



UNAPPROVED MINUTES OF THE STAKEHOLDER REFERENCE GROUP (SRG) COFNODION HEB EU CYMERADWYO Y GRŴP CYFEIRIO RHANDDEILIAID (GCR)

Date and Time of Meeting:	Tuesday, 14 November 2023 at 09.30
Venue:	MS Teams

Present:	<p>Mrs Hazel Lloyd-Lubran, Chief Executive, Ceredigion Association of Voluntary Organisations (Chair)</p> <p>Mr Jeremy Hockridge, Patient Representative, Carmarthenshire</p> <p>Ms Chesca Ross, Third Sector (CAVO/CAVS/PAVS)</p> <p>Ms Llinos Evans, Carmarthenshire Public Services Board</p> <p>Mr Alan Thomas, Patient Representative (Carmarthenshire)</p> <p>Cllr Shan Williams, Un Llais Cymru/One Voice Wales (Pembrokeshire)</p> <p>Cllr Anne McCleary, Un Llais Cymru/One Voice Wales (Ceredigion)</p> <p>Ms Mandy Dean, Carer Representative (Ceredigion)</p> <p>Ms Sian Davies, Siarad Iechyd/Talking Health Representative (Carmarthenshire)</p> <p>Mr James Houston, Welsh Ambulance Service (WAST)</p> <p>Ms Andrea Edwards, West Wales Action for Mental Health</p> <p>Ms Eleri Jenkins, Group Director of Housing and Support, Barcud Cymru (part)</p> <p>Ms Jacky Jones, Independent Sector</p> <p>Ms Leanda Wynn, Llais (Citizens Voice body)</p>
In Attendance	<p>Mrs Alwena Hughes Moakes, Communications and Engagement Director, HDdUHB (Lead Director)</p> <p>Ms Delyth Evans, Engagement Manager, HDdUHB</p> <p>Ms Helen Morgan-Howard, Head of Engagement and Transformation Programme Office, HDdUHB</p> <p>Ms Liz Cartwright, Engagement Manager HDdUHB</p> <p>Ms Helen Mitchell, Committee Services Officer, HDdUHB</p> <p>Ms Margaret Davies, Committee Services Officer, HDdUHB (minutes)</p> <p>For Item SRG(23)67</p> <p>Mr Alex Martin, Principal Programme Manager, HDdUHB</p> <p>For Item SRG(23)68</p> <p>Mr Ben Rogers, Principal Programme Manager Transformation HDdUHB</p> <p>For Item SRG(23)69</p> <p>Ms Alison Bishop, Unscheduled Care Lead, HDdUHB</p> <p>For Item SRG(23)71</p> <p>Ms Charlotte Wilmshurst, Assistant Director of Assurance and Risk, HDdUHB</p> <p>For Item SRG(23)72</p> <p>Ms Linda Jones, Carmarthenshire County Council</p> <p>For Item SRG(23)73</p> <p>Mr Anthony Tracey, Digital Director, HDdUHB</p>

For Item SRG(23)74

Ms Enfys Williams, Welsh Language Services Manager, HDdUHB

Agenda Item	WELCOME AND APOLOGIES CYFLWYNIADAU A YMDDIHEURIADAU	Action
SRG(23)61	<p>Mrs Hazel Lloyd-Lubran welcomed all to the meeting.</p> <p>Apologies for absence were received from:</p> <ul style="list-style-type: none"> • Mrs Anna Bird, Assistant Director - Strategic Partnerships, Diversity and Inclusion, HDdUHB • Ms Angharad Lloyd-Probert, Senior Project Manager HDdUHB • Ms Gillian Perry, Natural Resources Wales • Ms Alison Harries, Carer Representative, Carmarthenshire 	
SRG(23)62	<p>DECLARATIONS OF INTEREST DATGANIADAU O DDIDDORDEB</p> <p>There were no declarations of interest.</p>	
SRG(23)63	<p>MINUTES OF THE PREVIOUS MEETING HELD 18 JULY 2023 /COFNODION Y CYFARFOD A GYNHALIWDYD AR 18 GORFFENNAF 2023</p> <p>RESOLVED that the minutes from the meeting held on 18 July 2023 be APPROVED as an accurate record.</p>	
SRG(23)64	<p>MATTERS ARISING AND TABLE OF ACTIONS FROM THE MEETING HELD ON 18 JULY 2023/MATERION YN CODI A THABL CAMAU GWEITHREDU O'R CYFARFOD A GYNHALIWDYD AR 18 GORFFENNAF 2023</p> <p>An update was provided on the table of actions from the meeting held on 18 July 2023, and confirmation received that all outstanding actions had been progressed. In terms of matters arising:</p> <p>SRG(23)43</p> <p>Mr Alex Martin will continue to attend the SRG meetings to provide a progress update.</p>	
SRG(23)65	<p>SRG MEMBERSHIP AELODAETH SRG</p> <p>Mrs Hughes-Moakes thanked Mrs Hazel Lloyd-Lubran for her excellent contribution to the Stakeholder Reference Group as Chair of the Group.</p> <p>The new representatives were welcomed by The Chair as follows:</p> <ul style="list-style-type: none"> • Ms Jacky Jones, Independent Sector • Ms Andrea Edwards, Mental Health Representative • Ms Gillian Perry, Natural Resources Wales • Mr Jeremy Hockridge, Patient Representative Carmarthenshire • Ms Mandy Dean, Carer Representative Ceredigion • Ms Eleri Jenkins, Housing Associations Representative 	

	<ul style="list-style-type: none"> • Mr Craig Flannery, Mid and West Wales Fire and Rescue Services • Mr Tegryn Jones, Public Services Board (Pembrokeshire) • Ms Lynne Richards, Pembrokeshire Public Services Board • Mr James Houston, WAST Representative • Ms Chesca Ross, Third sector organisations CAVO, CAVS and PAVS <p>Ms Charlotte Wilmshurst provided an overview of the SRG membership report detailing the changes regarding re-appointments and new appointments to the membership of the SRG as set out in the Standing Orders.</p> <p>A number of vacancies remain:</p> <ul style="list-style-type: none"> • Patient Representative Ceredigion • Siarad Iechyd (Pembrokeshire and Ceredigion) • Youth Forum Representative <p>The Chair suggested liaising with Llais to reach out for potential contacts for the patient representatives.</p> <p>Ms Llinos Evans agreed to contact the Youth Participation Team to seek representative from the Youth Forum.</p> <p>Appointment of Chair/Penodi Cadeirydd</p> <p>Mr Jeremy Hockridge was proposed by Ms Eleri Jenkins and seconded by Ms Leanda Wynn and Cllr Anne McCleary.</p> <p>Appointment of Vice-Chair:</p> <p>Ms Chesca Ross was proposed by Ms Eleri Jenkins and seconded by Ms Leanda Wynn and Cllr Anne McCleary.</p> <p>The Health Board will seek confirmation of the appointments by the Health Minister and arrange for the nominees to meet with the Health Board's interim Chair.</p> <p>The Chair congratulated the nominated Chair and Vice-Chair.</p>	<p>LW</p> <p>LE</p> <p>CW</p>
	<p>The Stakeholder Reference Group:</p> <ul style="list-style-type: none"> • NOTED the updated membership which includes details of new representatives and the reappointment of existing members. • CONSIDERED the proposed nominations for Chair and Vice Chair for onward ratification by the Board. 	

SRG(23)66	CONTINUOUS ENGAGEMENT PROGRAMME: UPDATE RHAGLEN YMGYSYLLTU PARHAUS: DIWEDDARIAD	
	Mrs Hughes-Moakes presented the Continuous Engagement Programme update.	
	Mrs Hughes-Moakes indicated that that despite the pause on the Planning Objective and current service pressures, engagement is	

	<p>continuing. The report outlines achievements and details of the engagement activities that have taken place in the last three months.</p> <p>The Stakeholder Reference Group NOTED Continuous Engagement programme update.</p>	
SRG(23)67	<p>A HEALTHIER MID AND WEST WALES: LAND CONSULTATION/ CANOLBARTH A GORLLEWINCYNRU IACHACH: YNGYHGHORIAD TIR</p> <p>Mrs Hughes-Moakes and Mr Alex Martin provided a verbal update on the Healthier Mid and West Wales: Land Consultation.</p> <p>Mr Martin advised that the table of actions has been updated with the press release. Two sites have been selected. The questions around transport and access will be taken forward as part of the business case.</p> <p>Mrs Alwena Hughes-Moakes added for background information:</p> <ul style="list-style-type: none"> From the original shortlist of five sites in August 2022, three sites were consulted on as possible options. Following these consultations, the shortlist was reduced two in sites – one in St Clears and the Tŷ Newydd site in Whitland. The Strategic Outline Case (SOC) to Welsh Government is currently being developed. <p>The Stakeholder Reference Group NOTED the Healthier Mid and West Wales: Land Consultation report.</p>	
SRG(23)68	<p>CLINICAL SERVICES PLAN/CYNLLUN GWASANAETHAU CLINIGOL</p> <p>Mr Ben Rogers shared the presentation on the Clinical Services Plan that was approved by Board in March 2023. The Clinical Services Plan scope was to bring into consideration a number of services that were considered fragile, or had concerns around sustainability at that time, including:</p> <ul style="list-style-type: none"> Emergency general surgery, ophthalmology, orthopaedics, urology, critical care, medical emergencies and dermatology The urgent children and young peoples' Paediatric services at Worthybush and Glangwilli Hospitals Stroke Services across HDdUHB Radiology and Endoscopy <p>Mr Rogers indicated that an issues paper would be developed for each service for the period from 2018 to date highlighting good practice and areas requiring improvement. He also indicated that:</p> <ul style="list-style-type: none"> The Transformation Programme Office will continue to work with the services to develop the issues paper. Surveys are currently being analysed by Opinion Research Services (ORS) to draw out the key themes. The issues paper will be presented to Board for information/decision on the next steps at the March 2024 Board meeting. Any gaps identified will be shared with SRG in January 2023 The strategy aims to enable people to access services close to their homes and also to raise awareness of the Minor Ailments scheme and access to pharmacies. 	

Consultation on the Urgent and Emergency Paediatric Services at Glangwili and Withybush hospitals

Ms Hughes-Moakes provided a verbal update on the recent Paediatric consultation, advising that the consultation considered services for children and young people at Withybush and Glangwili Hospitals; and closed at the end of August 2023. 342 questionnaires were received and are in the process of being analysed. The recommendation report will be presented to the 30 November 2023 Board meeting. A copy of the report from the Opinion Research Services (ORS), which summarises the consultation responses, will be shared after publication of Board papers on 23 November with members of the SRG together with the press release of the decision.

It was noted that the complexity of the data from the ORS can be challenging to understand; and that there will be an Executive Summary document as part of the ORS feedback.

The Stakeholder Reference Group **NOTED** the verbal update provided regarding the Clinical Services Plan and Paediatric Consultation engagement.

SRG(23)69

DEEP DIVE PO3A: TRANSFORMING URGENT AND EMERGENCY CARE (TUEC) PROGRAMME/ARCHWILIAD DWFN PO3A: RHAGLEN TRAWSNEWID GOGAL BRYD AC ARGYFWNG

Ms Alison Bishop, introduced the Deep Dive PO3a: Transforming Urgent and Emergency Care (TUEC) Programme update, indicating that the TUEC team, alongside Stakeholders have worked collaboratively to consider the following:

- The current planning objective to save 80 bed efficiencies across the Health Board's four acute sites through reduced conveyance, reduced conversion and reduced length of stay.
- Conveyance – the people who are conveyed to hospital by Welsh Ambulance Service Trust (WAST) and how this could potentially be reduced.
- Conversion – how many people who are conveyed to Emergency Departments are admitted to beds.
- Managing Complexity – the majority of patients occupying beds are the frail/elderly aged 75 and over.

The SRG noted that stays exceeding seven days diminishes the turnaround capacity.

Ms Bishop indicated that the Ministerial priorities regarding Same Day Emergency Care (SDEC) are as follows:

- To open 5 days per week increasing to 7 days per week, 12 hours daily by end of Quarter 2.
- To ensure that SDEC is accessible at key times evidenced by the emergency care demand profile in each hospital site.
- Is directly accessible and bypasses Emergency Departments.
- Delivers a service for at least medical and surgical same day care.

	<ul style="list-style-type: none"> Is accessible to by WAST clinicians as detailed in the Clinician Referral policy and the Six Goals handbook to support reduction in handover. To demonstrate utilisation of allocated resources by Welsh Government (WG) and measures impact as directed by the national programme. Health Boards must honour commitments that have been made to reduce handover waits. Regular monthly reporting of 'Pathways of Care' (PoC) to be introduced for 2023-24; and reduction in backlog of delayed transfers through early joint discharge planning and coordination. <p>Mr James Houston welcomed the reduction in handover delays for October acknowledging that the challenges of winter pressures are approaching. Collaborative work is being undertaken by the Health Board and WAST across a number of areas. There are national and local streams of work. A primary focus is on enhancing treatment within the community supported by a number of initiatives:</p> <ul style="list-style-type: none"> Growing the Hear and Treat rates. Clinicians manage treatment remotely and provide support. Advanced Paramedic Practitioner (APP): APPs have a broader skillset to manage patients in the community and potentially avoid ED conveyance. The Navigator model streaming hub. <p>Ms Mandy Dean highlighted the Carers Discharge Support Service and the importance of the identification of unpaid carers at the earliest opportunity. Ms Alison Bishop agreed to liaise with Ms Dean to explore how this information could be highlighted at the appropriate time.</p> <p>Mrs Hughes-Moakes agreed to consider creating a Glossary of terms.</p> <p>Ms Alison Bishop agreed to create a vision slide.</p>	<p>AB</p> <p>AHM</p> <p>AB</p>
	The Stakeholder Reference Group NOTED the Deep Dive PO3a: Transforming Urgent and Emergency Care (TUEC) Programme update.	

SRG(23)70	DEEP DIVE: PLANNING OBJECTIVE 4C: MENTAL HEALTH RECOVERY PLAN/ARCHWILIAD DWFN PO4c CYNLLUN ADFER IECHYD MEDDWL	
	DEFERRED	

SRG(23)71	BOARD ASSURANCE FRAMEWORK (BAF)/FFRAMWAITH SICRWYDD Y BWRDD	
	The Board Assurance Framework (BAF) was presented to Members. Ms Charlotte Wilmshurst advised that the report in the pack was previously presented to the July 2023 Board and is due to be reported again in November. The dashboard is updated three times per year and links to the Planning Objectives, which were on target in July 2023. Since then, some Planning Objectives have been paused until the end of	

	<p>the year. If this continues beyond December 2023, there may be an impact on the risk of achieving these.</p> <p>The SRG noted that Governance, Planning and Performance colleagues link to produce this.</p> <p>The Chair suggested an up-to-date position be included on the agenda for the January meeting of the SRG. The updated Dashboard will be shared.</p>	CSO
	The Stakeholder Reference Group NOTED the Board Assurance Framework (BAF).	

SRG(23)72	REGIONAL AREA PLAN/CYNLLUN ARDAL RHANBARTHOL	
	<p>Ms Linda Jones, West Wales Regional Programme Board (RPB) Lead introduced herself to the SRG and provided an update on the work undertaken on the Area Plan since November 2022, indicating that the priorities in the Area Plan have been reviewed and an action plan created for years 1,2 and 3.</p> <p>Key actions For Year 1:</p> <ul style="list-style-type: none"> • Focus on unpaid carers and delivering against the four priorities of the strategy. • Regional Integrated Fund (RIF) evaluation, feedback to Welsh Government on projects. There will be workshops taking place with the project leads. • A report will be presented on the RIF to a future meeting of the SRG. • The RPB host a Conference arranged for March 2024, which includes awards. • There is a Capital Strategy which is available on the RPB website. A process and a Steering Group have been developed to enable scrutiny and governance for the capital projects. Current projects include the Hubs Integrated Centres and Safer Accommodation for Children • Self-assessment implemented by Welsh Government. <p>Ms Jones advised that an online survey will be sent out to RPB partners and stakeholders to record stakeholder feedback. The surveys will be returned to Oxford Brookes University who will feedback the collated information in themes. This will be available at the next RPB meeting on 22 January 2024. There will be an action plan to implement improvement and learning.</p> <p>The link to the new RPB website and the details of the Conference being held in March 2024 will be shared with the members of SRG.</p>	LJ
	The Stakeholder Reference Group NOTED the West Wales Regional Programme Board Area Plan.	

SRG(23)73	DEEP DIVE PO5C: DIGITAL AGENDA/ARCHWYLIAD DWFN PO5c AGENDA DDIGIDOL	
	<p>Mr Anthony Tracey presented the key points from the Deep Dive Planning Objective 5c: Digital Agenda report, highlighting that the Digital Inclusion programme continues at pace as follows:</p> <ul style="list-style-type: none"> • Promotion of the online digital inclusion hubs, working with libraries to allow the inclusion information to be available to the public. • National Databank Supporting staff with data for their digital devices. Loan scheme for devices to staff. • Staff wellbeing and improvement on digital core skills. This is being expanded to communities next year. • Self-referral for staff. Piloting skills such as European Computer Driving License (ECDL) to staff. There have been 25 referrals to date consisting of 14 individuals and 11 teams. • Plans to expand the internal Digital Champions Network. <p>Preferences for communications were highlighted; and a communications hub is being developed to enable patients to receive communications, predominantly letters, via email. Access to digital services for individuals will also have the options to opt in or out of access to digital services.</p> <p>Mrs Alwena Hughes-Moakes shared that there are a number of ways to contacting the Health Board. Central points of contacts for members of the public include:</p> <ul style="list-style-type: none"> • The generic email address: ask.hdd@wales.nhs.uk • The 0300 303 8322 telephone number • Patient Support Services - (feedback and complaints): • Telephone: 0300 0200 159 • Email: hdhb.patientsupportservices@wales.nhs.uk 	
	The Stakeholder Reference Group NOTED the contents of the Deep Dive into Planning Objective 5C: Digital Agenda.	
SRG(23)74	DEEP DIVE PO8D WELSH LANGUAGE AND CULTURE/ARCHWILIAD DWFN PO8d GYMRAEG A DIWYLLIANT	
	<p>Ms Enfys Williams introduced the Deep Dive PO8d Welsh Language and Culture report, and reminded SRG members that in April 2023 a Welsh Language Delivery Plan was formulated to illustrate how the Health Board will exceed the legal requirements and embed the Welsh language for both staff and service users. Examples of how the Health Board is achieving this include:</p> <ul style="list-style-type: none"> • Presence at the Urdd National Eisteddfod in Llandovery. • Staff learning and improving their Welsh skills. This includes a specific course focused on building confidence and is provided through an online tutor-led flexible course. Funding was received from The National Learning Welsh Centre for this financial year. The target was 100 staff individuals which is close to being achieved. Due to this success a similar post for a tutor has been funded across all Health Boards in Wales. This offer is likely to be extended 	

	<p>next year to Speech and Language Therapies staff and also schools Nursing staff.</p> <ul style="list-style-type: none"> • “Use your Welsh Week” for Primary Care will commence on 27 November with many different activities planned, focusing on primary care. • Different campaigns running during the year raising awareness, such as St David’s Day 2024. <p>The Chair asked for the Deep Dive report to be circulated to the Group.</p>	CSO
	The Stakeholder Reference Group NOTED this Deep Dive PO8d Welsh Language and Culture report.	

SRG(23)75	CHARITABLE FUNDS INVESTMENT/BUDDSODDIAD CRONFEYDD ELUSENNOL	
	<p>The Charitable Funds Investment video below was shown to members.</p> <p>https://www.canva.com/design/DAFtGZQnU8M/SwkJIEFZ94-nLDJF3prFbg/watch?utm_content=DAFtGZQnU8M&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink.</p> <p>Ms Hughes Moakes advised that £3.99 million was received in income with funds raised for the year 2022/23 by individuals, staff and teams.</p> <p>This was raised from the following:</p> <ul style="list-style-type: none"> • £1,552, 253 Donations • £1,920,817 Legacies • £12,994 Trading • £405,279 Investments • £101,981 Grants <p>£1.39 million was spent in the year 2022/23 on the following:</p> <ul style="list-style-type: none"> • Additional patient comforts • Up to date medical equipment • More welcoming surroundings • Care in our local communities • Staff wellbeing and development 	
	The Stakeholder Reference Group NOTED the video shown.	

SRG(23)76	POPULATION HEALTH /IECHYD Y BOBLOGAETH	
	DEFERRED	

SRG(23)77	LLAIS/ CITIZENS VOICE BODY UPDATE DIWEDDARIAD CORFF LLAIS Y DINESYDD	
	Ms Leanda Wynn highlighted for the new members of the SRG that the Community Health Council (CHC) was formed 50 years ago. With effect from April 2023, Llais, a statutory body with the authority to inspect and report, has replaced the CHC.	

	The meeting noted that Llais visited South Pembrokeshire hospital on 19 October 2023 due to the increase in beds. The report arising from the visit will be available in the week commencing 20 November 2023 and will be shared with SRG Members.	LW
	Ms Wynn advised that there is an ongoing programme for Maternity visits, and reports will be shared with the SRG.	LW
	The national and local programme of visits will be planned In January 2024 and will be shared.	LW
	The Stakeholder Reference Group NOTED the Llais/ Citizens Voice Body Update.	
SRG(23)78	REINFORCED AUTOCLAVE AERATED CONCRETE (RAAC) UPDATE/DIWEDDARIAD CONCRIT AWYREDIGAWTOCLAF ATGYFNERTHOL (RAAC)	
	The Reinforced Autoclave Aerated Concrete (RAAC) was received for information.	
SRG(23)79	DEEP DIVE PO4A PLANNED CARE AND CANCER RECOVERY/ ARCHILIAD DWFN PO4A GOFAL WEDI'I GYNLLUNIO AC ADFER O GANSER	
	The Planned Care and Cancer Recovery update was received for information.	
SRG(23)80	DEEP DIVE PO5A ESTATES STRATEGY/ ARCHWILIAD DWFN PO5A STRATEGAETH YSTADAU	
	The Deep Dive PO5a Estates Strategy was received for information.	
SRG(23)81	DEEP DIVE PO6B PATHWAYS AND VALUES BASED HEALTH CARE/ARCHIWLIAD DWFN PO6b LLYWBRAU A GOFAL IECHYD SEILIEDIGAR WERTHOEDD (VBHC)	
	The Deep Dive PO6b Pathways and VBHC report was received for information.	
SRG(23)82	WELL-BEING OBJECTIVES ANNUAL REPORT 2022/23 ADRODDIAD BLYNYDDOL AMCANION LLEISANT 2022/23	
	The Well-being Objectives Annual Report 2022/23 was received for information.	
SRG(23)83	OPERATIONAL UPDATE/DIWEDDARAID GWEITHREDOL	

	The Operational Update was received for information.	
SRG(23)84	SRG UPDATE REPORT TO PUBLIC BOARD ADRODDIAD DIWEDDARU srg I'R BWRDD CYHOEDDUS	
	The SRG Update Report from the meeting held on 18 July 2023 to the Public Board on 28 September 2023 has been included with the papers for the SRG meeting for information	
SRG(23)85	SRG ANNUAL WORK PLAN 2023/24 CYNLLUN GWAITH BLYNYDDOL SRG 2023-24	
	Members received the SRG Annual Workplan 2023/24 for information. The Workplan will be updated to include relevant planning objectives.	
SRG(23)86	ANY OTHER BUSINESS UNRHYW FUSNES ARALL	
	<ul style="list-style-type: none"> Parent information leaflet for Downs' syndrome: The contact is the Children's Lead Occupational Therapist. All members to contact Kelly.Southway2@wales.nhs.uk to share experiences and help her access established children's groups. The group noted that the Arts in Health Charter is being developed. SRG thanked Mrs Hazel Lloyd-Lubran for her contribution as Chair and wished her well for the future. 	ALL
SRG(23)87	DATE AND TIME OF NEXT MEETING DYDDIAD AC AMSER Y CYFARFOD NESAF	
	Tuesday 16 January 2024, 9.30am – 12.00pm	