

## STAKEHOLDER REFERENCE GROUP / GRWP CYFEIRIO RHANDDEILIAID

14 July 2023

### TABLE OF ACTIONS / TABLE GWEITHREDOEDD

MINUTE REF	ACTION	LEAD	TIME SCALE	PROGRESS
SRG(23)24	<p><b>Continuous Engagement Programme: Update</b></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	<p>The Engagement Team and activities are currently focused on Paediatric Services consultation and will soon progress to support the Clinical Services Plan engagement and consultation. There is a need to identify a practical process for collation and planning of all of forward-looking engagement activity across the Health Board to enable our continuous engagement approach. This will require time to set up the process and bring together individuals from across the Health Board to provide a longer term forward-looking map of activities, rather than focusing on the near-future and post event feedback. An update on progress will be provided at the November meeting of the SRG.</p> <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.</p>

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SRG(23)43	<p><b>Table of Actions: A Healthier Mid and West Wales – Land Consultation</b></p> <p>Mr Martin agreed to return to SRG following the Board meeting in September with a further update regarding transport, access of care, changing of hospital model and transition. .</p>	AM	November 2023	<p>Board selected two sites to take forward as noted in the press release:  <a href="https://hduhb.nhs.wales/news/press-releases/hywel-dda-progresses-with-site-selection-process-for-new-hospital/">https://hduhb.nhs.wales/news/press-releases/hywel-dda-progresses-with-site-selection-process-for-new-hospital/</a></p> <p>Transport and access to care were noted throughout their conscientious consideration process of the consultation feedback, ongoing work around these aspects will be picked up as the Programme Business Case progresses through the future stages.</p> <p><b>Complete</b></p> <p>Forward planned for Mr Alex Martin to provide an update at SRG on 14 November 2023.</p>
SRG(23)44	<p><b>Cost of Living Crisis Update</b></p> <p>To investigate support to the wider Mid and West Wales population and note the three Public Services Boards focus on hardship and the likelihood that existing health conditions will be exacerbated in the current crisis.</p>	RB	November 2023	<p><b>Complete</b></p> <p>There has been limited progress due to having no contacts across Public Bodies to liaise with. Mr Rob Blake met a Ceredigion County Council (CC) colleague and informally discussed what HDdUHB and Ceredigion CC offer staff and noted a great deal of alignment. There was nothing that could be implemented but great comfort was gained that the Health Board was doing as much as possible. There was an initial discussion regarding engagement with other councils and as yet nothing has come of this.</p>
SRG(23)44	<p><b>Cost of Living Crisis Update</b></p> <p>To link with the Bedside Entertainment and Communications Solution (BECS) programme.</p>	RB	November 2023	<p><b>Complete</b></p> <p>Mr Rob Blake contacted a PHW colleague with a view to linking with the BECS programme.</p>
SRG(23)47	<p><b>Integrated Performance Assurance Report</b></p> <p>To investigate provision of data regarding correct population access of services versus incorrect</p>	CE	November 2023	<p>In relation to data captured within HDdUHB systems, 'appropriateness' of attendance within</p>

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	access of Urgent and Emergency Care (UEC) due to difficulties in accessing other services.			<p>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> <p>Some options might include:</p> <ul style="list-style-type: none"> <li>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.</li> <li>Public Health have recently established a panel 'time to talk public health'. This might be something they might be able to ask their panel.</li> </ul>
SRG(23)48	<b>Planning Objectives 2023/24</b> Highlight reports and deep dives to be included on SRG agenda post presentation to respective Committees for assurance.	HM	November 2023	<b>Complete</b>
SRG(23)48	<b>Planning Objectives 2023/24</b> To review POs and advise if any should be included on the SRG agenda.	ALL	November 2023	<b>Complete</b>
SRG(23)48	<b>Planning Objectives 2023/24</b> To link with Mr Dan Warm, regarding Ceredigion and Pembrokeshire well-being objectives.	LE	November 2023	C/F

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SRG(23)49	<b>Role of Carers</b> To share analysis of data regarding the drop in carers numbers subsequent to COVID-19.	AH	November 2023	C/F
SRG(23)50	<b>Community Outreach Team Update</b> To arrange a meeting with Ms Leanda Wynn.	SM	November 2023	<b>Complete</b> Meeting arranged for w/c 6 November 2023
SRG(23)51	<b>Llais/ Citizens Voice Body Update</b> To share feedback on the Llais vision, mission priorities and strategic priorities with Ms Leanda Wynn.	ALL	November 2023	<b>Complete</b>
SRG(23)51	<b>Llais/ Citizens Voice Body Update</b> To investigate with the Llais Senior Management Team how Llais works with SRGs in neighbouring Health Boards.	LW	November 2023	Llais have representation on Health Board's SRGs pan Wales.
SRG(23)51	<b>Llais/ Citizens Voice Body Update</b> To share the Llais consultation on the Health Board's social media pages.	AHM	November 2023	<b>Complete</b>
SRG(23)53	<b>Arts and Health Update</b> To share the Arts and Health charter and film below with their networks: <a href="https://www.nhs.uk/healthcare-innovation/arts-and-health/">The benefits of art in healthcare - HEIW (nhs.wales)</a>	ALL	November 2023	<b>Complete</b>
SRG(23)53	<b>Arts and Health Update</b> To comment, share concerns and advise any missing connections in the Charter	ALL	November 2023	<b>Complete</b>
SRG(23)53	<b>Arts and Health Update</b> To invite Ms Hazel Lloyd-Lubran to join a co-design/co-production session	KL	November 2023	<b>Complete</b>

AHM: Alwena Hughes-Moakes	SD: Sam Dentten	AM: Alex Martin	ALL: All SRG Members
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RB: Rob Blake	CE: Cath Evans	LE: Llinos Evans	AH: Alison Harries
SM: Sandra Mitchell	LW: Leanda Wynn	KL: Kathryn Lambert	