
From: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>
Sent: 29 September 2025 07:51
To: Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Cc: [REDACTED]
Subject: Review [REDACTED] concern - Llansamlet Medical Practice

Hi Craige,

Apologies for taking so long to consider and provide a response. I am sharing with you my observations in the first instance before communicating to [REDACTED] and will be happy to have a chat Monday. Not sure if you wish to do this or me?

I have reviewed all the documentation sent to me. I also spoke to [REDACTED] and [REDACTED] from the LMC but I did not speak directly to anyone in the Primary Care, Community and Therapies Directorate apart from you.

My findings are as follows:

There is no doubt that on the basis of evidence submitted and Llansamlet Medical Practice it did not meet the achievement criteria for the QAIF in hours Access standards for 2022 to 2023. This cannot be disputed. The standard specifically not met was

‘Appointments are available for advanced booking each day with declaration confirming that every patient contact is supported throughout the day. (Patients will be offered an appropriate consultation, whether urgently or through advanced booking consistent with the patient’s assessed clinical need, without the need for the patients to contact the practice again)’.

I note the allegations made by [REDACTED], and listed below in his letter dated to Deb Evans, Chief Executive Officer and I do not see any evidence to uphold his claims.

- Swansea Bay University Health Board, Primary Care Directorate's ability to monitor contract compliance and scrutinise data is poor, leading to concerns in respect of governance and safety.
- The health board managers and administrators are 'overpaying themselves for the work they do, that they lack accountability and professionalism'.
- A failure, by Swansea Bay University Health Board, Primary Care Directorate Management, to take responsibility and accountability of concerns raised, through their lack of appropriate response to concerns.
- Dishonesty by Sam Page, Head of Primary Care at Swansea Bay University Health Board, Primary Care Directorate, regarding emailed correspondence to Swansea GP Practices in respect of phase 2 standards.
- Impropropriety and impartiality demonstrated by Dr Ceri Todd, Primary, Community Care and Therapies Service Group, Medical Director

In respect of the actions taken following the validation process in July 2023 and the dialogue between [REDACTED] and the GMS team my observation is that the GMS team did not take a fair and consistent approach with all the 47 practices.

At the point of validation the deduction of 40 points and income of £9,191 was a sound decision and based on contractual requirements of phase 2 standards not being met. However, at the point that [REDACTED] provided information, collected via a secret shopper exercise (undertaken by him and his team), which listed several other GP practices who were also non-compliant with the standard despite declaring in their self-assessment that they were. One of which was the Service Group Medical Director's practice. It appears that the GMS team acknowledged that there may have been other practices who were not honest in their self-assessment and not compliant with the standard and as a result they took the action to write to all 47 practices again to confirm the standard expected and to further seek confirmation with a deadline of the 4th August 2023. No action was taken with those practices who were listed in [REDACTED] secret shopper exercise. In the spirit of fairness when there was doubt as to the full compliance by all the 47 practices listed it would have been appropriate to have reversed the decision for Llansamlet and to issue a stern warning to him as well as the remaining 46 practices that strict compliance to the contractual standards would be expected going forward and to seek clarification in the event there was uncertainty around interpretation.

[REDACTED] should seek an appeal through Welsh Government via the formal contractual NHS Resolution process and I am not aware if this has been done but I would be interested to know the outcome.

I hope this provides you the information you require?

Can you let me know how you wish the information to be shared with [REDACTED]

Thanks Sarah

Sarah Bradley

Service Director for Primary Care & Community

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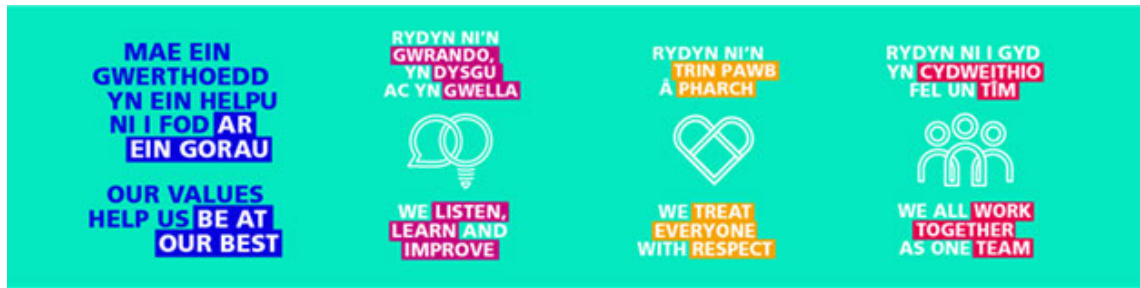
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