



GRŴP CYFEIRIO RHANDEILIAID STAKEHOLDER REFERENCE GROUP

| | |
|--|--|
| DYDDIAD Y CYFARFOD: DATE OF MEETING: | 14 November 2023 |
| TEITL YR ADRODDIAD: TITLE OF REPORT: | Update to Stakeholder Reference Group by Llais |
| CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR: | Donna Coleman West Wales Regional Director |
| SWYDDOG ADRODD: REPORTING OFFICER: | Leanda Wynn |

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

This SBAR updates the Group on the activities of Llais since the previous SRG meeting in July.

Cefndir / Background

Llais has been operating as an independent citizen voice body since April 2023 after the abolition of the predecessor organisations; Community Health Councils. In the SRG meeting of 5 May Llais gave a presentation and was subsequently invited to provide a regular update paper at each future meeting.

Asesiad / Assessment

Planning

Llais has recently agreed its plan for the second half of 2023-24 after its initial 100 day approach. This will be published as a finalised document in due course but is available in draft here: <https://www.llaiswales.org/sites/default/files/2023-10/23%2006%2005%20plans%20%26%20priorities%20v1.31.pdf>

It is driven by the concerns and priorities that we've received from the public. Some of the planned projects will be carried out on an all-Wales basis and some will be local. In the Hywel Dda area we will focus on:

- Being supported waiting for treatment
- How has Reinforced Autoclaved Aerated Concrete (RAAC) has affected your care?
- Living healthy and happily in our community as we get older

We have also continued to develop our role relating to social care. Our staff will shadow key social care workers to understand their daily roles and we have begun to meet with care homes in the area in order to introduce ourselves and explain our role.

Engaging with the Public

Our public engagement has gathered momentum and we have attended a number of events in order to publicise our organisation and listen to what the public is saying. These have included:

- Attending Pembrokeshire Show,
- Presenting to Carmarthenshire Carers Forum,
- Speaking to the public at a World Mental Health Day event organised by West Wales Action for Mental Health
- Speaking with the public at a Bevan Commission-led event

We have plans to expand our engagement further during the year but always welcome invitations from local community groups and organisations.

In addition to local events we have also visited South Pembrokeshire hospital as it has expanded the number of beds on site to cater for RAAC related works at Wityburg. We were keen to understand the patient experience there given the short notice to make changes imposed on the Health Board. We spoke with a number of people and will publish our findings in coming weeks.

Representation

In our representation role we have written to Health Board raising issues relating to:

- Rheumatology Adviceline
- The recent Paediatric Services Consultation
- Llandysul GP Out of Hours Provision
- GP Registration
- Bronglais Maternity Unit
- Garnant Surgery Opening Times
- Vision Express, Trostre, temporary closure
- Duty of Candour and short-term outcomes
- Ophthalmology waiting times
- Welsh Ambulance Service Trust pressures

We are closely involved in plans for public engagement on proposed Laugharne surgery branch closure and Tumble and Cross Hands surgery contract return. These will form the basis of further formal representation to the Health Board.

Advocacy

Our complaints Advocacy Team continues to manage a busy caseload. We are currently supporting people with over 100 open cases and operating a small waiting list.

Recruitment

In order to help us deliver on our plans we have continued to recruit into our staff teams. We now have new staff members in an admin support role and a public engagement role.

Argymhelliad / Recommendation

The SRG is asked to **NOTE** this paper.

| Amcanion: (rhaid cwblhau) Objectives: (must be completed) | |
|--|--|
| Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor: | |
| Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score: | |
| Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com) | |
| Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com) | |
| Amcanion Strategol y BIP: UHB Strategic Objectives: | |
| Amcanion Cynllunio Planning Objectives | |
| Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022 | |

| Gwybodaeth Ychwanegol: Further Information: | |
|--|--|
| Ar sail tystiolaeth: Evidence Base: | |
| Rhestr Termiau: Glossary of Terms: | |
| Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group: | |

| Effaith: (rhaid cwblhau) Impact: (must be completed) | |
|---|--|
| Ariannol / Gwerth am Arian: Financial / Service: | |

| | |
|--|--|
| Ansawdd / Gofal Claf: Quality / Patient Care: | |
| Gweithlu: Workforce: | |
| Risg: Risk: | |
| Cyfreithiol: Legal: | |
| Enw Da: Reputational: | |
| Gyfrinachedd: Privacy: | |
| Cydraddoldeb: Equality: | |