

FW: Lack of provision at Brynmawr Health Centre.

Wed 06/11/2024 10:30

From : redacted

To: redacted

As discussed.

Accountancy firm at Hollybush, Upper Bond Street, Hinckley, United Kingdom, LE10 1RH, AAU Accounting Limited, Company Number 12602732.

Thanks,
Redacted

From: redacted

Sent: 04 November 2024 16:59

To: redacted

Cc: redacted

Subject: RE: Lack of provision at Brynmawr Health Centre.

Dear redacted

Thank you for your email as outlined below.

Please find attached response to your concerns, which includes the offer to meet with members to discuss concerns further with ourselves, colleagues from the partnership of Dr Allinson and Dr Ahmed, as well as a representative from Llais.

If you would like to take up the offer of the meeting please provide availability to redacted , who has been cc'd into this response.

Yours sincerely,

Redacted

From: redacted

Sent: 29 October 2024 11:33

To: redacted

Cc: redacted

Subject: Lack of provision at Brynmawr Health Centre.

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Dear redacted

It come to our attention after over fifty public complaints, that health care provision at the Brynmawr Well Being Centre has ceased to operate at acceptable levels.

The surgery itself has posted notices on the main entrance stating the surgery was closed due to the lack of clinicians, which is clearly a major issue. Additional to the surgery closure all basic appointments which were previously booked at an earlier date have now been pushed back by at least two weeks and prescription delays even further. The notice also referred patients of the centre to contact 111 in order to access Urgent Primary Care 24/7 if they feel unwell. Its clear that this would put an additional burden on the Out of Hours System, which is under pressure during the winter period as it is. Also, the Practice Manager has informed the Borough Members that they can only contact e Harley Street by email and have no direct phone contact, which it seems is causing even further issues.

We also had information from patients where referrals to specialists have been entered into the system but not moved forward to the relevant team. We feel that this service is simply unacceptable for the 11,000 people that this surgery services and needs an immediate response from the Aneurin Bevan Health Board. Other e Harley Street

Surgeries in the local vicinity such as Blaenavon and Ponty Pool are also experiencing similar issues, but not to the level of the Brynmawr Surgery.

In addition to this we have also spoken to Locum Doctors who are having issues with their salary payments, with a two and a half months delay in some cases. These individuals have now refused to carry out any further work for e Harley Street and are seeking advice from the General Medical Council.

Therefore, it is clear that the private Health Care Provider who took over the Well Being Centre contract are not operating at a sufficient level, and that the Health Board should not abdicate responsibility for service that is letting the General Public down. We, the Borough Council and Town Council Members, need a direct response from the Health Board asap in order to rectify the situation for the short term, and look at the longer-term plan as it is obvious that the current provider has lost the confidence of the people it serves.

We look forward to an expediate response.

Kind regards.

Redacted

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Redacted

Redacted

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