

Enw'r Pwyllgor / Name of Committee	Stakeholder Reference Group (SRG)
Cadeirydd y Pwyllgor/ Chair of Committee:	Hazel Lloyd-Lubran
Cyfnod Adrodd/ Reporting Period:	Meeting held on 5 May 2023
Y Penderfyniadau a'r Materion a Ystyriodd y Pwyllgor / Key Decisions and Matters Considered by the Committee:	
<ul style="list-style-type: none"> • Annual Review of Terms of Reference / Review of SRG Membership: SRG approved the updated Terms of Reference for onward ratification by the Board. The SRG Membership has been reviewed to ensure compliance with governance requirements and an exercise will be undertaken by the Corporate Governance team who will write to current members whose length of membership exceeds the term of office as specified in SRG's Terms of Reference in order to appoint new members or re-appoint current members who are eligible. Once this exercise has been completed and the membership is approved by Board, the process to appoint to the roles of Chair and Vice-Chair will commence. • Continuous Engagement Programme Update: The Group received the report that provided an update on progress of continuous engagement with communities and representatives around a broad range of services. SRG Members are very willing support the Health Board's various engagement plans and consultations with the local public and various communities going forward. • Paediatric Consultation: Members were advised of the proposed launch of a public consultation on 26 May 2023 on how the Health Board provide urgent and emergency children and young people's (paediatric) services for people who live in, or visit, areas that are serviced by Withybush and Glangwili hospitals. The Health Board is seeking views on how best to provide these services following a series of temporary changes made since 2016. In the consultation, the Health Board will ask individuals and organisations to share how suitable the three proposed options are to deliver urgent and emergency children and young people's services at Withybush Hospital and Glangwili Hospital. At this stage, the Health Board does not have a preferred option for how urgent and emergency paediatric services at Withybush Hospital and Glangwili Hospital will be delivered between now and the establishment of the proposed new hospital network. The Health Board would also like to hear views on the positive and negative impacts associated with each of the three options to the Health Board to avoid or reduce negative impacts. The consultation is similar in its approach to the Land consultation but is more specific in terms of geography, with focus on the public, stakeholders, service users and staff in the south of the Hywel Dda area. It was noted that the final consultation document will be available in a youth friendly version, an easy read version, in English and in Welsh and a number of other languages, including British Sign Language (BSL) so as to engage with as wide an audience as possible. It also references the Teulu Jones (Jones family), to help to explain how each option would be different, based on a patient's experience. Llais expressed appreciation for the Health Board's continued willingness to engage with the range of concerns raised and changes that have had to take place in Paediatric care. 	

- **A Healthier Mid and West Wales – Land Consultation Update:** Members received a presentation regarding the three potential sites for the new Urgent and Planned Care Hospital acknowledging that the consultation has been ongoing since February 2023. It was noted that concern has been expressed regarding access to each of the sites in terms of transport, transport systems, including rail links, and travel time. Members noted that detailed analysis has been undertaken with Transport for Wales and the Welsh Ambulance Services Trust (WAST) to model travel times from existing towns (1,000+ population) across the Hywel Dda area and it was further noted that although travel distance is further, a recent review of the zone indicates that 97% of the population reside within one hour of an A&E department, whether at Morriston Hospital, Bronglais Hospital or the new Urgent and Emergency Care Hospital. A transport and accessibility strategy will be developed to align with Welsh Government’s transport strategy and expectations with regard to the climate change agenda and provision of sustainable transport systems, which, it was acknowledged, will be a challenge for the west Wales region. The issues regarding travel and transport are seen not only from an access viewpoint but also alongside the cost-of-living impacts in terms of affordability of transport options and the design and delivery of services.

SRG Members acknowledged that their collective voice could have considerable impact in supporting the need for improved transport options and accessibility across the region.

The considerable number of engagement activities that have supported the consultation were noted.

- **Annual Plan 2023/24:** The SRG understood the reasons why the Annual Plan 2023/24 is not financially balanced and is, therefore, unacceptable to and unsupportable by Welsh Government, in terms of affordability, and acknowledged that the Health Board continues to endeavour to improve the deficit position whilst not compromising on health care standards and quality. Members acknowledged the difficult decisions and choices the Board will need to make going forward in an economic climate with ever-increasing costs and significantly reduced funding and recognised that this is a Wales-wide issue across all Health Boards. SRG expressed disappointment with the Ministerial priorities that appear very hospital-focused, when the Health Board’s model focuses on a far broader population and health and community-based support for a more rural area; Ministerial priorities also do not take account of ‘Further, Faster, Together’, which again, is community-focused. SRG Members felt that engagement with the local population would be advantageous in delivering explanations regarding decisions made by the Health Board that are not always financially driven.
- **Finance Update 2022/23 and Forward look 2023/24:** Members noted the year end deficit financial position acknowledging the ever-changing and deteriorating economic circumstances that have exacerbated financial challenges throughout the year, although it was noted that the final deficit position was an improvement on forecast. With regard to 2023/24, SRG understands that it is bleaker than the previous year due mainly to two pressures: significantly less one-off funding and cost growth. SRG understands that discussions are ongoing with Welsh Government to gain clarity around their expectations and acknowledges that difficult decisions and choices will need to be made in very constrained financial budgets.
- **Digital Charter/Inclusion:** SRG Members noted that the Health Board was awarded accreditation by the Digital Inclusion Charter for Wales and is one of the only Health Boards in Wales to have a ‘Digital Inclusion Charter’. Members further noted the progress made and programmes of activity for digital inclusivity for staff across Hywel Dda acknowledging the ‘opt in’ approach the Health Board is taking when programmes are rolled out to the wider community, including an equipment loan scheme and the possible use of Starlink that could provide wi-fi connectivity in community settings. The

plan to relaunch the digital response to 'A Healthier Mid and West Wales strategy' was noted along with the development of the NHS Wales app and other health care apps to support patients in the community.

- **Role of Llais/Citizen Voice Body:** SRG Members understood that as of 1 April 2023, the Community Health Councils were abolished and Llais came into being. Members noted that Llais is the operating name for the new organisation; however, the legal title within the Welsh Government Act is the 'Citizen Voice Body'. Llais' remit continues to cover the NHS in Wales and now also includes social care. The designated ambassador for West Wales is Mr Jack Evershed. There is one central Llais body with seven regions, approximately 100 staff in 12 offices across Wales. The West Wales region fits with the Hywel Dda Health Board and Regional Partnership Board/West Wales Care Partnership boundaries with offices in Carmarthen, Milford Haven, and Aberystwyth. Llais' role will entail:
 - **Engagement:** Routine engagement with the public to understand people's experiences of health and social care in various ways, the outcomes of which will be produced in published themed reports or Letters of Representation to relevant bodies for more specific issues, if required.
 - **Service Change:** Llais will contribute views on engagement and/or public consultations.
 - **Complaints Advocacy:** Assisting service users to raise concerns to the NHS and now, also, to social care bodies.

The Health and Social Care Act 2022 and subsequent guidance state that NHS bodies and social care must promote Llais' activities. There is an expectation that information is shared with Llais as and that partner organisations will enable conversations with people under their care, when appropriate. The NHS and social care organisations have a duty to respond to any queries or issues raised with them by Llais.

- **Air Ambulance and Emergency Medical Retrieval (EMRTS):** SRG Members were made aware of the EMRTS review consultation currently taking place regarding how to improve the delivery of the Air Ambulance and Emergency Medical Retrieval and Transfer Service (EMRTS). Members noted:
 - There are three Air Ambulance bases across Wales that operate 12 hours per day, in Llanelli, Welshpool and Caernarfon and one base in Cardiff operating 24 hours per day. Teams comprise of either two critical care paramedics or a critical care paramedic and a doctor.
 - The Air Ambulance is accessed through 999 calls to a desk in the ambulance control centre. On average across Wales, there are 1300 999 calls that receive an ambulance response, of those, 1100 calls are screened by a clinical desk to see if the EMRTs service is required. Approximately 140 of those calls are further interrogated and on average there are 13 calls per day that require EMRTs. EMRTs can respond to 10 per day which means three calls receive an ambulance response rather than the EMRTs service.
 - The Service is two-thirds funded by the Air Ambulance Charity which provides the aircraft, aircraft engineers, pilots and bases and one-third funded by the Health Service which provides the doctors, paramedics, medical equipment and consumables.

The options for improvement are:

- Remain as is with no changes.

- Keep bases where they are and look at operating hours and working more closely together.
- Consolidate bases in Caernarfon and Welshpool with a new base in the middle of north Wales, adjacent to the A55.
- Keep bases where they are and put a rapid response vehicle in the middle of north Wales, adjacent to the A55.
- A request for any other suggestions for improvement.

Details of the engagement exercise together with the link are available on the Hywel Dda website. SRG Members undertook to share the information as widely as possible through their networks.

Materion y mae angen Ystyriaeth neu Gymeradwyaeth Lefel y Bwrdd are u cyfer / Matters Requiring Board Level Consideration or Approval:

- SRG Terms of Reference for ratification (attached).
- SRG emphasised the ongoing support that can be provided to the Health Board through SRG Members' networking opportunities to widen external consultations, engagement and activities and provide feedback.

Risgiau Allweddol a Materion Pryder /Key Risks and Issues/ Matters of Concern:

No risks or matters of concern were identified.

Busnes Cynlluniedig y Pwyllgor ar gyfer y Cyfnod Adrodd Nesaf / Planned Committee Business for the Next Reporting Period:

Adrodd yn y Dyfodol / Future Reporting:

- A Healthier Mid and West Wales – Land Consultation: Update
 - Key issues, challenges and opportunities arising from conversations with the public, in person and online.
 - A deep dive into the consultation process, what has been successful and what has not.
- Census Data – Analysis of Trends and Statistics.
- Digital Charter/Inclusion: Update
- Digital Divide Research
- Role of Llais/Citizens Voice Body: Update
 - How Llais is engaging with other SRGs across Wales with feedback on how those relationships are developing.

Dyddiad y Cyfarfod Nesaf / Date of Next Meeting:

Tuesday, 18 July 2023