



MINUTES OF THE STAKEHOLDER REFERENCE GROUP (SRG)

Date and Time of Meeting	Friday 16th April 2021 9.30 am – 12.00 pm	
Venue	Meeting held via Microsoft Teams	
Attendees	<p>SRG Members Hazel Lloyd Lubran, Chief Executive, Ceredigion Association of Voluntary Organisations (Chair) Alan Thomas, Patient Representative, Atacisa a Fi – Ataxia and Me Sian Davies, Talking Health Representative Diana Davies, Corporate Manager Partnerships and Performance, Ceredigion County Council Emma Taylor, Natural Resources Wales Jackie Dorrian, Health and Wellbeing Officer, Carmarthenshire Association of Voluntary Services Ken Jones, Carer Representative, Carmarthenshire Martyn Palfreman, Head of Regional Collaboration, West Wales Care Partnership Cllr. Mike Theodoulou, Carmarthenshire One Voice Wales Owen Burt, Independent Board Member, Hywel Dda University Health Board (HDdUHB) Samantha Nicholls, Carer Representative, Ceredigion</p> <p>In Attendance Alison Gittins, Head of Corporate & Partnership Governance, HDdUHB Angharad Lloyd-Probert, Senior Project Manager, HDdUHB Delyth Evans, Senior Engagement Officer, HDdUHB Gruff Ifan, Policy and Engagement Advisor, Dyfed-Powys Police & Crime Commissioner’s Office Hayley Edwards, Armed Forces Representative Helen Morgan- Howard, Principal Project Manager, HDdUHB Nadine Farmer, Pembrokeshire Youth Services, Pembrokeshire County Council Nicola O’Sullivan, Assistant Director of Engagement, HDdUHB Paul Williams, Assistant Director of Planning, HDdUHB Paula Martyn, Care Forum Wales</p>	
Agenda Item	Introduction and Apologies for Absence	
SRG (21) 53	<p>Apologies were received from the following: Amanda Williams, Paramedic Project Manager, Welsh Ambulance Service NHS Trust Anna Bird, Assistant Director, Strategic Partnerships, Diversity and Inclusion HDdUHB Angie Darlington, Director, West Wales Action for Mental Health Gaynor Megicks, Engagement Officer, HDdUHB</p>	

	<p>Geraldine Murphy, Citizens Advice Pembrokeshire Gwyneth Ayres, Corporate Policy and Partnerships Manager, Carmarthenshire County Council Libby Ryan Davies, Strategic Programme Director, Transformation Programme Office, HDdUHB Louise O'Connor, Assistant Director of Legal Services and Patient Experience, HDdUHB Maria Battle, Chair, HDdUHB Rosemary Whittemore, Siarad Iechyd/Talking Health Representative Steve Moore, Chief Executive, HDdUHB</p>					
SRG (21) 54	<p>Declaration of Interests</p> <p>Samantha Nicholls declared an interest as an employee of Ceredigion Community, HDdUHB, attending the SRG in her capacity as a Carer representative.</p>					
SRG (21) 55	<p>Nomination of Vice Chair</p> <p>Hazel Lloyd Lubran proposed, given that no self nominations had been received for the role of Vice Chair, a reminder email be sent to all attendees requesting nominations of other SRG members as Vice-Chair, to be shared with the SRG secretariat who would follow up with the individuals nominated.</p> <p>Jackie Dorrian, Health and Wellbeing Officer, Carmarthenshire Association of Voluntary Services queried whether Public Sector or Third Sector nominees would be eligible to apply and Hazel Lloyd Lubran responded that a balance of sector representation between the Chair and Vice-Chair would be advisable.</p> <p>Jackie Dorrian requested that the names of SRG Members be circulated with the reminder e-mail requesting Vice Chair nominations.</p> <table border="1" data-bbox="279 1272 1449 1422"> <thead> <tr> <th colspan="2">ACTION</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>To issue an email to SRG attendees requesting nominations of other members for the role of Vice Chair together with a list of SRG Members.</td> </tr> </tbody> </table>	ACTION		1	To issue an email to SRG attendees requesting nominations of other members for the role of Vice Chair together with a list of SRG Members.	
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SRG (21) 56	<p>Minutes of the Previous Meeting Held on 6th October 2020</p> <p>The minutes of the meeting held on 6th October 2020 were approved as an accurate record.</p>					
SRG (21) 57	<p>Matters Arising and Table of Actions from the Meeting Held on 6th October 2020</p> <p>Members were advised that outstanding actions SRG (20)48 and SRG (20)49 on the Table of Actions would be covered later in the SRG meeting agenda SRG (21)60 and SRG (21)61 respectively.</p>					
SRG (21) 58	<p>SRG Terms of Reference</p> <p>Alison Gittins, Head of Corporate & Partnership Governance advised that following a Member Tenure of Office discussion across Wales, it had been agreed that rather than invoking the requirement for Members to serve no more than a specific period of time on the SRG, Members would be required, on an annual basis, to indicate their eligibility to regularly attend SRG meetings and their ability to represent their constituent body.</p>					

Alison Gittins advised that an email would be disseminated imminently requesting representation confirmation and that moving forward, this will become an annual process.

Alison Gittins requested that the current SRG Terms of Reference be supported and no further queries or comments were raised.

ACTION	
2	To circulate an email requesting Members confirm their eligibility to regularly attend SRG meetings and their ability to represent their constituent body.

**SRG (21)
59**

Discovery Strategy

Helen Morgan-Howard, Principal Project Manager, HDdUHB advised Members that in March 2021, Andrew Goodall, NHS Wales Chief Executive wrote to all Health Boards (HB) acknowledging it would be challenging to produce a three year plan due to COVID-19, and therefore focus would be on a one year Recovery Plan.

The Recovery Plan aligns to the six strategic objectives which set out the HB's direction:

1. Putting people at the heart of everything,
2. Working together to be the best we can be,
3. Striving to deliver and develop excellent services,
4. The best health and wellbeing for our communities,
5. Safe, sustainable accessible and kind care,
6. Sustainable use of resources.

The Recovery Plan identifies the 10 planning objectives which sit under each of the strategic objectives.

The Recovery Plan focuses on:

- How the HB will recover from the pandemic,
- How the HB supports its staff,
- How the HB builds the foundations to support both services and the community.

Helen Morgan-Howard advised that focus has been on how the COVID-19 pandemic has affected the population and asked for feedback from communities on what has changed due to the pandemic.

Angharad Lloyd-Probert, Senior Project Manager, HDdUHB advised that the key messages from Gold Command instructions, indicated in section 2 of the plan, are:

1. The delivery of the Mass Vaccine Programme and how the HB continues to deliver it in accordance with the milestones and requirements set out by the Welsh Government (WG).
2. How the HB maintains capacity at Field Hospitals (FHs) to enable immediately available or ready to use capacity within a maximum of a three week target.

3. How the HB delivers its Planned Care priorities and how it will meet the Referral to Treatment targets and prioritise likely actions.
4. How the HB delivers its local Testing Plan in accordance with WG requirements and how it supports and provides regional coordination of Test, Trace and Protect across the three counties.

Section 2 of the plan also details plans for recovery across the whole system.

Angharad Lloyd-Probert advised that the HB had previously received criticism for not aligning its Community, Primary Care and Cluster plans which has addressed this in this year's plan.

The Recovery Plan concentrates on Building for the future in Section 3 and Building capability to deliver in Section 4 with further sections relating to Finance, the HB's Workforce, Governance arrangements and future plans post the COVID-19 pandemic, building on the success of the Command Centre.

The Recovery Plan also references a single point of contact (SPoC) for patients as a means to improve patient experience and for continuity.

Owen Burt, Independent Member, commended the informative plan and requested further information on the HB's work on the SpOC. Helen Morgan-Howard responded that the Recovery Plan covers this in detail in Section 2 and advised that whilst several cohorts of patients have been prioritised, Orthopaedic services will be the initial pilot for the SpOC.

It was noted that an exercise has commenced around the HB's SPoC Strategy, however this work will be developed by the HB over the coming 12 months. The SPoC Strategy will aim to offer a single point of contact - the Hywel Dda Health Hub - which will provide advice on current expected waiting time and offer both self management options and identify and offer alternative treatment options.

Hazel Lloyd Lubran suggested SRG members could undertake a piece of work identifying how partners liaise with SPoCs going forward. Paula Martyn, Care Forum Wales, commented that Community and Primary Care working together is the way forward, and that patients would prefer, wherever possible, more care at home, and queried how the Independent Sector could link in with any initiatives.

Helen Morgan-Howard advised that section 2 of the Plan focused on this area with work being undertaken by the three County Directors Elaine Lawton, Peter Skitt and Rhian Dawson who would be able to respond to questions in relation to this. Hazel Lloyd Lubran stressed the imperative that partnership working takes place during and post the COVID-19 pandemic.

Ken Jones, Carer Representative, raised two points: the first being that the HB had not been successful in the past in meeting the 36 week Referral to Treatment targets, although having prioritised this, performance had improved. Notwithstanding this, there are currently 30,000 patients waiting for treatment

and the HB needs to review its systems to ensure it meets its targets going forward.

The second point is in regard to Carers and their accessibility to a digital connection, with a need to consider how the HB will meet the needs of the population who are not digitally connected. It was acknowledged that Carers usually draw down a Carers Allowance and may not have the funds to support a digital connection, as evidenced by the fact that 40% of the Carers newsletter that Mr Jones collates is distributed by post.

Helen Morgan-Howard advised that feedback from communities regarding new digital ways of working would be welcome.

Nicola O’Sullivan raised two points, the first point being the imperative that SRG Members are able to consider and be involved in the Recovery Plan/ Annual Plan going forward at the earliest opportunity. The second point is that the SRG is assured that those who may be disadvantaged due to digital connectivity issues are identified and catered for with both postal and telephone communication options enabled to meet the needs of the entire population.

Hazel Lloyd Lubran requested that Members receive and review the Recovery Plan and that key points are identified; SRG Members can then consider how they can assist with the Recovery Plan delivery over the coming year.

Helen Morgan-Howard commented that the opportunity to work with the SRG in future is most welcome.

ACTION	
3	To circulate the Recovery Plan to Members to help inform on the HB’s activity for the coming year.
4	To raise any concerns or input regarding the HBs plans for a single point of contact.
5	To consider how partners liaise with the HB’s single point of contact as indicated in the Recovery Plan over the coming year.
6	To forward any feedback from communities regarding digital ways of working.
7	To read the Recovery Plan and consider the key issues and how the SRG is able to assist with taking the recovery planning objectives forward over the coming twelve months.

**SRG (21)
60**

Transformation Programme /Transformation Funding (ICF)

Martyn Palfreman, Head of Regional Collaboration provided an update on the Transformation Programme particularly in relation to Programme 3 of the Transformation Fund, contained within the detailed report circulated. Members noted that a subsequent £6 million of funding had been received to support the transitional year April 2021 - March 2022 in addition to the WG Transformation Fund of £12 million to support the delivery of the ‘Healthier West Wales Programme’ over 2019/2020 and 2020/2021.

Members were appraised of the following three programmes:

- Programme 1: CONNECT – aiming to keep people independent for longer and reduce demand for long term and acute care. It was noted that this service is offered free for 6 months and then post 6 months, a modest charge is incurred if participants wish to continue. Only 9% of users have indicated they will not continue with the scheme post 6 months due to the following reasons: users who are now deceased, users having moved to residential care, users having experienced a significant change of circumstances such as where a relative has moved to be near the user or the user has moved to be near a relative.

Jackie Dorrian suggested consideration needed to be given to the fact that it is not only the cost of the service that would be incurred but the monthly charge for internet connection too.

Other salient indicators include:

- 64% of users using Connect feel safer in their own homes.
 - Only 7% of users have been referred for statutory assessment to enable their needs to be met and to prevent escalation.
 - 40% of users reported improvements to their mental health and ability to care for themselves.
- Programme 3: Fast tracked consistent integration – aiming to provide multi-disciplinary care to people in their homes and preventing escalation and possible admission to hospital.
 - Programme 7: Creating connections for all – aiming to build community resilience and active citizenship, comprising of 6 sub projects.

Martyn Palfreman advised that the Integrated Care Fund (ICF) provided by WG to support the integration of care and support with an emphasis on prevention and early intervention, has supported significant partnership working, with the ICF allocation for West Wales for 2021-2022 confirmed as £11.44 million. A further national pot of money to support schemes providing safe accommodation for children with complex high end emotional and behavioural needs to prevent escalation and facilitate de-escalation totalling £2 million has also been made available.

Jackie Dorrian advised of disparity in the undertaking of ICF in the different counties with one pot of grant funding not available in one of the counties.

Members noted that the report indicates the priorities for the programmes for the following year, with plans to adapt the scheme to cohorts that include those with dementia and cognitive impairment going forward.

Martyn Palfreman stressed the imperative that the HB is able to robustly evaluate these programmes given there is no guarantee of continued funding post March 2022. Evaluation will be undertaken through performance data, outcomes of engagement and discussions with staff and service users. Discussions are currently being held with WG to investigate specialist support to complete a cost-benefit analysis, with tangible evidence required by

September/October 2021.

Members were encouraged to forward any questions and comments on the report direct to Martyn Palfreman. Martyn Palfreman advised that Hazel Lloyd Lubran would be able to advise on Programme 1.

ACTIONS	
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8	To forward any questions and comments on the Transformation Programme/Transformation Funding report to Martyn Palfreman.
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9	To raise any queries or comments regarding Programme 7 of the Transformation Programme with Hazel Lloyd Lubran.
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**SRG (21)
61**

Update on Engagement/Engagement HQ

Nicola O'Sullivan, Assistant Director of Engagement advised Members of an exercise that had been undertaken looking at online engagement particularly for those in the 18-55 year age groups to encourage broader input from different age groups in the population, given the likelihood that engagement will increasingly be of a digital nature in the coming months.

It was noted that engagement has taken various forms over the past including closed, mixed and open engagement forms.

Delyth Evans, Senior Engagement Officer advised that a local soft launch has taken place in the form of "Have your say", a joint exercise with Workforce and OD which is also open to staff, and further advised of an upcoming public project regarding a pharmaceutical assessment that has passed the consultation stage and will be posted on the HDdUHB Engagement HQ page imminently.

Nicola O'Sullivan undertook to provide SRG Members with the link to access the Engagement HQ page.

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10	To provide a link to SRG Members to Engagement HQ.
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**SRG (21)
62**

Charter for Young People/Early Adopter

Nicola O'Sullivan informed Members that an action from the Voices of Children and Young People Group had been to develop a Regional Charter for Young People, and that joint partnership working had taken place with the Crime Commissioner of West Wales, Dyfed Powys Police and the Mid and West Wales Fire and Rescue Service to clarify their understanding around the UN convention around the rights of the child and to identify the priorities out of the 45 articles.

Nicola O'Sullivan advised that young people have fed back that 45 articles may be difficult to capture and suggested a bold statement encompassing the 7 main areas would be prudent.

Gruff Ifan, Policy and Engagement Advisor, Dyfed-Powys Police & Crime Commissioner's Office thanked Nicola O'Sullivan for the opportunity to work in joint partnership, noting that the engagement is timely.

Hayley Edwards, Armed Forces Representative introduced herself as Jane Watt's successor and suggested it may be prudent that she participated in this joint working as her remit, as part of the Service Childrens' Alliance Cymru, is to represent the needs and wants of children from Armed Forces families. It was noted that Pembrokeshire is the second county in Wales with the highest number of Armed Forces children, next to St Athan, South Glamorgan.

Hazel Lloyd Lubran acknowledged the importance of the link to Pembrokeshire and asked that Nicola O'Sullivan and Hayley Edwards liaise going forward.

Nadine Farmer, Children and Young People's Rights Officer for Pembrokeshire suggested a discussion with Hayley Edwards to discuss work being undertaken in Pembrokeshire would be prudent.

Jackie Dorrian appraised Members of a new Children and Young People's network in Carmarthenshire who would be interested in being involved in the Children's Charter exercise that is being undertaken.

ACTION	
11	Nicola O'Sullivan and Hayley Edwards to liaise regarding the joint partner working being undertaken around the Rights of the Child.
12	Nadine Farmer and Hayley Edwards to discuss cross working and work being undertaken in relation to Children and Young People in Pembrokeshire.
13	Nicola O'Sullivan to liaise with Jackie Dorrian regarding cross working opportunities in Carmarthenshire and the involvement of the Children and Young People's network in Carmarthenshire in the Children's Charter exercise.

**SRG (21)
63**

Building a Healthier Future After COVID-19

Paul Williams, Assistant Director of Strategic Planning, in his role as Programme Lead for business cases around the Health and Care Strategy, provided an overview of the A Healthier Mid and West Wales: Our Future Generations Living Well, a 20 year vision which aligns with 'A Healthier Wales: Our Plan for Health and Social Care', a 10 year plan.

Paul Williams outlined the phased Transformation Programme Approach and its three specific phases, and further advised of the Transforming Clinical Services: Board ratified model and the four main recommendations.

Paul Williams updated Members regarding the HB's transformation journey and how the COVID-19 pandemic had impacted this, and also updated Members on the 5 case model and the Clinical Strategy 10 Design Assumptions which include population, site changes, admission avoidance bed discharge, outpatient change, A&E/MIU change & proportions, Acute to Community step down in terms of beds and outpatients and day case community hub shift.

Members were appraised regarding Phase 1 of the engagement process and how the HB will manage this engagement with the public following the May

2021 elections particularly in light of COVID-19 pandemic considerations.

Paul Williams advised that an exercise would be undertaken to identify land for a new hospital and the considerations that would need to be taken into account.

Hazel Lloyd Lubran conveyed her thanks to Paul Williams for the informative presentation and Members acknowledged that the HB is at the start of engagement which will be an ongoing process.

Hazel Lloyd Lubran alerted Members to the fact that the development of Public Services Wellbeing Plans is imminent, and the imperative that the HB, when engaging with the population of West Wales, does not overwhelm them. Paul Williams advised that an exercise is being undertaken to consider timelines and synergies to ensure that this is not the case.

Hazel Lloyd Lubran stressed the importance of engaging with the population and that they feedback to the HB on the priorities, with engagement timelines and priorities planned in from this feedback. As a HB, consideration will need to be given to where we store and share this engagement data and how we collate it for multi-purpose utilisation.

Emma Taylor, Natural Resources Wales expressed her thanks at being offered the opportunity to attend SRG meetings to provide input on green infrastructure and also input on the new hospital site in terms of how wellbeing and patient recovery can be prioritised.

Nicola O'Sullivan suggested there were partnership working opportunities available with Natural Resources Wales and that contact would be initiated with Emma Taylor to further discuss.

Jackie Dorrian suggested it would be prudent if Social & Green Solutions for Health Project Group were also involved in these discussions. Diana Davies, Corporate Relationships Manager appraised Members of the Public Services Boards which are attended by the Heads of each Public Sector organisation and suggested future developments should be added to their agenda to ensure that appropriate items are raised for discussion.

Ceri Davies queried whether intermediate space for discharge is being factored into planning considerations and Paul Williams responded that a pathway from Urgent and Acute care would be stepped down post 72 hours to enable a patient to be treated in the community or in their own homes. It was noted that the use of Field Hospitals due to COVID-19 had proved a useful proof of concept with regard to step up and step down opportunities going forward.

ACTION	
14	To liaise with Diana Davies regarding the timeline for papers to be presented to the Public Services Boards to assist Nicola O'Sullivan

		plan agenda items appropriately.	
	15	To discuss partnership working opportunities with Natural Resources Wales.	
	16	To engage Social & Green Solutions for Health Project Group in collaborative partnership working opportunities.	
SRG (21) 64	March 2021 COVID-19 Board Report		
	<p>Members were advised that the March 2021 COVID-19 Board Report and WG Vaccination Strategy for Wales had been included in their paper bundle for the SRG meeting on 16th April 2021.</p> <p>Alison Gittins confirmed that as there are 6 Board meetings and 4 SRG meetings per annum, a link or email would be shared with Members to ensure access to the 2 Board reports that would not be able to be included on the SRG agenda.</p> <p>Hazel Lloyd Lubran stressed the importance of these COVID-19 Board reports in assisting with informing SRG's forthcoming agenda items.</p> <p>Hazel Lloyd Lubran also suggested SRG Members need to consider in totality the HB's 1 year Recovery Plan, the Building a Healthier Future after COVID-19 work being undertaken and also the Engagement work that is being completed and identify priorities, to inform the SRG agenda going forward.</p> <p>Hazel Lloyd Lubran asked that Paul Williams, Assistant Director of Planning continues to update SRG Members on the work undertaken.</p>		
	ACTION		
	17	To ensure that SRG Members receive the 6 annual COVID-19 Board reports.	
SRG (21) 65	SRG Annual Workplan		
	The SRG Workplan for 2021/22 was shared with Members; noting its iterative nature, consideration would continue to be given to it throughout the year.		
SRG (21) 66	Recommendation to the Board		
	Members agreed the imperative that the SRG is involved at an earlier stage in the development of the HB's Annual Plan and Recovery Plans going forward. Members also supported the HB's engagement process which would be reflected in ongoing workplan items.		
SRG (21)	Any Other Business		

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Hayley Edwards, Armed Forces Representative appraised Members of the Armed Forces Covenant following WG’s commitment to provide high quality services to the Armed Forces community in Wales.

To ensure the needs of the Armed Forces community are reflected in policy developments, the WG has established an Expert Group. With its diverse representation, the group includes serving officers from the Tri-Services, representatives of the Army, Naval and RAF Families Federations, and Third Sector organisations who are active in supporting the Forces community. Together, the group determines its future priorities and how these can be delivered collectively.

Hayley Edwards advised that she is working closely with Anna Bird, Assistant Director, Strategic Partnerships, Diversity and Inclusion and team. Hazel Lloyd Lubran undertook to speak to Anna Bird to identify how this is being approached within the HB.

Hazel Lloyd Lubran requested any ideas for future SRG agenda items to be shared with her.

Alison Gittins advised Members that the HB’s Ethics Committee has requested a representative from HDdUHB SRG to attend their meetings as and when appropriate. Hazel Lloyd Lubran suggested it may be prudent that rather than appointing one member of SRG as a representative, the invite is kept open and that the SRG Member with the most relevant expertise related to the Ethics meeting discussion is identified.

Hazel Lloyd Lubran requested this be added to the July SRG meeting agenda for an Ethics Committee colleague to attend to clarify the remit of their committee and to provide information on the representative role.

Alison Gittins further advised that the Welsh Health Specialised Services Committee Prioritisation Panel is looking for a Wales SRG Member to attend their meetings as the current representative is retiring. Hazel Lloyd Lubran requested that this request be shared with SRG Members by Alison Gittins.

ACTION	
18	Hazel Lloyd Lubran and Anna Bird to liaise regarding the Armed Forces covenant and current strategic partnership opportunities being undertaken.
19	To forward proposals for agenda items to Hazel Lloyd Lubran for consideration and inclusion.
20	To invite a member of the Ethics Committee to the July 2021 SRG meeting to advise on the remit of the committee and the role the SRG representative would undertake.
21	To forward the request from the Welsh Health Specialised Services Committee for a nomination for a Wales SRG Member to act as a representative.

Date, Time and Venue of Next Meeting
 Friday 16th July at 9.30 am- 12.00 pm via MS Teams.