



## MINUTES OF THE STAKEHOLDER REFERENCE GROUP

<b>Date and time of Meeting</b>	<b>Tuesday 22 October 2019</b> <b>10am to 12pm</b>	
<b>Venue</b>	<b>Bro Myddin Bowls Centre</b> <b>Picton Terrace, Carmarthen SA31 3BT</b>	
<b>Attendees</b>	<p><b>SRG Members</b></p> <p>Hilary Jones, CEO, Bro Myrddin Housing Association (Chair)</p> <p>Sarah Jennings, Director of Partnerships and Corporate Services, HDUHB</p> <p>Brian Elias, Patient Representative, Education Programme for Patients (EPP Cymru)</p> <p>Alison Harries, CEO, Crossroads Sir Gar, Carmarthenshire Carers Trust</p> <p>Ken Jones, Carer Representative and CHC</p> <p>Alun Williams, Pembrokeshire One Voice Wales</p> <p>Claire Pilborough, Engagement Officer, CAVS</p> <p>Diana Davies, Corporate Manager Partnerships and Performance, Ceredigion County Council</p> <p>Amada Williams, Paramedic Project Manager, Welsh Ambulance Service Trust</p> <p>Anna Bird, Head of Strategic Partnerships, Inclusion and Diversity HDUHB</p> <p><b>In attendance</b></p> <p>Nicola O'Sullivan, Head of Engagement, HDUHB</p> <p>Delyth Evans, Senior Engagement Officer, HDUHB</p> <p>Gaynor Megicks, Engagement Officer, HDUHB</p>	
<b>Agenda Item</b>	<b>Introduction and Apologies for Absence</b>	
<b>SRG(19)21</b>	<p>Paula Martyn, Care Forum Wales</p> <p>Owen Burt, Independent Board Member, HDUHB</p> <p>Angie Darlington, Director West Wales Action for Mental Health</p> <p>Jane Watt, Armed Forces Covenant Regional Liaison Officer</p> <p>Nick Evans, Partnership and Scrutiny Support Manager, Pembrokeshire County Council</p> <p>Gwyneth Ayres, Corporate Policy and Partnerships Manager, Carmarthenshire County Council</p> <p>Martyn Palfreman, Head of Regional Collaboration, West Wales Care Partnership</p> <p>Nadine Farmer, Pembrokeshire Youth Assembly</p> <p>Sian Davies, Siarad Iechyd/Talking Health Member Carmarthenshire</p> <p>Rosemary Whittemore, Siarad Iechyd/Talking Health Member Pembrokeshire</p> <p>Karen Chandler, Chief Officer, Pembrokeshire People First</p>	
<b>SR(19)22</b>	<p><b>Declaration of interests</b></p> <p>None</p>	

SR(19)23	<b>Minutes of the meeting held on</b> The minutes of the meeting held on the 17 July 2019 were approved as an accurate record.		
SR(19)24	<b>Matters arising</b> <b>Vice Chair</b> The SRG nominated Hazel Lloyd Lubran, Chief Executive, Ceredigion Association of Voluntary Organisations (CAVO) Vice Chair of the SRG.  <b>Patient Experience Charter</b> Nicola O’Sullivan, Head of Engagement, HDUHB informed SRG members the timeline for the completion of the Patient Experience Charter had been extended. This allowed engagement with Pembrokeshire and Carmarthenshire Peoples First Groups. Their feedback will be submitted by the end of this week to Louise O’Connor. An invitation to be extended to Louise O’Connor, Assistant Director (Legal Services/Patient Experience) to provide an updated on the Patient Experience Charter at the next SRG meeting. <table><tr><td><b>ACTION</b></td><td><ul style="list-style-type: none"><li>• Nomination of Hazel Lloyd Lubran as the Vice Chair to be noted on the SRG Report to the November Board and advise Alison Gittins, Head of Corporate &amp; Partnership Governance, HDUHB of nomination</li><li>• Invitation extended to Louise O’Connor to provide and update on the Patient Experience Charter at the next SRG meeting</li></ul></td></tr></table>	<b>ACTION</b>	<ul style="list-style-type: none"><li>• Nomination of Hazel Lloyd Lubran as the Vice Chair to be noted on the SRG Report to the November Board and advise Alison Gittins, Head of Corporate &amp; Partnership Governance, HDUHB of nomination</li><li>• Invitation extended to Louise O’Connor to provide and update on the Patient Experience Charter at the next SRG meeting</li></ul>
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SR(19)25	<b>West Wales Care Partnership</b> Sarah Jennings, Director of Partnerships and Corporate Services, HDUHB advised the SRG the Regional Partnership Board (RPB) were currently in discussion with Health and Social Care regarding winter plans. Welsh Government are looking at a fresh approach to funding where the RPB will administer the funds on behalf of Health and Social Care on a partnership basis.  It was noted that most hospitals across Wales are already currently on amber alert. Ambulances are queuing outside hospitals with no way of off-loading patients due to bed capacity. We are currently in flu vaccine season, and have been advised there are no vaccines for schools. Concern raised that if a flu epidemic occurred there will be severe consequences to our health and social care settings to provide the right care to those in need.  Members recognise there will be unprecedented pressure this winter on both Health and Social Care and were pleased to hear that a single regional approach would be agreed.  <b>Transformation Programme Update</b> Sarah Jennings, Director of Partnerships and Corporate Services, HDUHB provided members with an update on how the transformation programmes were being progressed, in Martyn Palfreman’s absence who was due to present the agenda item but had to attend another meeting. The group were		

informed there had been some delay in drawing down the funds. The Minister has now provided an extension to the timescale for delivery by March 2021.

Assurance was provided that there will be continued testing, evaluating and monitoring of the programmes with an outcomes framework being developed. SRG members asked to have sight of the outcomes framework.

The outstanding bid of £6 million to deliver the remaining programmes is unlikely to be funded currently.

Members were provided with an update on how the transformation programme is progressing. Members are very supportive of this work and raised the following;

- SRG members would like to be kept informed of developments of the three transformation programmes including having sight of the outcomes framework
- Concern raised that Community Connectors were not engaging with some Town and Community Councils in Pembrokeshire. Town and Community Councils are hubs in our communities who can support connectors to build resilience and networks in their communities. SRG members felt there is a need to develop these links. Hazel Lloyd Lubran will be invited to the next SRG meeting to update on transformation programme 7 'Creating connections for all'
- Members raised concern that once the stream of funding ends in 2021 how will Health and Social Care fund the projects into the future?
- Developing new types of services can make a difference for the future. Education Programme for Patients (EPP Cymru) is a low cost initiative. The programme is leading the way enabling individuals to make choices for themselves, improving lives and building community resilience. SRG would like to see the development of new programmes with young carers and mental health programmes to help young people and young carers.

**ACTION**

- GM to invite Hazel Lloyd Lubran to the next SRG to update members on transformation programme 7 "Creating connections for all"
- SRG would like to see the Outcomes Framework tabled at a future SRG meeting

**SRG(19)26**

**Engaging with Children and Young People**

Nicola O'Sullivan, Head of Engagement HDUHB informed SRG members the Engagement Team had met with Youth Forums in Carmarthenshire, Ceredigion and Pembrokeshire to find out how they would like to be engaged with.

The three groups had different views:

- Carmarthenshire and Ceredigion would prefer to circulate information on behalf of the SRG to their networks, and when required to meet with the groups.
- Pembrokeshire would be interested in representatives attending SRG

	<p>meetings, although recognised this may be difficult due to timings of the meetings. The Youth Council would welcome SRG representatives to meet with them to engage in conversations</p> <p><b>Development of a Children's Board</b>          Nicola O'Sullivan, Head of Engagement, HDUHB informed SRG members the Health Board were looking to establish an approach to a Children's Board which will assist in embedding the Rights of the Child within the organisation.</p> <p>A scoping exercise is being undertaken to see how Children's Boards have been set up in other areas e.g. Swansea Bay and Cardiff. The Consultation Institute also advised of a Children's Board in Scotland where there is a digital network where they are asked to do video diaries. The work to establish an approach is in very early stages. The intention will be to work with partners to explore and look at an approach on how best to establish a Children's Board for Hywel Dda Health Board area.</p>	
<p><b>SR(19)27</b></p>	<p><b>Update on Engagement Tools</b></p> <p>SRG members were advised that a Regional Engagement Partnership Group was set up in January 2019 and one of the aims was to explore digital platforms which will support continuous engagement. Whilst undertaking a scoping exercise it was discovered not one digital platform could provide both an engagement tool and a stakeholder management system.</p> <p>Over the summer the Health Board arranged a series of demonstrations with providers of digital platforms, which included IT and Information Governance representatives from within the Health Board, and invited partners from other organisations to meet with various providers. The software platforms included: Stakeholder Management Tools called Darzin and Tractivity. The Engagement Tools were called Commonplace, EngagementHQ and VocalEyes.</p> <p>There was also a demonstration of Made Open organised by Public Health Wales under Transformation funding which will manage timebanking.</p> <p>Attendees were asked to provide a SWOT analysis of their views on the strengths and weakness of each system on each software platform, and subsequently the Engagement Team met to bring the feedback together. The feedback will be shared at a Regional Engagement Partnership Group meeting in November to consider the way forward. It is aimed that the systems will be commissioned by the end of the financial year.</p> <p>Sarah Jennings advised SRG members the Health Board will still use the traditional methods of engagement but required to capture other individuals in the community who would not necessarily engage with the Health Board such as working and young people. By having both traditional and digital methods of engagement can only strengthen the way the Health Board and its partners deliver engagement into the future.</p>	

SR(19)28	<b>Supporting Unpaid Carers in Hywel Dda</b>	
	<p>Anna Bird, Head of Strategic Partnerships, Inclusion and Diversity, HDUHB provided the group with assurance that the Health Board recognises the value of the roles of unpaid carers and is passionate about driving the agenda forward.</p> <p>SRG members were informed of the partners commissioned to provide free and confidential information, advice and support services within Hywel Dda area. They include;</p> <ul style="list-style-type: none"> <li>• Carer Trust Crossroads Sir Gar</li> <li>• Carers Unit Ceredigion County Council</li> <li>• Gofalwyr Ceredigion</li> <li>• Hafal Crossroads</li> <li>• Action for Children who provide support to young Carers in Ceredigion and Pembrokeshire</li> </ul> <p><b>West Wales Carers Development Group</b> - The group work in partnership with Health and Social Care and the Third and Voluntary Sector to utilise funding from Welsh Government and the Integrated Care Plan. The funding ensures carers' priorities are embedded in services across the region.</p> <p><b>Investors for Carers Scheme</b> - This scheme is going from strength to strength with 112 settings achieving bronze accreditation and a further 77 preparing evidence for accreditation. The scheme promotes good practice in identifying the needs of carers as well as identifying cares.</p> <p><b>Discharge Project</b> - Discharge from hospital is a key priority for Welsh Government. The Strategic Partnership, Inclusion and Diversity team are working with senior nursing management teams and the Third Sector to deliver awareness training with a view to improving the carers' experience of discharge from hospital and to implement an electronic nursing assessment record system.</p> <p><b>Employers for Carers</b> - Hywel Dda have set up a task and finish group who are looking to identify how as employers they can support their workforce who are juggling work and their caring responsibilities.</p> <p>The SRG were delighted to hear the following updates;</p> <ul style="list-style-type: none"> <li>• Carers Trust Crossroads Sir Gar have successfully secured lottery funding for three years to commission work with young carers in schools. As part of the work four posts are being advertised: two Engagement Officers working in schools with Investors in Carers, an Event Co-ordinator and a Volunteer Co-ordinator. There are also services commissioned in Ceredigion and Pembrokeshire to support carers</li> <li>• Ceredigion Carers Unit is the first team in Hywel Dda Health Board area to obtain the Gold Level in Investors for Carers accreditation</li> <li>• Work is being undertaken on to improving carers' experience of discharge from hospital/ transfer of care</li> <li>• The Health Board is taking part in Carers UK's 'Employers for Carers' scheme, and have established a task and finish group and the Vice Chair</li> </ul>	

	<p>as Carers Champion</p> <p>The SRG members are very supportive of the work undertaken by the Health Board and its partners to strengthen services and initiatives for unpaid carers within the area. SRG notes the following;</p> <ul style="list-style-type: none"><li>• Raising awareness is key, providing information at the right time can make a difference.</li><li>• Early intervention is critical reaching individuals before a crisis happens.</li><li>• Housing Associations have a big part to play in identifying carers. An approach will be taken forward by the Strategic Partnership, Inclusion and Diversity team.</li><li>• Positive direction taken by the Health Board in how they can support their workers whilst juggling working and caring responsibilities.</li></ul> <table><tr><td><b>ACTION</b></td><td><ul style="list-style-type: none"><li>• Anna Bird to initiate discussion with Hilary Jones, CEO, Bro Myrddin Housing Association to look at establishing carer aware training to housing association staff.</li></ul></td></tr></table>	<b>ACTION</b>	<ul style="list-style-type: none"><li>• Anna Bird to initiate discussion with Hilary Jones, CEO, Bro Myrddin Housing Association to look at establishing carer aware training to housing association staff.</li></ul>	
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<b>SR(19)29</b>	<p><b>Recommendation to the Board</b></p> <ul style="list-style-type: none"><li>• Education Programme for Patients (EPP Cymru) would be a vital link into some of the transformation work. EPP Cymru empower individuals to make a difference to improving lives. This is a low cost initiative but very effective. SRG would like to see EPP Cymru provided with funding to strengthen their team and embed their courses into health and social care services. In addition the SRG would like to see the development of new programmes with young carers and mental health EPP programmes to help young people and young carers.</li><li>• SRG Members were advised Welsh Government may reduce funding for the next financial year to support work with unpaid carers. Members noted it is imperative that funding is sustainable. Concern raised that partners are always chasing funding e.g. lottery funding. What happens when the funding streams run dry?</li></ul>			
<b>SR(19)30</b>	<p><b>Any other Business</b></p> <p>SRG members suggested the following topics for the agenda of the January meeting;</p> <ul style="list-style-type: none"><li>• Transformation Fund Update</li><li>• Transformation Programme 7 “Creating connections for all”</li><li>• Winter Plan</li><li>• Welsh Ambulance Service Trust - conversation to raise awareness of challenges faced by the service</li><li>• Patient Experience Charter</li><li>• Supporting Vulnerable Groups</li><li>• Learning Disability Charter</li></ul> <table><tr><td><b>ACTION</b></td><td><ul style="list-style-type: none"><li>• GM to email SRG members for suggested agenda items</li></ul></td></tr></table>	<b>ACTION</b>	<ul style="list-style-type: none"><li>• GM to email SRG members for suggested agenda items</li></ul>	
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SR(15)11	<b>Date, time and venue of next meeting</b>	
	Friday 10 January 2020 10am to 1pm Caer Suite, Mid and West Wales Fire Service Headquarters Lime Grove Avenue, Carmarthen. SA31 1SP	