

STAKEHOLDER REFERENCE GROUP / GRWP CYFEIRIO RHANDDEILIAID

14 November 2023

TABLE OF ACTIONS / TABLE GWEITHREDOEDD

MINUTE REF	ACTION	LEAD	TIME SCALE	PROGRESS
SRG(23)24	<p>Continuous Engagement Programme: Update</p> <p>To ensure the report provided for the next SRG meeting will be a forward look with an assessment of how SRG members can support the Health Board and to include feedback from the Engagement and Experience Group.</p>	AHM	Ongoing January 2024	<p>The work to progress a broader Engagement framework is currently paused, due to the pressures facing the Health Board and the need to focus resources on key projects. The Engagement team will continue to support full engagement with our communities, and ensure that key projects eg Clinical Services Plan, primary care engagements are maintained. The planning objective that outlined our ambition will be revisited in the spring. Engagement is continuing and ongoing.</p>
SRG(23)47	<p>Integrated Performance Assurance Report</p> <p>To investigate provision of data regarding correct population access of services versus incorrect access of Urgent and Emergency Care (UEC) due to difficulties in accessing other services.</p>	AHM	Ongoing January 2024	<p>In relation to data captured within HDdUHB systems, 'appropriateness' of attendance within our Emergency Departments is not a data item that is captured.</p> <p>The Urgent and Emergency Care lead has confirmed that in the past they have looked at those discharged to see if that person could have been seen by a different service. They have also undertaken reviews with the Ambulance service, reviewing the appropriateness of conveyances and in the main, they are appropriate and need an emergency department.</p> <p>To pursue this further, there would need to be a qualitative exercise undertaken.</p>

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				<p>Some options might include:</p> <ul style="list-style-type: none"> Approaching Llais or the Patient Advice and Liaison service (PALS) to see whether someone could sit and ask people in the waiting rooms whether or not they have tried other services. Public Health have recently established a panel 'time to talk public health'. This might be something they might be able to ask their panel. Ms Alwena Hughes Moakes to consider linking to the agenda in future.
SRG(23)48	Planning Objectives 2023/24 To link with Mr Dan Warm, regarding Ceredigion and Pembrokeshire well-being objectives.	LE	January 2024	C/F
SRG(23)49	Role of Carers To share analysis of data regarding the drop in carers numbers subsequent to COVID-19.	AH	January 2024	C/F
SRG(23)51	Llais/ Citizens Voice Body Update To investigate with the Llais Senior Management Team how Llais works with SRGs in neighbouring Health Boards.	LW	January 2024	Llais have representation on Health Board's SRGs pan Wales. Keeping a watching brief as these relationships develop.
SRG(23)65	SRG Membership To liaise with Llais to reach out for potential contacts for the patient representatives	LW	January 2024	Complete
SRG(23)65	SRG Membership To will reach out to the Youth Participation Team	LE	January 2024	Complete
SRG(23)65	SRG Membership To seek confirmation from the Health Minister of the appointments of The Chair and Vice-Chair	CW	January 2024	Ongoing Letter to Health Minister on 22 December 2023 from HDdUHB Chair. Awaiting confirmation for the Health Minister.

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SRG(23)69	Deep Dive PO3A Transforming Urgent and Emergency Care To liaise with Ms Mandy Dean regarding the Carers Discharge Support Service	AB	January 2024	
SRG(23)69	Deep Dive PO3A Transforming Urgent and Emergency Care To consider creating a glossary of terms	AHM	January 2024	
SRG(23)69	Deep Dive PO3A Transforming Urgent and Emergency Care To create a vision slide	AB	January 2024	
SRG(23)71	Board Assurance Framework (BAF) To share the updated dashboard at the 16 January 2024 meeting of the SRG	HM	January 2024	Complete Attached to SRG Boardbook for 16 January 2024
SRG(23)72	Regional Area Plan To present a report on the Regional Integrated Fund (RIF) to a future SRG meeting	LJ	January 2024	
SRG(23)72	Regional Area Plan Ms Linda Jones to provide a summary of the feedback from the Welsh Government self-assessment surveys	LJ	January 2024	
SRG(23)72	Regional Area Plan To share the link to the new RPB website and the details of the Conference being held in March 2024	LJ	January 2024	
SRG(23)74	Deep Dive PO8D Welsh Language and Culture To share the Deep Dive PO8d Welsh Language and Culture report	HM	November 2023	Complete

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SRG(23)77	Llais/Citizens Voice Body update To share the report of the Llais visit to South Pembrokeshire Hospital	LW	January 2024	https://scanmail.trustwave.com/?c=261&d=n5Sc5ZoWSw3WuAygQYxruLkbuuvdyJ1ALdgNXzIKkg&u=https%3a%2f%2fwww%2ellaiswales%2eorg%2fnews-and-reports%2freports%2fillais-west-wales-south-pembrokeshire-hospital-visit-report
SRG(23)77	Llais/Citizens Voice Body update To share future Maternity visit reports	LW	Ongoing	https://scanmail.trustwave.com/?c=261&d=n5Sc5ZoWSw3WuAygQYxruLkbuuvdyJ1ALYleCGANIQ&u=https%3a%2f%2fwww%2ellaiswales%2eorg%2fnews-and-reports%2freports%2fillais-west-wales-maternity-services-report
SRG(23)77	Llais/Citizens Voice Body update To share the national and local programme of work when available in January 2024	LW	January 2024	

AHM: Alwena Hughes-Moakes	CE: Cath Evans	LE: Llinos Evans	ALL: All SRG Members
HM: Helen Mitchell	LW: Leanda Wynn	AH: Alison Harries	AB: Alison Bishop
MD: Mandy Dean	LJ: Linda Jones	CW: Charlotte Wilmshurst	