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Transfer of GP Services from Cwmllynfell Surgery

**This is an engagement document on the
request from Amman Tawe Partnership to
transfer their services from Cwmllynfell
Surgery and increase services at
Ystalyfera and Brynamman Surgeries**

**Public Engagement from 8th April to 20th
May 2019**

Who are we, and what do we do?

Swansea Bay University Health, formally Abertawe Bro Morgannwg runs your local NHS services in Neath Port Talbot and Swansea, specialist services for South West Wales and some very specialist services for people from further away.

We plan services provided by GPs, dentists, chemists and opticians as well as provide community services such as district nurses, therapists, school nursing and health visiting.

We also have three main hospitals – Morriston, Singleton and the Neath Port Talbot, as well as a community hospitals in Gorseinon. We provide inpatient and community mental health services and a full range of learning disability services for an even greater population. We help you stay fit and healthy by providing information and support about healthy lifestyles.

Over 350,000 people live in Swansea Bay and we employ over 11000 staff.

In all of this we work closely with patients, their families and carers, the ambulance service, local authorities, universities and the voluntary sector.

What is this engagement document about and who should read it?

Our priority is to ensure that our NHS continues to be safe, reliable and high quality for the increasing number of people who need to access services when they are ill. Therefore, sometimes there needs to be a change to services to ensure this is maintained.

GP services are not usually provided directly by Health Boards. There is a General Medical Services [GMS] contract between the Health Board and a GP, either single-handed or a partnership to provide services for patients to an agreed population area.

The Amman Tawe Partnership [ATP] currently holds two GMS contracts, one with Swansea Bay and one with Hywel Dda Health Board. The partnership provides services over six sites to the community in and

around Ystalyfera, Cwmllynfell, Pontardawe, Gwaun Cae Gurwen, Brynamman and Garnant.

The current GMS premises in Cwmllynfell is not fit for purpose and the Amman Tawe Partnership has applied to the Health Board for approval to transfer services to their neighbouring practice premises. The Health Board and Partnership would wish to work with the population to see how patients can safely and effectively continue to access general medical services and want to know how this proposal will affect patients and stakeholders.

Why does it need to change?

The Cwmllynfell site was built in 1850 as a detached house. It was changed in the 1980's to a general surgery and was later refurbished in the 1990's to the current premises layout, which is limited.



A building conditions report was undertaken in 2017 of this site and the report identified that the property is not meet current health care standards and there are also Health and Safety concerns for patients and staff. The building requires refurbishment in all areas, which will be difficult to achieve due to the layout of the building and the costs to undertake this work.

There is no parking facilities (including any specific disabled parking). The majority of the clinical rooms are very restricted due to poor design and it

has not been possible to improve the layout of these rooms. There are no facilities for people with disabilities and access for people in wheelchairs is difficult due to the layout of the building. Overall, the building does not meet current standards for General Practices.

Opportunities to reduce the number of practice premises will further improve sustainability and continuity of clinical care and make this practice model more attractive to potential GPs and the existing workforce. Supporting the workforce and making this an attractive place to work will improve the range of services available for patients. Access for patients who need to travel will be reviewed and community transport options fully implemented.

So what services are going to change?

The Amman Tawe Partnership has made a formal request to transfer services from Cwmllynfell to their neighbouring practice premises, whilst committed to serving the population of Cwmllynfell the partnership believe that the quality and safety of care being provide from the poor quality premises in Cwmllynfell is being compromised.

There are no alternative premises in the Cwmllynfell area that will enable the Practice to transfer their services to. In 2017 the Health Board Capital Planning Team had plans drawn up for the redevelopment of the Cwmllynfell Welfare Hall and received a quote from an approved contractor for the delivery of the project. The proposed cost for the redevelopment was far in excess of the funding available to redevelop premises and would not provide good value of health care funding. The travel distance to alternative practice premises are:

Cwmllynfell – Brynamman	2.4 miles
Cwmllynfell - GCG	3.9miles
Cwmllynfell - Ystalyfera	4 miles
Cwmllynfell - Pontardawe	8.2 miles

Due to these restrictions, the proposal is to increase services at the Brynamman and Ystalyfera sites with community transport arrangements put in place to ensure patients have transport to access services from these sites. There will be no change to the way that services are provided.

The Practice operates with a multidisciplinary team including GPs, Pharmacists, Nurse Practitioners, Practice Nurses and Health Care Workers and also have access to refer to other outside rapid access services such as Physio Direct, community pharmacy and eye care services where this better meets the needs of the patient.

The Practice operates a GP telephone consultation system where trained call handlers take the calls for all patients and direct the patient to the appropriate health care professional so that patients are triaged appropriately.

The triaging professional will agree the best action for the patient based on their needs with the option of either a telephone consultation or a call back from reception to offer an appointment on the day with an appropriate clinician. This will be at any of the current sites in Ystalyfera, Pontardawe, Gwaun Cae Gurwen, Brynamman and Garnant depending where the clinician is based that day.

In Cwmllynfell the provision for face to face appointments is also follows:

- 3 sessions of GP per week (Monday and Tuesday AM)
- 3 Practice Nurse sessions (Monday and Tuesday AM) supported by 3 Health Care Support Worker sessions (Monday PM, Tuesday PM and Thursday PM)
- 1 Health Practitioner session (Thursday PM)
- The site is closed all day on Wednesday and Friday and also Thursday morning.

It is proposed that this provision will be re-provided at alternative premises. Community transport opportunities will be implemented to ensure access for patients.

What are the benefits of these changes?

- The main benefit of this change is improved sustainability of the practice model.

- Improved facilities to enable the partnership to deliver first class health services
- Increased access to more suitable Practice premises at alternative sites providing access to a wider range of health professionals.

What are the disadvantages of these changes?

- A reduction in access for Cwmllynfell patients at a Practice in their village and a need to travel
- Transport issues for patients

What do you think of the request to increase services at Ystalyfera and Brynamman?

The Health Board will need to consider if the registered patients of the practice can continue to be provided with general medical services by the most effective and efficient means possible having regard to local needs and circumstances.

In partnership with the Swansea Bay Community Health Council, the NHS Watchdog for our area, we will be discussing this proposal with the registered patients of the practice, their carers, the public, politicians and partner organisations to get their views and suggestions.

Between 8th April and 20th May we are engaging on the request from the Amman Tawe Partnership to transfer services from Cwmllynfell Surgery and increase services at their neighbouring premises with community transport arrangements.

We have agreed the range and scope of engagement with the Community Health Council and will running drop in events in Cwmllynfell. The outcome of the engagement will be considered by the CHC and Health Board, giving careful consideration to the feedback received on this request.

A review panel will be convened to consider the request from the Practice, including all supporting information, the outcome of the patient engagement and views of key stakeholders. The Panel will consider the information provided and agree a recommendation to be presented to Public Board of the Health Board.

You can let us know what you think by:

Writing to us:	Primary Care Team Cwmllynfell Engagement Neath Port Talbot Hospital Block A Port Talbot SA12 7BX
Emailing us:	ABM.Cwmllynfell@wales.nhs.uk
Telephone:	01639 684581 and 01639 684631

We have produced a response form so that it is easier for you to respond to this engagement. We would appreciate you filling this in.