
From: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>

Sent: 02 March 2026 08:16

To: [REDACTED]
[REDACTED]
[REDACTED] Craigie Wilson

(Swansea Bay UHB - Corporate) <Craigie.Wilson@wales.nhs.uk>

Subject: RE: Raising Concerns - [REDACTED]

Morning [REDACTED]

I provided you and Craigie with my formal feedback in respect of the concerns raised by you. My formal conclusion is that the attainment of the access points were not met and therefore the decision to deduct the points/money at the end of year was a valid one. My decision was taken after meeting with you and listening to your concerns and reviewing all the documentation pertaining to the contract assurance process followed and also the appeal.

If you wish to go ahead and appeal to Abi Harris then please do so but I have concluded my review.

Kind regards

Sarah

From: [REDACTED]

Sent: 25 February 2026 12:56

To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>; [REDACTED]

[REDACTED] Craigie Wilson (Swansea Bay UHB - Corporate) <Craigie.Wilson@wales.nhs.uk>

Subject: RE: Raising Concerns - [REDACTED]

Dear Sarah

I'm having one more try for a response to my reasonable questions and points below before starting the process all over again with Abi Harris, as I did with Richard Evans back in September 2023. I will have to tell her that despite serious concerns being raised about honesty, conflict of interest, pressure on whistleblowing, governance and then repeated failures to properly investigate and address these concerns (adding further concerns) the matter is no further forward than it was nearly two and a half years ago. You have been empathic and listened, but I do need a formal

outcome.

Please respond whether you feel you can produce a formal response or not, because at the moment the matter is resting on you and held up at this time. I appreciate you are busy but I'm sure you can appreciate how busy a GP is too.

BW

[REDACTED]

From: [REDACTED]
Sent: 05 February 2026 14:01
To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED]
[REDACTED] Craige Wilson (Swansea Bay UHB -
Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - Dr [REDACTED]

Dear Sarah

I'm sorry to have to push for an outcome here and I appreciate you are busy, but I do need an outcome. If you have investigated my concerns and reached conclusions then I need a written version of those conclusions. If SUHB have not been forthcoming with information that you have asked for, or you don't feel that you have been empowered or tasked formally to investigate my concerns then I need to know that too. Whatever the outcome I can't leave the matter here and I need to know so that I can progress things further.

BW

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 30 January 2026 12:02
To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED]
[REDACTED] Craige Wilson (Swansea Bay UHB -
Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - [REDACTED]

Hi Sarah

Thanks for getting back to me. I do appreciate what you have tried to do and you have expressed I feel that your opinion of how SUHB managed the situation was inadequate. This was not about overturning the decision about awarding the points however, the original request from the then CEO was to investigate my concerns with an external exec as SUHB should not investigate itself. My understanding is that it should therefore be a formal process and reach written formal conclusions and judgements about what happened and what should be done, recommendations etc. At the moment I have had your verbal statements over Teams expressing regret on behalf of SUHB that you would have handled the situation differently and that your LHB works with GPs more constructively and that you are sorry to hear what has happened. But this falls short of a formal outcome I'm afraid to say. It doesn't give me anything to go back to SUHB to highlight where and what failings there have been and what will happen as a result. It doesn't formally confirm that there have been any failings at all.

If you don't feel that you have been formally tasked with a review of this level please outline the process that is required so I can go back to the new SBUHB CEO and raise my concerns anew with her. That would be very disappointing though after all the time that has passed. So far, from me raising concerns in September 2023, the matter is no further along at all and it is now 2026.

Sorry Sarah, I know this is extra work you would rather not be faced with but a conclusion is needed.

BW

[REDACTED]

[REDACTED]

From: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>

Sent: 30 January 2026 08:47

To: [REDACTED]

[REDACTED]

[REDACTED] Craige Wilson (Swansea Bay UHB - Corporate)

<Craige.Wilson@wales.nhs.uk>

Subject: RE: Raising Concerns - [REDACTED]

Dear [REDACTED]

Apologies I have not responded but it has been a significantly busy time due to the pressures across the system as well as internal programmes of change impacting our service in Primary Care and Community which has consumed my time and attention.

I am sorry but there is no further input I can give. I was asked to provide and independent review which I did. I relayed my conclusion back to Craige Wilson in Swansea Bay. As discussed with you the attainment of the access points were not met and therefore the decision to deduct the points/money at the end of year was valid and this decision was upheld by Welsh Government who are the official appellants. The process for managing contract assurance is devolved down to each Health Board and the approaches taken can vary unfortunately. I am not in the position to tell other Health Boards how they should manage their communications with their contractors or how they seek assurance and validation of the information.

I appreciate that this is not what you want to hear and I am sorry I have taken a long time to communicate this back.

Kind regards

Sarah

From: [REDACTED]
Sent: 29 January 2026 17:52
To: [REDACTED]
Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED] Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - [REDACTED]

Dear [REDACTED] / Sarah

Sorry to nag. Could you let me know what's happening with everything at the moment?

BW

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 09 January 2026 16:11
To: [REDACTED]
Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED] Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: Re: Raising Concerns - [REDACTED]

Hello [REDACTED]

Sarah is currently on annual leave, I will highlight your email to Sarah when she returns to work next week.

Kind regards,

[REDACTED]

From: [REDACTED]
Sent: 08 January 2026 4:48 PM
To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED]
[REDACTED] Craige
Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - [REDACTED]

Dear Sarah

Please respond to my emails below. I'm sure you can imagine the building frustration of hearing nothing back. We are entering a 3rd year since I raised my concerns, and we are no further forward.

Thank you

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 16 December 2025 13:47
To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>; [REDACTED]
[REDACTED] Craige
Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - [REDACTED]

Dear Sarah

Sorry to message again. Have you had chance to consider my email below? I know you had tried your best with SBUHB and suggested that you would have done things

differently in their situation and I believe suggested they take that on board, but the reason the then CEO suggested an external exec was to investigate and respond to my significant concerns, so we do need to get to an end point I'm afraid. That is likely to be a summary of what happened and the legitimacy of my claims and then some action around the outcomes of that, e.g. if on the balance of probability Sam Page did cover up the provenance of the email to Swansea practices, what will happen as a result of that? It is beyond doubt that Ceri Todd has benefited from Access points that my practice was denied and she was the MD at the time the practice was denied these points and her words to me in the meeting were witnessed by [REDACTED] and she has denied there is evidence that they were said. These are serious matters and SBUHB's approach to dealing with such things is silence, delay or denial without a transparent investigation. We have to draw a line under this somehow and I'm afraid you were brought in and tasked by Craige for that purpose and though I have sympathy that I'm sure you will wish you weren't, we are all bound into it now. The offer of retrospectively awarding the points was a pragmatic and hopeful suggestion by you to SBUHB but they didn't go for it unfortunately, so we are back at the stage of investigating my concerns. One approach I outlined below was a face-to-face meeting with the key players and I would still be up for that.

BW

[REDACTED]

From: [REDACTED]
Sent: 28 November 2025 13:47
To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group) <Sarah.Bradley@wales.nhs.uk>; [REDACTED]
[REDACTED] Craige
Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>
Subject: RE: Raising Concerns - [REDACTED]

Dear Sarah

I hope you had a good break. I'm afraid we're back to the original reason for your involvement as per my email below. Have you had chance to consider my points further?

BW

[REDACTED]

From: [REDACTED]
Sent: 03 October 2025 12:32

To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>; [REDACTED]

[REDACTED] Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>

Subject: RE: Raising Concerns - [REDACTED]

Dear Sarah

It was good to talk to you this morning and thank you for trying to move things along positively and for your empathy and understanding. After signing off I was reminded though that the reason for the external review as suggested by Richard Evans 2 years ago wasn't to try and resolve the financial situation and overturn the decision to award the 40 points, it was to investigate my concerns about the apparent dishonesty, pressure to not pursue my action and double standards / conflict of interest to which the internal review had found no evidence (which given that there is evidence is in itself a concern). The possibility of paying out on the 40 points was a surprise suggestion at our previous Teams meeting. You gave me your conclusion on why the 40 points was not awarded and we have never disputed the technicality of the outcome. The external review was about so much more than this.

I'm sorry to ask again as we thought we had concluded things, but I was distracted by the money offer. I know you have given your opinion to the health board about how things could have been conducted but as it was a formal request to investigate the concerns, I would need a formal response please about your findings on the concerns themselves. The provenance of the email lacks evidence at my end (though it was clearly in response to my case) but all the other concerns are evidenced and witnessed. It may follow perhaps something along these lines:

- With the provenance of the email allowing practices till August 23 to become complaint, what is the evidence that this was pre-planned and routine as Sam Page suggested?
- What will happen regards the problematic situation of Ceri Todd benefiting financially from her practice at the time's 40 points whilst being the MD at a time when my appeal was dismissed and pressuring me not to pursue my claim? (evidenced)
- What action will be taken about the pressure on me to not pursue my case. (evidenced)
- What action will be taken about the minutes of the September 2023 quality assurance visit meeting not being updated to include the discussions around the email provenance and Ceri Todd's words to me about the contract points and whether I wanted the practices I had identified to lose their points (evidenced)
- There should also be something about that it is taken 2 years to get to this point having been passed around several different people and departments

(evidenced)

All the above suggests a health board acting with impunity and feeling untouchable and they must be brought to realise that they have a duty to act responsibly, and they are flouting the duty of candour with far too much ease. When they ask such questions as above to us as GPs, we are required to answer within a week, but they do not treat our questions with any seriousness or priority at all.

If I can suggest one way to resolve this, it may be a letter of apology, or, a face-to-face meeting with me, Ceri Todd, Same Page, [REDACTED], Craige present for his calm steerage, [REDACTED] and with you as Chair? And then a letter of apology. If I can't get them to the table, the only alternative is the campaign as I outlined which with the help of a journalist I will roll out to all practices and push for a change in personnel because these personalities are going to drive more GPs away and cause more patient harm. I'm sure they would much prefer to put this behind them.

Sorry Sarah to put you to more work, but if you could let me know your thoughts on the above.

BW

[REDACTED]

From: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>

Sent: 03 August 2025 10:15

To: [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Craige Wilson (Swansea Bay UHB - Corporate)

<Craige.Wilson@wales.nhs.uk>

Subject: RE: Raising Concerns - [REDACTED]

Morning [REDACTED],

I am awaiting on further information from Swansea Bay which can help me conclude. Appreciate you have been waiting a long time. I will ask [REDACTED] to put another meeting in the diary.

Kind regards Sarah

From: [REDACTED]

Sent: 01 August 2025 16:08

To: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)

<Sarah.Bradley@wales.nhs.uk>; [REDACTED]

[REDACTED] Craige Wilson (Swansea Bay UHB - Corporate) <Craige.Wilson@wales.nhs.uk>

Subject: Re: Raising Concerns - [REDACTED]

Dear Sarah

BW

Dear [REDACTED] thank you for the response. I will pick up with [REDACTED] and Craigie this week.
Kind regards
Sarah

Subject: RE: Raising Concerns -

Dear Sarah

Having had a first constructive meeting I'm happy to continue via email if there's a straightforward conclusion to come? But equally happy for another teams, just thinking there'll be a lot of annual leave coming up next few weeks and it may be tricky to pin everyone down.

BW

From: Sarah Bradley (CTM UHB - Primary Care & Community Care Group)
<Sarah.Bradley@wales.nhs.uk>

Sent: 20 July 2025 19:04

To: [REDACTED]

[REDACTED] Craigie Wilson (Swansea Bay UHB - Corporate)

<Craigie.Wilson@wales.nhs.uk>

Subject: Raising Concerns - [REDACTED]

Hello all, I am very sorry I can no longer make this day and time as our CEO has arranged for a site visit with local politicians regarding an urgent issue. [REDACTED] please can you rearrange.

thank you.

Bw Sarah

Sent from [Outlook for iOS](#)

From: [REDACTED]

Sent: Monday, July 14, 2025 2:06:13 PM

To: [REDACTED]

[REDACTED] Sarah Bradley (CTM UHB - Primary Care & Community Care Group) <Sarah.Bradley@wales.nhs.uk>; Craigie Wilson (Swansea Bay UHB - Corporate) <Craigie.Wilson@wales.nhs.uk>

Subject: Raising Concerns - [REDACTED]

When: Thursday, July 24, 2025 2:30 PM-3:30 PM.

Where: Microsoft Teams Meeting

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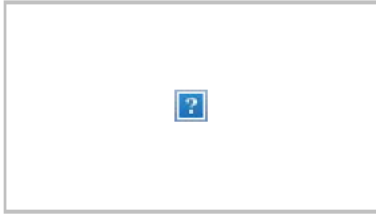
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[REDACTED] United Kingdom, City of London

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