



**GRŴP CYFEIRIO RHANDEILIAID
STAKEHOLDER REFERENCE GROUP**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 July 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Llais West Wales Update
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	N/A External Body
SWYDDOG ADRODD: REPORTING OFFICER:	Sam Dentten (Deputy Regional Director Llais West Wales)

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 Stakeholder Reference Group (SRG) on the activities of Llais in the first 3 months of its existence.

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

Llais continues to establish itself in the new role given to us by Welsh Government. The following is a summary of our activities and work since the last SRG meeting.

Planning

We have been working to meet our national 100 Day Plan which sets out what we will do in our first 100 days to build a foundation for our development and future function. You can access the full plan here: <https://www.llaiswales.org/about-us/our-100-day-plan>

We have recently launched a public consultation on our proposed vision, mission, and strategic priorities. We will be holding events and inviting the public to talk to us. The consultation closes on July 31st. We have contacted many of our partners and stakeholders already but we'd really welcome input from any who haven't had the opportunity to join in yet. We will develop further plans on the basis of what people tell us.

Recruitment

In order to help us deliver on our plans we have been recruiting into our staff teams and our volunteer group. We now have a further 2 Complaints Advocates and an Advocacy Support Officer to provide capacity for our new role in social care complaints advocacy. We have recently held a taster session for people interested in becoming a volunteer and look forward to welcoming another 7 volunteers into Llais.

Engaging with the Public

Much of our public engagement has been spent meeting with people at the Health Board's recent consultation and engagement events around service change. We have attended over 14 events in order to hear from the public and have responded formally to the Site Selection public consultation and the Learning Disability Service Improvement engagement process. These responses are on our website. We are currently involved in the Health Board's Paediatrics consultation and are attending each event.

On a national basis west Wales led on the national WG ophthalmology consultation response which will seek to bring more services into high street optician practices.

We are also beginning to attend more events and have also been holding introductory meetings with local elected representatives.

We will be starting a programme of visiting and engagement in coming weeks, the first projects are likely to cover Maternity Services and also hospital wayfaring (signage, directions and patient information etc.) from a patient's perspective.

Representation

In our representation role we have written to Health Board with issues relating to Emergency General Surgery, dermatology, complaints handling, service changes mentioned above and asked for responses to legacy CHC reports on Palliative Care and A&E.

We continue to represent the public on key Health Board committees, attending Public Board, Quality Safety and Experience Committee, Strategic Development Operational Delivery Committee, Primary Care Contract Review Committee. In terms of social care we met with Carmarthenshire Communities Management Team in June.

Advocacy

Our complaints advocacy Team has expanded as detailed above. We continue to manage a busy caseload that is currently managing 88 open cases with a 15 person waiting list which should reduce as our new advocates become more established. We are currently handling 3 social care related complaint cases but we expect this to increase as awareness of our advocacy service widens.

Argymhelliad / Recommendation

The SRG is asked to receive this paper for information.

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:	Not Applicable
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	Not Applicable
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	Not Applicable
Amcanion Strategol y BIP: UHB Strategic Objectives:	Not Applicable
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Not Applicable
Rhestr Termiau: Glossary of Terms:	Not Applicable
Partion / 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:	Not Applicable
Ansawdd / Gofal Claf: Quality / Patient Care:	Not Applicable
Gweithlu: Workforce:	Not Applicable
Risg: Risk:	Not Applicable
Cyfreithiol: Legal:	Not Applicable
Enw Da: Reputational:	Not Applicable
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	Not Applicable