



## GRŴP CYFEIRIO RHANDDEILIAID STAKEHOLDER REFERENCE GROUP

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	15 November 2022
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Continuous Engagement
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Lee Davies, Executive Director of Strategic Development and Operational Planning
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Rebecca Griffiths, Head of Engagement

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

As part of our commitment to Continuous Engagement, a new Engagement & Experience Group (EEG) has been established to ensure that the voices of staff, stakeholders, patients, carers and citizens are listened to when designing, developing, reviewing or changing services, whilst informing the work of the Hywel Dda University Health Board (HDdUHB) at all times. The EEG, in respect of its provision of assurance/advice to the Listening and Learning Sub Committee, ensures that engagement activities taking place across the HDdUHB are shared to allow for aligning of messages wherever possible, sharing resources and avoiding duplication.

Enabling communities to continually feed in their thoughts to us about what is important through an open channel, will form part of our continuous engagement approach and will serve to bridge any gaps between our current engagement surveys. It will also allow for a transition from a 'task and finish' approach to a continuous community conversation.

The Engagement Team proposes to keep a continuous engagement channel open for the foreseeable future to enable communities to share their thoughts and ideas. We will monitor, analyse and pick up themes on an ongoing basis so that feedback can be considered as part of our future service delivery. A short set of questions will be published via Engagement HQ.

Members of the Stakeholder Reference Group are asked to note the establishment of the Engagement & Experience Group, along with assisting with the promotion of our open channel for continuous engagement.

#### Cefndir / Background

EEG will allow the Health Board to triangulate feedback from all sources of engagement with public, patients and staff, to ensure that the work of Hywel Dda University Health Board is informed and influenced by the views and perspectives of all our stakeholders. It will also:

- Support the development of appropriate guidance, policies and procedures to ensure the importance of learning from internal and external stakeholders is recognised and considered by HDdUHB.
- Report on all upcoming engagement activities to support programmes of work / workstreams / services
- Enable collaboration on engagement activities which require input / support from several corporate functions (e.g., work to progress our long-term health and care strategy
- Improve services that better meet both individual and community needs with more efficiently focused resources that ultimately impact positively on the Health and Wellbeing of our communities through listening and acting on our public's views.

### Asesiad / Assessment

The establishment of the Engagement and Experience Group allows the Health Board to be more open and progressive in its policy making and reflects collaborative working, opportunities for co-design and better outcomes for our communities.

Gaining a high level of support from wider teams for a continuous open channel will ensure components of the Continuous Engagement Plan are embedded throughout the organisation.

### Argymhelliad / Recommendation

For Information

### **Amcanion: (rhaid cwblhau)**

### **Objectives: (must be completed)**

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1.1: Early engagement and involvement in the determination of the UHB's overall strategic direction; 2.1.2: Advice to the UHB on specific service improvement proposals prior to formal consultation; as well as 2.1.3 2.1.3: Feedback to the UHB on the impact of the UHB's operations on the communities it serves
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk of failing to meet the Continuous Engagement planning objective <b>4T</b>
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	All Health & Care Standards Apply Choose an item. Choose an item. Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 2. Working together to be the best we can be 4. The best health and wellbeing for our individuals, families and communities 5. Safe sustainable, accessible and kind care
Amcanion Cynllunio Planning Objectives	4T Continuous engagement implementation Choose an item. Choose an item. Choose an item.

Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	9. All HDdUHB Well-being Objectives apply Choose an item. Choose an item. Choose an item.
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<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Engagement and Experience Group Terms of Reference Continuous Engagement Plan
Rhestr Termau: Glossary of Terms:	EEG – Engagement and Experience Group
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y grŵp cyfeirio rhanddeiliaid:  Parties / Committees consulted prior to Stakeholder Reference Group:	n/a

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

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