



**GRŴP CYFEIRIO RHANDEILIAID
STAKEHOLDER REFERENCE GROUP**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	14 November 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Continuous Engagement Implementation
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Communications and Engagement Director
SWYDDOG ADRODD: REPORTING OFFICER:	Alwena Hughes Moakes, Communications and Engagement Director

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

**ADRODDIAD SCAA
SBAR REPORT**

Sefyllfa / Situation

A Continuous Engagement Plan (CEP) was prepared and presented to Board in 2022 outlining the Hywel Dda University Health Board's commitment to engaging with its population.

The CEP embeds the principles of continuous engagement throughout the fabric of Hywel Dda University Health Board (HDdUHB) by working with teams and services in a collaborative way, ensuring engagement objectives are purposeful and aligned to HDdUHB's strategic and planning objectives.

Cefndir / Background

The 'A Healthier Mid and West Wales: Our future generations living well' Strategy, outlines the Health Board's commitment to 'work together every step of the way' with staff, patients, carers, people who live and work in the communities and people or organisations delivering or interested in health, care, and well-being. The CEP aims to shift the emphasis from reactive engagement on proposed service changes, to a more practical and proactive approach that involves the public and stakeholders as partners in a continuous process. The CEP is a live document that will evolve and guide the development of future services through listening to communities.

This approach is intended to enable the Health Board to work together to co-design services that better meet the individual and community needs. It also aims to improve services in order to use resources more efficiently, focussing on improving outcomes that matter to people.

Asesiad / Assessment

The Continuous Engagement Plan (CEP) was developed around the three life stages – **starting and developing well, living and working well, and growing older well.**

It aims to achieve the following outcomes:

- Improved services that meet both individual and community needs with more efficiently focused resources that ultimately impact positively on the health and wellbeing of communities through listening and acting on the public's views.
- Increased public confidence and trust in HDdUHB.
- Greater ability of service users to influence services and to be better informed.
- Open and progressive policy making which reflects collaborative working, opportunities for co-design and improved outcomes for communities.
- Improved decision making which is driven by public feedback.
- Enhanced visibility of HDdUHB values through open and transparent communication.
- Services and staff that understand and appreciate the benefits of continuous engagement.

In setting practical actions for Continuous Engagement, there will undoubtedly be direct impacts on who HDdUHB need to communicate and engage with, when they will need to do this, and the scope and tactics needed to plan and deliver.

An activity log is included as part of this report to update Stakeholder Reference Group (SRG) members on engagement work undertaken since the Group last met in July.

Argymhelliad / Recommendation

The Stakeholder Reference Group is asked to:

- **NOTE** this report

Amcanion: (rhaid cwblhau)	
Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	Not Applicable
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	1185
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	6. Person-Centred
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable

Amcanion Cynllunio Planning Objectives	6c Continuous engagement
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	9. All HDdUHB Well-being Objectives apply

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Engagement and Experience Group Terms of Reference Continuous Engagement Plan
Rhestr Termiau: Glossary of Terms:	Included within the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group:	Not Applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No financial impact
Ansawdd / Gofal Claf: Quality / Patient Care:	No adverse quality and/or patient care impacts
Gweithlu: Workforce:	No adverse existing or future staffing impacts
Risg: Risk:	Risks identified and noted in Continuous Engagement Plan
Cyfreithiol: Legal:	Ensure engagement plans are quality assured by The Consultation Institute

Enw Da: Reputational:	Enhanced visibility and understanding of Health Board values due to open and transparent communication.
Gyfrinachedd: Privacy:	No
Cydraddoldeb: Equality:	Enhanced monitoring and evaluating of continuous engagement with seldom heard groups and individuals with protected characteristics.

Engagement activities July – November 2023

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers etc.) / Signpost / Contact
Bronglais Chemotherapy Day Unit (CDU) project	September – November 2023	<ul style="list-style-type: none"> • Executive Team • Communications Team • Engagement Team • Cancer Operational Team • Finance, Estates, IM&T • Charitable Funds Committee • Capital Planning • SD & OD • Bronglais CDU Team • Arts in Health Team 	<ul style="list-style-type: none"> • Art in Health Task and Finish Group patient representative questionnaire. • Engagement questionnaire inviting mainly current and past patients of Bronglais Chemotherapy Day Unit, to be representatives on the Task and Finish Group meetings. • Two patient representatives have now been shortlisted after engagement activity concluded on 10 October 2023. <p>Other Engagement outstanding.</p> <ul style="list-style-type: none"> • The Project Team have been working on a project update questionnaire to give all stakeholders the opportunity to provide feedback and their thoughts on the project so far, to ensure that we genuinely deliver a new unit that the public have funded and are able to be part of. • Engagement activity to be undertaken before the end of November 2023. 	<ul style="list-style-type: none"> • Lead by Kathryn Lambert: Kathryn.Lambert@wales.nhs.uk • Supported by Hassim Ganiyu: Hassim.Ganiyu@wales.nhs.uk • Lead by Hassim Ganiyu: Hassim.Ganiyu@wales.nhs.uk
Strategic Equality Plan 2024-28	27 October 2023	<ul style="list-style-type: none"> • Hywel Dda University Health Board • Powys Teaching Health Board • Carmarthenshire County Council • Ceredigion County Council • Pembrokeshire County Council 	<ul style="list-style-type: none"> • 21 April 2023 – 31 July 2023 - A regional survey launched by public sector partners to seek views from people across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about the experiences they, and others may have, when accessing a range of public services from housing to health. • From survey results four equality objectives have been produced that will 	<p>Strategic Equality Plan Survey</p>

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		<ul style="list-style-type: none"> • Dyfed Powys Police • Mid and West Wales Fire & Rescue Service • Bannau Brycheiniog National Park Authority • Pembrokeshire Coastal National Park Authority • Police and Crime commissioner, 	<p>help the partners to ensure services are provided and accessible to all residents and service users irrespective of their age, gender, sexuality, religion, language preference or disability and that we eliminate unlawful discrimination.</p> <ul style="list-style-type: none"> • Survey circulated in October 2023 to ask for views about the four equality objectives. 	
Voices of Children and Young People Group		<ul style="list-style-type: none"> • Engagement • Health Board staff working with Children and Young People • Patient Experience • Wales Ambulance Service Trust (WAST) • Youth Participation Officers 	A workshop was held on the 27 September 2023. The workshop looked at the future direction and workplan of the group, scoping of children and young people groups within Hywel Dda University Health Board (HDdUHB), review of the terms of reference and sharing good practice.	
New Hospital Site consultation		<ul style="list-style-type: none"> • Capital Planning Team • Transformation Programme Office • Engagement Team • Communications Team • Diversity and Inclusion 	<p>Public consultation held from 23 February to 19 May 2023 on choosing a site for a new Urgent and Planned Care Hospital. A range of meetings and events held with staff, public and stakeholders.</p> <p>Feedback report produced by an independent research organisation Opinion Research Services (ORS) from all the feedback received as part of this consultation.</p> <p>Conscientious consideration of feedback undertaken in August 2023 with key groups including SRG.</p>	<p>https://hduhb.nhs.wales/about-us/healthier-mid-and-west-wales/new-hospital-site/</p> <p>https://biphdd.gig.cymru/amdanom-ni/canolbarth-a-gorllewin-iachach/safle-ysbyty-newydd/</p> <p>Board papers that were discussed at the meeting, which included further technical information relating to the three sites, can be accessed on the health board's website: Board Papers 14 September 2023</p>

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			Feedback discussed at Local Health Board meeting on 14 September 2023.	
Urgent and Emergency Children and Young People's (Paediatric) Services at Withybush and Glangwili Hospitals	24 August 2023 – 27 October	<ul style="list-style-type: none"> • Acute Paediatric Services • Transformation Programme Office • Communications Team • Engagement Team • Diversity and Inclusion 	<p>Consultation, from 26 May – 24 August 2023, to hear views on three potential options for the future of urgent and emergency children and young people's services at Withybush and Glangwili Hospitals until the new hospital is developed.</p> <p>Following the mid-point review on 14 July 2023, two additional afternoon / evening public events in Pembrokeshire were added.</p> <p>A period of conscientious consideration of the consultation feedback report was undertaken between 12-19 October 2023 with the following groups:</p> <ul style="list-style-type: none"> • Clinical Stakeholder Group • Equality Health Inequality Working Group • Llais • Executive Steering Group • Board Seminar <p>The feedback from the conscientious consideration meetings and the consultation report will be presented to Board on 30 November 2023.</p>	<p>Activity ongoing. Consultation report to be considered by Board in November 2023</p> <p>Future Children Services - Hywel Dda University Health Board (nhs.wales)</p> <p>Gwasanaethau plant yn y dyfodol - Bwrdd Iechyd Prifysgol Hywel Dda (qiq.cymru)</p>
Pembrokeshire County Show stand		<ul style="list-style-type: none"> • Be Well Service Hywel Dda University Health Board • School Nursing • Digital Inclusion • Future Workforce Team 	<ul style="list-style-type: none"> • Opportunity to engage with members of the local and visiting populations and share the broad range of services provided by the Health Board. • Focus for the start of the consultation on the future of children's services at Glangwili and Withybush Hospitals. 	Feedback survey for staff who attended has been circulated. Sent on 20 October 23 and closes 10 November 23

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		<ul style="list-style-type: none"> • Infection Prevention Team • Health Visiting • Maternity Team • Diabetes Team • Community Development Outreach Team • Community Immunising Team • Recruitment • Organ Donation Service • Engagement Team • Communications Team 		
Cross Hands and Tumble GP Practice – the future of services for registered patients	Engagement period – closes 26 November 2023.	<ul style="list-style-type: none"> • Primary Care Team • Engagement Team • Communications Team 	<ul style="list-style-type: none"> • The GP Partners at Cross Hands and Tumble Surgery have made the difficult decision to resign the General Medical Services contract they hold with the Health Board to operate the Practice with effect from 31st March 2024. • Engagement period closes 26 November. • Patient survey hosted on Have Your Say / Dweud eich Dweud. • Surveys went live on Friday 27 October • Drop in engagement event – 8 November 2pm – 7pm Tumble Hall 	<p>Cross Hands and Tumble Have Your Say</p> <p>Cross Hands a'r Tymbl Dweud eich Dweud</p>
Laugharne Branch Surgery - the future of services for registered patients	1 to 30 November 2023.	<ul style="list-style-type: none"> • Primary Care Team • Engagement Team • Communications Team 	<ul style="list-style-type: none"> • Hywel Dda University Health Board received an application from the Coach and Horses GP Surgery in St. Clears, to close their Laugharne Branch Surgery in Carmarthenshire. • Engagement 1- 30 November 2023 • Patient survey hosted on Have Your Say / Dweud eich Dweud • Drop in engagement event – 28 November 2pm – 7pm at Laugharne Memorial Hall. 	The direct links to Have your Say / Dweud eich Dweud pages will go live on the 1 November 2023.

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Clinical Services Plan		<ul style="list-style-type: none"> • Transformation Programme Office • Patient Experience Team • Communications Team • Communications Hub • Engagement Team 	<p>In March 2023, Board approved the establishment of a programme approach to develop a Clinical Services Plan in response to these fragilities, and based on the principles of care that is safe, sustainable, accessible, and kind.</p> <p>Prior to the pandemic, and in the strategy, it was recognised that many of our services were fragile, predominantly because of our clinical teams being spread across multiple sites, and an over-reliance on a small number of individuals. Services in scope include:</p> <ul style="list-style-type: none"> • Critical care • Diagnostics: <ul style="list-style-type: none"> ○ Endoscopy ○ Radiology • Emergency general surgery • Planned care: <ul style="list-style-type: none"> ○ Dermatology ○ Ophthalmology ○ Orthopaedics ○ Urology • Stroke <p>• Primary care (engagement phase to start at later date from the above)</p> <p>• Urgent and Emergency Paediatrics (consultation complete)</p> <p>Staff surveys were circulated between 22 September and 20 October 2023.</p> <p>Surveys for patients, who have used the above services (except primary care) from</p>	

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			<p>2018 until 2023, were circulated between 19 October – 2 November 2023</p> <p>Stakeholder mapping sessions with each service have been undertaken between 21 August and 26 October 2023.</p>	