

We note the feedback provided by the Highways Department and would like to offer further context for our proposal.

The planned conversion of the first-floor flat at 359 Malpas Road will directly support the delivery of essential NHS and public health services, including:

- Independent prescribing clinics
- Smoking cessation programmes
- Women's health services
- Vaccination provision

These services form part of the Welsh Government's strategy to ease pressure on GP surgeries, improve access to healthcare, and deliver more patient care in local communities.

Impact on Parking and Traffic Flow

We understand the importance of managing parking demand and have designed the operation of these services to minimise any additional impact:

1. High local accessibility – With two bus stops within 100 metres in each direction, and the premises situated in the heart of a residential area, a large proportion of our patients walk and use public transport.
2. Primarily existing patients – The majority of people using the new consultation rooms will be our existing patients, who currently visit either on foot, car or public transport. At present, many arrive at the same time due to limited clinic capacity, creating occasional peaks in demand. The new rooms will allow us to stagger appointments, smoothing arrivals and reducing short-term parking pressures. In addition, we will be implementing state-of-the-art AI clinic management software (Pabau) to seamlessly manage appointments, stagger patient arrivals, and optimise clinic flow, which will further help reduce congestion and maintain smooth traffic and parking patterns
3. The proposal adds only two consultation rooms, and importantly, will allow us to dedicate our current ground-floor consultation space to be fully accessible for patients with mobility challenges, disabilities, or other specific needs—ensuring equitable access to services for all members of the community.
4. Lower demand than residential use – As a Class C3 residential unit, the flat could generate multiple vehicles per household with both daytime and overnight parking. The proposed clinical use would not require overnight parking and would have a lower overall 24-hour parking footprint.
5. Short-stay patterns – The layby and nearby short-stay spaces have a natural turnover throughout the day. Our appointment structure means patients will not stay for extended periods, unlike some other commercial uses in the parade.
6. Operational reality – The “over 12 spaces” figure appears to assume three practitioners and one ancillary staff member on site simultaneously, with overlapping patient appointments. In practice, we will operate with one or two

practitioners at a time, on an appointment-only basis, with arrivals carefully staggered to maintain steady, manageable footfall.

Community Benefit

This project will not create significant additional traffic but will deliver clear benefits to the local community:

- Better access to NHS services without additional strain on GP surgeries
- Reduced waiting times for consultations
- Convenient local care for patients who might otherwise travel further afield
- Support for Welsh Government healthcare priorities

It is disappointing that we can potentially be hindered from supporting the Welsh Government's objectives to facilitate and improve access to professional healthcare services for patients in this locality — particularly at a time when the NHS is under significant pressure and our proposal offers a clear, practical way to help ease that burden locally. We see this as an opportunity to strengthen local healthcare provision for residents while preserving the character and accessibility of the area, keeping patient benefit as our foremost priority.

For these reasons, we respectfully request approval of this application so that we can continue meeting the needs of our community in line with national healthcare objectives.