

## Important update about Wound Care Services at St Fillans

Dear Patient,

We have written this communication to explain an important change to wound care services at St Fillans and the reasons behind it.

### ***Background***

From 1<sup>st</sup> May 2025, our practice undertook the **Simple Wound Care Local Enhanced Service (LES)**. Our aim was to provide straightforward wound care in-house (such as simple dressings and removal of stitches) so that our patients could avoid attending the Treatment Room Service, which many patients have found historically difficult to access. The intention of the LES was that GP Practices would manage simple wound care within their capabilities, allowing the more specialist Treatment Room teams to focus on more complex cases.

We have worked hard to deliver this service and have successfully provided care for many patients.

### ***Why have we withdrawn from the LES***

Since the start of the service, we have experienced ongoing and unresolved problems with how patients are triaged between GP practices and the Treatment Room Service. Patients who are assessed by our Nursing Team as being **outside the scope of simple wound care** and appropriately directed to the Treatment Room and frequently being turned away and told to return to their GP Practice.

This has not been an isolated issue. Most local GP practices providing the LES have experienced the same problem, resulting in patients being passed between services, delays in care, and understandable frustration.

We (along with our fellow PCN practices and other local practices) have repeatedly raised these concerns with the **Integrated Care Board (ICB)** who commission the LES, the **Local Medical Committee (LMC)**, and the management team of the **Treatment Room Service**.

These concerns have been being raised since last June, and although we have been repeatedly reassured that guidance and solutions were imminent, nearly 9 months later there has been no resolution. In our opinion, this remains a commissioning issue that is outside the control of individual GP practices. Crucially, we are increasingly concerned about the **clinical safety risk** to patients caused by confusion, delays and responsibility for care. For this reason, the practice has taken the difficult but necessary decision to give notice on the Simple Wound Care service.

***When will this change take place?***

Our last working day of providing Simple Wound Care under the LES will be **8<sup>th</sup> January 2026**.

From 9<sup>th</sup> January 2026, all wound care – simple or complex – will be directed to the Treatment Room Services as before.

This provides a clearer and safer pathway for patients and removed the ongoing uncertainty about which service is responsible for wound care.

***What if I am told to return to my GP?***

Please advise the Treatment Room service that your GP practice is not signed up to the Simple Wound Care Service and that the Treatment Room is the correct pathway to access care.

***Complaints and feedback***

Any complaints or concerns about wound care services, access or commissioning should be directed to the **Lancashire & South Cumbria ICB**, as they are responsible for commissioning both the Simple Wound Care LES and the Treatment Room Service.

You can contact the ICB Patient Experience / Complaints Team as follows:

Telephone: 0300 373 3550 (patient experience team)

Email: [lsicb-fw.patientexperience@nhs.net](mailto:lsicb-fw.patientexperience@nhs.net)

Post: Patient Experience Team, Lancashire & South Cumbria Integrated Care Board, Level 3, Chris Churt Precinct, County Hall, Fishergate Hill, Preston, PR1 8XB

If you remain dissatisfied with the response from the ICB, you may ultimately take your complaint to the **Parliamentary and Health Service Ombudsman**.

Please note that complaints about the commissioning or structure of wound care services **cannot be resolved by the practice**.

We are sorry for the inconvenience and frustration this situation may cause and thank you for your understanding.

Yours sincerely

The Partners and Team, St Fillans