

## MINUTES OF THE Stakeholder Reference Group MEETING

Date of Meeting: **1:30 PM, Thursday 01 May 2025**

Venue: **Microsoft Teams Meeting**

Present:	Jeremy Hockridge Alwena Hughes Moakes  Nigel Clark Leanda Wynn Cllr Anne McCreary Sam Hussell  Andrea Edwards Charlotte Wilmshurst Nichola Couceiro Cllr Shan Williams Rhonwen Jones Chesca Ross Linda Parton Cllr Harvard Hughes Jacky Jones	Patient Representative – Carmarthenshire ( <i>Chair</i> ) Hywel Dda UHB - Communications and Engagement Director Patient Representative - Pembrokeshire Llais Citizen's voice Un Llais Cymru/One Voice Wales (Ceredigion) Head of Health Emergency Planning ( <i>Deputising for Ardiana Gjini, Executive Director of Public Health</i> ) Mental Health Assistant Director of Assurance and Risk Hywel Dda UHB - Head of Engagement Un Llais Cymru/One Voice Wales (Pembrokeshire) Welsh Ambulance Service NHS Trust Third Sector CAVO/CAVS/PAVS Siarad Iechyd – Carmarthenshire Un Llais Cymru/One Voice Wales (Carmarthenshire) Independent Sector
In Attendance:	Daniel Warm Alex Martin Mandy Davies Marilize Preez	Head of Planning Principal Programme Manager Assistant Director of Nursing & Quality Improvement Improvement and Transformation Lead
Apologies:	Geraint Thomas Kate Harrop Linda Jones Mandy Dean Tim Tilbrook Ardiana Gjini  Iwan Thomas	Mid and West Wales Fire and Rescue Service Public Services Board – Carmarthenshire West Wales Care Partnership Carer Representative – Ceredigion Siarad Iechyd – Pembrokeshire Hywel Dda UHB - Executive Director of Public Health Hywel Dda UHB - Independent Board Member
Absent:	Tegryn Jones Alison Harries Eleri Jenkins Gillian Perry Hayley Edwards Suzanne Gainard Timothy Bray	Public Service Board – Pembrokeshire Carer Representative – Carmarthenshire Housing Association Natural Resources Wales Armed Forces Citizens Advice Public service – Ceredigion

**Minutes Item  
Ref.**

**Action**

**SRG(25)001 Welcome and Apologies**

Mr Jeremy Hockridge welcomed all to the meeting and apologies were noted as above.

**SRG(25)002 Declaration of Interests**

There were no declarations of interest.

**SRG(25)003 Minutes of Stakeholder Reference Group Meeting on 14 February 2025**

The minutes of the Stakeholder Reference group meeting held on 14 February 2025 were APPROVED for accuracy.

**Decision:**

The Stakeholder Reference Group APPROVED the minutes of the previous meeting.

**SRG(25)004 Current and Future Planned Consultations and Engagement Update**

Ms Nichola Couceiro presented an update on Consultation and Engagement, noting the following:

A Public Board meeting took place 27 March 2025 where it was agreed that a 12 week public consultation would take place to consider the options for the Minor Injuries Unit (MIU) in Prince Phillip Hospital (PPH). This consultation launched 28 April 2025 and will run until 22 July 2025. Further information can be found on the Hywel Dda University Health Board (HDdUHB) website.

A series of engagement events have been planned for the development of the Clinical Services Plan starting at the end of May 2025. The current focus is on developing engagement materials such as summary documents and marketing material. A Readers Panel was consulted to develop the Clinical Services Plan questionnaire.

The Community Development Outreach Team has been engaging with the local community, facilitating conversations with groups, such as Gypsy and Traveller communities and refugees, and supporting events such as Women's Day and the Social Model for Health Summit.

A public event was held 3 April 2025 for the Pentre Awel development in Llanelli. This is supported by a public survey which is currently still open.

The Bandi appeal is routinely engaging with children and young people along with their families and staff to develop the refurbishment of the Children's Centre in Carmarthen.

Work is ongoing with West Wales Action Mental Health, following temporary changes to the Ceredigion General Practitioners (GP) mental health pathway from 3 March 2025. Targeted engagement is taking place with GPs and patient impact assessment to support this.

The opening day for the Leri Cancer Unit at Bronglais Hospital will be celebrated on Saturday 10 May 2025.

In response to queries about the format of the public drop in sessions, Ms Couceiro explained that the events include representation from clinicians and project staff, providing attendees with the opportunity to ask questions. Attendees are welcome to come and go at any time during the session.

**Decision:**

The Stakeholder Reference Group NOTED the Current and Future Planned Consultations and Engagement Update.

**SRG(25)005 Clinical Services Plan**

Mr Alex Martin shared a presentation on the Clinical Services Plan, supported by Ms Couceiro.

The Clinical Service plan was last presented to the Stakeholder Reference Group (SRG) in November 2024.

The plan covers nine key clinical services which were initially identified in March 2023 and include areas such as Critical Care and Diagnostics.

The drivers for this work include workforce pressures and service fragility.

Phase 1 of development of the Clinical Services Plan (CSP) began at the start of 2024 and assessed the current workforce position and service standards. This included collecting extensive data and insights from approximately 5000 patients about what is working well and what needs improvement.

Phase 2 included options development led by clinical teams and included input from external stakeholders such as the Welsh Ambulance Services Trust (WAST), individual patients and patient representative groups. This phase engaged around 800 people to review and challenge ideas. In November 2024 these options were developed and presented to the Board where a mandate was received to consult on the developed options.

When options are presented, it is important to be aware that the consultation will include a wide range of options for all nine services and that there is a significant number of interdependency between services. Work is taking place to finalise the consultation document and promotional materials, ensuring they are accessible. The promotional period will run for 13.5 weeks to account for school holidays and will include a mixture of online and in-person events. The final options will then be developed and presented at the November 2025 Board meeting.

Mr Martin emphasised that no decisions have been made on the final outcome and reinforced that HDdUHB is keen to gather feedback during the consultation period and to hear alternative suggestions. The group were encouraged to invite individuals to engage in the consultation process and asked Members to highlight any groups or

organisations that may be interested in participating through bespoke engagement opportunities.

Cllr Shan Williams suggested engaging with the Working Better Together Group in Pembrokeshire. Ms Couceiro noted that Town and Community Councils are being engaged to look at groups such as these and agreed to check whether this Group has been identified or requires adding to the list. NC

**Decision:**

The Stakeholder Reference Group NOTED the Clinical Services Plan update.

**SRG(25)006 Prince Phillip Hospital MIU**

Dr Daniel Warm advised that at Board agreed in September 2024 to a six-month temporary change to the opening hours for the Minor Injury Unit (MIU) in Prince Phillip Hospital (PPH). From 1 November 2024 the unit opening hours reduced to 8am-8pm, seven days a week.

This change was made to respond to a number of factors including:

- Clinical and safety issues.
- Overnight medical rota coverage.
- The unit experiencing cases with a higher level of acuity than intended.
- Safety concerns highlighted by a Health Inspectorate Wales (HIW) inspection in June 2023.

Options for the unit following the six-month change have been developed and presented to Board in March 2025.

Dr Warm assured that the impact of the temporary closure is being considered and assessed. Data collected so far shows that:

- There was little to no change in demand in MIU in November and December 2024 in comparison to 2025.
- Attendance levels reduced in MIU.
- There has been no increase in the number of patients attending Glangwili Hospital (GGH) and no increase in waiting times.

Ms Couceiro added that work is also being undertaken to improve access to General Practitioners (GPs) and modernising the access to healthcare which will also show improvements in accessing medical services outside the MIU.

At Board in March 2025 it was agreed for a 12-week consultation process to take place for the following shortlisted options:

**Option 1**

A doctor led service under the current orientation of 8am-8pm.

**Option 2**

A doctor led service for amended hours of 7am - 9pm with a further two hours 'mop up' time.

**Option 3**

A doctor led phased service initially open for twelve hours, then raising to twenty-four. This would allow more time to remedy workforce challenges and address concerns raised by HIW.

Option 4

Changing the unit to a Same Day Emergency Care (SDEC) unit which would bring together MIU and SDEC under one service umbrella.

Dr Warm highlighted the importance of engaging with as many stakeholders as possible and requested that members share the information with their organisations.

Ms Linda Parton raised concerns about access to healthcare services and the impact of reducing services in Llanelli as journeys to services in Carmarthen can be difficult and waiting times for GPs are a concern. Ms Alwena Hughes-Moakes noted that these changes are intended to address the frailty of the service and the challenge of patients presenting to the wrong department. It is advised that patients contact 111 or 999 in the first instance for an incident or emergency.

Ms Leanda Wynn shared contact details for Llais who are able to provide support with concerns in accessing healthcare services.

Cllr Havard Hughes queried whether consideration is being given to providing additional parking for GGH. Ms Hughes Moakes informed the group that a project is in place with Gwili Railway to allow staff to park off site to open up spaces for patients and visitors.

In response to a query from Ms Wynn, Ms Hughes Moakes stated there are no current plans to reinstate the Park & Ride service in Johnstown.

Mr Hockridge queried what key themes have been identified as contributing to workforce fragility. Ms Couceiro noted that there have been challenges recruiting staff to cover night shifts. MIUs are not usually open 24/7.

Mr Martin added that there is also competition with other Health Boards for the same staff. Due to the pay banding system staff will receive the same pay and benefits in every health board, some of which are closer to schools of medicine than HDdUHB.

Dr Warm stated that, in addition to unusual hours for an MIU, PPH is also unusual in that it includes a doctor presence. Original options for the MIU included nurse-led practices however these were dismissed at the initial stakeholder engagement.

**Decision:**

The Stakeholder Reference Group NOTED the consultation update for Prince Phillip Hospital MIU.

**SRG(25)007 Waiting List Support**

Ms Marilize Perez shared a presentation on the Waiting List Support Service (WLSS).

Ms Mandy Davies informed the group that the WLSS was established in response to increased waiting list times during the COVID-19 pandemic. The pilot of this service commenced with the Orthopaedic service and aimed to encourage behavioural change in managing health and provide a single contact number and email address for support and advice for those on a waiting list for healthcare services.

In 2023 the Promote, Prevent and Prepare for Planned Care (3Ps) Policy was launched which included the WLSS as an example of best practice. Ms Perez noted that this work aims to improve communications with patients and holistic patient centres, empowering patients to become active partners involved in their own care.

The service includes support from Clinical Care Handlers, Nurses and a Therapist. Those who answer calls are provided with clinically approved scripts that also include escalation plans for clinical specialities as needed.

WLSS offers both digital and non-digital support for patients which has been developed with support from the Communications Team, Strategic Partners and the Diversity and Inclusion Team.

Feedback on the service indicates that the majority of patients are now more aware of what to do if their condition deteriorates and how to self-manage their health.

Next steps for the WLSS include looking at utilising patient self assessment and introducing Patient Reported Outcome Measures (PROM) self assessment pathways which will include regular questionnaires to enable staff to identify the stability of the patient's condition.

As demonstrated under the stratification criteria certain lifestyle factors such as smoking may trigger additional contact or referral to the Optimisation and Prehabilitation Service.

Ms Parton noted instances where there have been outdated details on communications about appointments. Ms Perez informed the group that the Outpatient Contact Centre will be able to provide more information on individual appointments and noted that there is one phone number to contact all services that can direct people to the relevant service.

**Decision:**

The Stakeholder Reference Group NOTED the information on the Waiting List Support Service.

**SRG(25)008 Integrated Performance Assurance Report (IPAR)**

The IPAR was shared for information and the group noted the report.

**Decision:**

The Stakeholder Reference Group NOTED the IPAR.

**SRG(25)009 Board Update Report**

The group noted the update report that was shared in a Public Board meeting in February 2025.

**Decision:**

The Stakeholder Reference Group NOTED the Update to Board.

**SRG(25)010 Stakeholder Reference Group Work Plan 2024-25**

Ms Hughes Moakes stated that this workplan is fluid and will consider any additional items the group wishes to receive updates on.

**Decision:**

The Stakeholder Reference Group NOTED the Work Plan.

**SRG(25)011 Reflective Session**

How informative was today's lesson on learning?

The group agreed the session was informative and engaging.

What are you going to take back to your organisations from today?

Ms Rhonwen Jones stated that the consultation and engagement opportunities will be shared within WAST to ensure the organisation is actively engaged. Ms Hughes Moakes thanked Ms Jones as WAST has already provided good support for the PPH MIU consultation.

What would you like to learn about at the next meeting?

Members expressed interest in learning more about Primary Care and how the Health Board works with GP practices.

Two members of the group requested updates on plans for GGH and Withybush Hospital (WGH) and how these sites are managing demand.

Ms Hughes Moakes shared that the Research and Innovation (R&I) Team are keen to present an update and further information on how patients are supported in clinical trials.

What would you like us to share with Board afterwards?

No additional items were raised to share with the Board.

**Decision:**

The Stakeholder Reference Group DISCUSSED and reflected on the meeting, and what they would like to see in future meetings.

**SRG(25)012 Any Other Business**

No other items were raised.

**The next SRG meeting will take place 29 July 2025.**