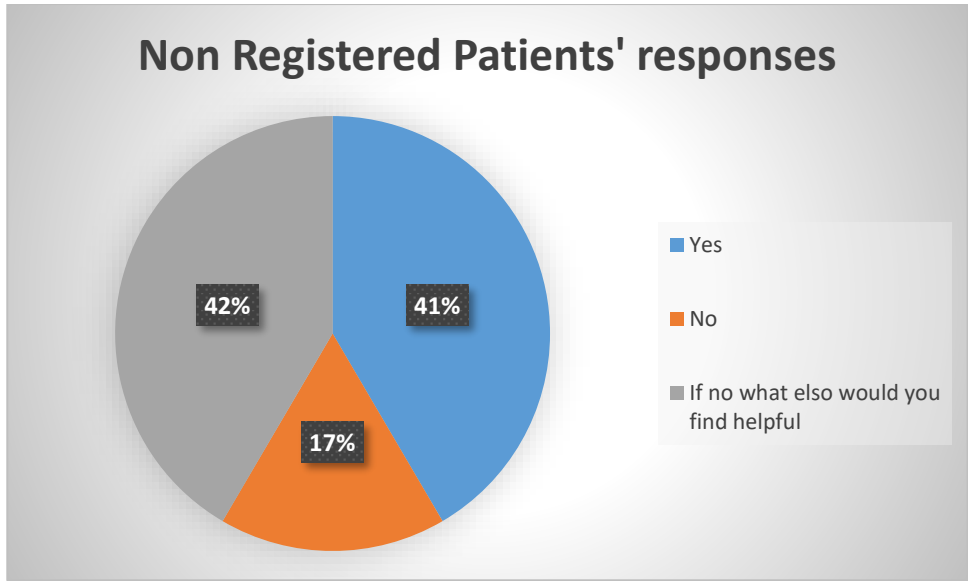
Q8. Has the information on the microsite and the survey questions helped you understand the proposals and allowed you to put forward your views?

Yes

No

If no what else would you find helpful? We ask that you take account of the need to comply with Welsh Government COVID regulations when providing your response





Of the respondents that provided information in relation to If no what else would you find helpful? The following themes were identified

Registered Patients' Responses	31
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Theme	Responses	Percentage
Location Concern	16	51.6%
More Consultation	13	41.9%
Accessibility	1	3.2%

Non Registered Patients' Responses	32
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Theme	Responses	Percentage
More Consultation	18	56.3%
Location Concern	10	31.3%
Parking Concern	1	3.1%

1) Direct Correspondence received by the Health Board

<i>Date</i>	<i>From</i>	<i>Issues Raised</i>
25/10/20	On behalf of Rhydlafar Residents (1)	The size of the site and inadequate car parking provision; access routes to the site and transport arrangements; environmental impact including transport, noise, added pollution, hazardous waste and loss of green land and trees.
12/11/20	On behalf of Rhydlafar Residents (1)	Request for more detailed information on the same issues that had been responded to previously; did not accept the Health Board answers on a number of issues.
24/11/20	On behalf of Rhydlafar Residents (1)	Same issues previously raised and challenged the criteria used to evaluate the site options and raised that the proposal was contrary to the Wellbeing of Future Generations Act and Cardiff Council planning policy. It further requested that a quick decision to reject the proposition was made and that the UHB work with the local community to arrive at a better, sustainable and long-term solution.
2/12/20	On behalf of Rhydlafar Residents Group (2)	Concern about the apparent lack of transparency and robustness of the process followed to select a site for the new surgery, and the inadequacy of the consultation process with the residents of Rhydlafar. Also, that the survey is unsatisfactory for their needs to voice their dissatisfaction.
22/12/20	St Fagans Community Council	A complete lack of transparency in respect of site comparisons, projected patient numbers and parking provision. The suspicion is that the selection of this site is driven by criteria other than that which best serves the community which it is intended to serve. Site issues including lack of space and parking issues, road safety issues, congestion, poor access from Pentyrch. Not consistent with LDP and WG policy.
4/01/21	St Fagans Resident	To register an objection to the planning application. 1. How is the proposed site going to benefit people in Pentyrch? 2. Has anyone close to the project tried to walk to the proposed site? Cycle? Drive? 3. What age range will the people needing the services most will be? 4. How can the new site be considered safe with all the motorised activities going on daily? 5. What about overflow parking that will occur when allocated spaces are full? 6. What about the chaos when site materials and workforce start arriving? 7. Has anyone done any research on how it is ACTUALLY going to work?
5/01/21	Rhydlafar Resident	Objecting to the planning application due to 1) site not providing sufficient car parking resulting in dangerous congestion on an unsuitable road 2) concerns re vehicular entrance, causing blind spots and impaired views of Rhydlafar Drive 3) concern about re-positioning of a community surgery 2 miles outside of Pentyrch and access is via a single track lane, unlit, with no pavement and only the occasional passing place 4) The proposal is not

		consistent with the local development plan 5)The junction of Rhydlafar Drive is already an accident black spot
13/01/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	Loss of Pharmacy and Surgery, Lack of consultation, no public transport and unsuitable walking. 79% of Pentyrch residents responding to their survey believe the problems created by the closure will outweigh the benefits; that people will no longer be able to walk to the surgery; and the belief that people will have to drive whenever they want to visit the surgery. An important minority of people stated that they don't drive and that accessing the surgery will be very difficult for them. The surgery claims few people walk there but offer no detail as to how they arrive at this conclusion. Totally inadequate parking facilities at the Rhydlafar site encouraging on road parking on two bends where a school bus stops and a bus which travels from Rhydlafar along Llantrisant Road
27/01/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	Health Board has been negligent in its approach regarding consultation (Section 183 of NHS Act). Concerns regarding the reliance on social media (flawed process and denies access to the vulnerable), the independence of the microsite with both developer and practice having commercial interest in the outcome, criticism of using social media to seek comments, criticism of Cllr. Gavin Hill-John's ability to reach out to people; it should be the Health Board's responsibility. Pharmacy comment shows complete lack of appreciation on role of pharmacy, transport concerns. Requesting an urgent review of how proposals are being progressed and reserve the right to raise with the Minister
27/01/21	Resident of Pentyrch	Objecting to proposals because residents of Pentyrch have not been consulted with, site not suitable as not on bus route and dangerous to walk; dangerous junction, inevitably mean the loss of pharmacy, car parking concerns, centre is for the convenience of the new housing developments; request for a satellite surgery similar to current arrangement
19/02/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	Formal complaint regarding failure to comply with the requirement of the NHS Act to ensure an appropriate fully informed public consultation on its proposals takes place. We expect that until this obligation has been met, all intended work on a surgery in Rhydlafar be suspended.
23/3/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	Follow up concern relating to the status of the response above.

14/4/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	Difficulties with the terminology used in the previous letter. Questions on the financing of the scheme; and shortlisting process.
24/6/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	It is also clear to us that your 'willingness to listen and learn' which you referred to on 26 May has not been reflected in real terms. It is our view that the intended zoom meeting is a cosmetic exercise, a case of the UHB trying to atone for its breach of section 183 of the NHS (Wales) Act 2006.

2) Other direct correspondence received by the Health Board since the Public Meeting in 30 June 2021

1/7/21	Patient x 2 of Pentyrch Surgery	Concerned that many of the problems highlighted by several of the participants came from people who are not currently patients at the practice. Understand the reasons why the current set up is not fit for purpose and fully support the new facility that is being proposed. Feels strongly that the vast majority of current patients would also echo our sentiments so that a more balanced view would be taken from the meeting itself.
1/7/21	Patient of Pentyrch Surgery	Please register my 100% support for the proposed move. I also commend the surgery for the excellent communication that has/is taking place with patients.
2/7/21	Patient of Pentyrch Surgery	Although registered for the event, did not receive a link to the meeting so could not join. I am firmly behind Dr Marina's determination to succeed in this quest to find a permanent purpose-built site and wish to register with you my support for her position, as I was unable to do so on Wednesday night. I would hope that common sense will prevail in this issue and a much-needed surgery is constructed to serve the growing number of people living on the north western side of the City.
5/7/21*	Patient of Pentyrch Surgery	This email represents our views and the views of those in the community who are supportive of the proposal to provide a more fit-for-purpose solution for enhanced primary care services for residents. The few people who are opposed to the development were vociferous at the meeting. We therefore feel obliged to highlight for the CHC the views of those of us who fully support the new development. We accept that there are issues such as transport availability which will need to be addressed to meet the requirements of patients. However, there are more pressing concerns - the need for a fit-for-purpose building to provide the full range of services; better facilities to attract and retain professional medical and nursing staff; facilities which enable consultations to be provided

		<p>in comfort and in confidence. And it is for these reasons that we support the new development. We strongly support the new development which we believe will benefit our community and all of us as Pentyrch surgery patients. The benefits of having a new surgery with full facilities outweigh the small disadvantage of having to travel a little further.</p> <p>Our aim in sending this message is to record in writing the support which so many of us have conveyed in person to Dr Marina and her staff, but which may not have come across at Wednesday's meeting.</p>
5/7/21	On behalf of Pentyrch Save our Surgery, Pentyrch Neighbourhood watch	<p>Finds it impossible to understand how the LHB thinks it complies with S183 of the NHS Act when over 2 years of no engagement, an appointment of developer and third agent, identification of site and planning application, before any attempt to make contact with citizens. Communications told patients the surgery was moving and the survey could not seek views on the options as none was given. Challenges that the CHC were not made aware of the surgery moving until March this year. Clarify the position on the pharmacy. No answers to the issue around accessibility for those with no transport. Clear to all attending the zoom meeting that the HB will ignore the views of the hundreds of people who have written to the CHC. Is aware of the other avenues available to themselves to appeal.</p>

3) Feedback from the Online Public Meeting, June 30, collated by the Community Health Council

The Community Health Council agreed to facilitate the Zoom Online Public Meeting and record the discussions. Following this, it sent the record of proceedings and subsequent feedback to the UHB for review and further consideration. The feedback received from the Community Health Council did not identify the stakeholder's interest in the proposal, as a patient or resident. A review of this information breaks down the correspondence into the following categories:

	Support	Object	Comment only
Registered with Pentyrch Surgery	6	11	
Pentyrch Resident		2	
Rhydlafar Resident		6	
Not stated		11	3
Registered with another local practice		1	
Notification of Non-attendance/request for minutes/logistical issues			7
CHC handling of the process			1
Duplicate			3

4) Direct correspondence/contact with the Practice since the Online Public Meeting

Status	Comments	Mode
Patient of Pentyrch Surgery	Would like Dr Marina to know they fully supports the relocation	Verbal
Patient of Pentyrch Surgery	Called in to let the practice know they fully supports the relocation	Verbal
Patient of Pentyrch Surgery	Cannot understand why people have a problem with the move	Verbal
Patient of Pentyrch Surgery	Telephoned to give her support	Verbal
Patient of Pentyrch Surgery/stakeholder in one of the sites reviewed	Telephoned to request a copy of the slide that scored the potential sites. Also mentioned how good the presentation was, and did not know where one of the participants had got their facts from stating "the rugby club would have only charged a peppercorn rent". Explained the rugby club was charged a peppercorn rent as part of its lease but it was not a forgone conclusion that this could have been passed to the developers if the surgery had been sited there. This had not been discussed by the rugby club.	Verbal
Patient of Pentyrch Surgery	Telephoned to ask for their support for the new surgery to be passed on to Dr Marina	Verbal
Patient of Pentyrch Surgery	Thinks the whole situation is a load of rubbish	Verbal
Patient of Pentyrch Surgery	Such a sad time when the older generation stop the medicine moving on, the new build produces all that, it is a shame it cannot be built in the area it is now but, the space it needs to be fully functional, amazing unit wins hands down, more specialised staff, more treatment rooms	Social Media
Patient of Pentyrch Surgery	Duplicate message to 5 July correspondence to the Health Board Our aim in sending this message is to record in writing the support which so many of us have conveyed in person to Dr Marina and her staff, but which may not have come across at Wednesday's meeting.	Email
Patient of Pentyrch Surgery/Member of Pentyrch Community Council	At the meeting virtually all the discussion was about travelling along Church Road to and from Pentyrch to Rhydlarf. This should never be considered as the main transport route as it is merely a country lane and in many places little more than a single carriage road. There is however a perfectly acceptable route from Pentyrch along Heol Pantygored to the A4119 and then onto Rhydlarf. Comparative distance via Church Road - 1.9 miles via A4119 - 3 miles. The small additional mileage is more than compensated for by the increased safety factor. Some mention was made that some patients have to travel to Llandaff for treatment now. With a new facility able to offer those treatments the journey	Email

	<p>time for those patients would be reduced to nearly half.</p> <p>Transport along the A4119 does presently allow for public transport from the junction of Heol Pantygored to Rhydlarfaf. With revised public transport being discussed there may be an even better public transport solution available in the future.</p> <p>Great emphasis was placed by some about the ability to walk to the existing surgery and this was countered by the lady (herself an NHS consultant) that she does not see that many walking to the existing surgery. No account was taken of the increased access there will be as the patient list increases from approximately 2000 to 5000 patients. This is a facility that is designed for the future and therefore the access for all the proposed patient list has to be considered.</p> <p>In a similar vein no account was made that should the surgery find an alternative site in Pentyrch that residents would no doubt then be unhappy about the increased traffic through the village to attend the surgery. The demand is to locate the surgery in Pentyrch to meet the needs of approximately 2000 and ignore the needs of potentially a further 3000 in doing so.</p> <p>In conclusion I feel regretfully that I have to comment that a number of participants over the closing 20 minutes or so were quite aggressive in the way they spoke. Their remarks were becoming increasing personal attacks against the staff member present who I felt did an excellent job in presenting the facts and to kept things civil by not giving in to the comments being made.</p>	
Patient of Pentyrch Surgery/Member of the Community Health Council	I was disappointed at the Nimby remarks from the Rhydlarfaf residents who have no concern about where the surgery is located so long as it is not close to them. In that regard as an independent observer I thought the remarks they made in the final 20 to 30 minutes were completely out of hand, personal and aggressive	Email
Patient of Pentyrch Surgery	<p>The contributions from Lisa, Dr Marina et al were excellent and both handled themselves highly professionally in response to many of the issues raised.</p> <p>We were concerned that many of the problems highlighted by several of the participants came from people who are not currently patients at the practice. We have been patients for many years and quite frankly found their comments irritating! When we moved into the area in 1977 there was no doctor's practice in Pentyrch and everyone managed travel issues etc during this time - we feel that many people had forgotten this!</p>	Email

	<p>It was also frustrating to hear several people making long winded statements rather than specific questions but the chair handled this very sensibly. Well done to you all.</p> <p>We both understand the reasons why the current set up is not fit for purpose and wish you to know that we fully support the new facility that is being proposed. We feel strongly that the vast majority of current patients would also echo our sentiments so that a more balanced view would be taken from the meeting itself</p>	
Patient of Pentyrch Surgery	Please register my 100% support for the proposed move. I also commend the surgery for the excellent communication that has/is taking place with patients.	Email
Patient of Pentyrch Surgery	<p>I am a patient of Pentyrch and Llandaff surgery. Please treat this e mail as my support for the above proposed move.</p> <p>I think the doctors have done a great job in the portacabin in Pentyrch but those premises should only ever be temporary and not permanent. They are not conducive to patient consultations -especially when the sound proofing is so poor and I have always worried that those in the waiting room can overhear what I am saying to the GP.</p> <p>I really hope the move goes ahead.</p>	Email