



GRŴP CYFEIRIO RHANDDEILIAID STAKEHOLDER REFERENCE GROUP

DYDDIAD Y CYFARFOD: DATE OF MEETING:	05 May 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Continuous Engagement Implementation, PO 4T
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes-Moakes Director of Communications and Engagement
SWYDDOG ADRODD: REPORTING OFFICER:	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

A new Continuous Engagement Plan (CEP), prepared by the Engagement Team as part of our commitment to Planning Objective (PO) 4T, was approved by Board in May 2022.

The CEP embeds the principles of continuous engagement throughout the fabric of Hywel Dda by working with teams and services in a collaborative way, ensuring engagement objectives are purposeful and aligned to HDdUHB's strategic and planning objectives.

Cefndir / Background

As stated in our strategy 'A Healthier Mid and West Wales: Our future generations living well', our commitment is to "work together every step of the way" with our staff, patients, carers, people who live and work in our communities and people or organisations delivering or interested in health, care, and well-being. The CEP aims to shift the emphasis from reactive engagement on proposed service changes, to a more practical and proactive approach, which involves public and stakeholders as partners in a continuous process. The CEP is a live document that will evolve and guide development of future services through listening to our communities.

This approach is intended to enable us to work together to design services that better meet the individual and community needs. It also aims to improve services in order that resources can be more efficiently focused to improving outcomes that matter to people.

Asesiad / Assessment

The Continuous Engagement Plan (CEP) has been developed around the three life stages – **starting and developing well, living and working well, and growing older well**. It aims to achieve the following outcomes:

Improved 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.

- Increased public confidence and trust in the reputation of Hywel Dda University Health Board (HDdUHB).
- Greater ability of service users to influence services and to be better informed.
- Open and progressive policy making which reflects collaborative working, opportunities for co-design and improved outcomes for our communities.
- Improved decision making which is driven by public feedback.
- Enhanced visibility of HDdUHB values through open and transparent communication.
- Services and staff that understand and appreciate the benefits of continuous engagement.

In setting our practical actions for Continuous Engagement, there will undoubtedly be direct impacts on who we need to communicate and engage with, when we will need to do this, and the scope and tactics we will need to plan and deliver.

In recognition of the fact that several teams and functions undertake some form of engagement within HDdUHB, a new Engagement and Experience Group (EEG) was established in September 2022, to be used as a mechanism to ensure 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 HDdUHB at all times. The purpose of the EEG is to triangulate feedback from all sources of engagement with public, patients and staff, to ensure that the work of HDdUHB is informed and influenced by the views and perspectives of all our stakeholders.

An activity log is included as part of this update to allow SRG members to be appraised of recent engagement work.

Argymhelliad / Recommendation

The Stakeholder Reference Group is requested to NOTE the continuing progress made in respect of PO4T: Continuous Engagement Implementation.

Amcanion: (rhaid cwblhau)	
Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	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 4T
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	All Health & Care Standards Apply






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
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	9. All HDdUHB Well-being Objectives apply



Gwybodaeth Ychwanegol: Further Information:	
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
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Grŵp Cyfeirio Rhanddeiliaid. Parties / Committees consulted prior to Stakeholder Reference Group	n/a

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No financial impact
Ansawdd / Gofal Claf: Quality / Patient Care:	No adverse quality and/or patient care impacts
Gweithlu: Workforce:	No adverse existing or future staffing impacts
Risg: Risk:	Risks identified and noted in Continuous Engagement Plan
Cyfreithiol: Legal:	Ensure engagement plans are quality assured by The Consultation Institute
Enw Da: Reputational:	Enhanced visibility and understanding of Health Board values due to open and transparent communication

Gyfrinachedd: Privacy:	No
Cydraddoldeb: Equality:	Enhanced monitoring and evaluating of continuous engagement with seldom heard groups and individuals with protected characteristics.

Engagement Activity

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers e.t.c) / Signpost / Contact
Bronglais Chemotherapy Day Unit (CDU) project	July 2021 - Ongoing	<ul style="list-style-type: none"> Executive Team Communications Team Engagement Team Cancer Operational Team Finance, Estate, IM&T Charitable Funds Committee Capital Planning SD & OD Bronglais CDU Team 	<ul style="list-style-type: none"> Engagement Questionnaire (staff and patient) organised and completed between 23 September 2022 and 31 October 2022, to capture the views and experiences of patients and staff with regards to the current unit, and how the new unit should look like. 	 Report Patient Survey BGH CDU 06.C  Report Staff Survey BGH CDU 06.01.23.dc
Continuous Engagement Plan	May 2021	<ul style="list-style-type: none"> Patient experience Engagement Corporate Governance CHC Communications Workforce Diversity and Inclusion Capital Planning 	<ul style="list-style-type: none"> A new Engagement and Experience Group established. This will be used as a mechanism to ensure 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 HDdUHB at all times. 	 Engagement Experience Sub-Gro
Voices of Children and Young People Steering Group		<ul style="list-style-type: none"> Engagement Health Board staff working with Children and Young People Patient Experience WAST Youth Participation Officers 		 VCYP ToRs FINAL.doc
Launch of Children's Charter	September 2022	<ul style="list-style-type: none"> Launch event held at Dyfed Powys Police Headquarters. Children's Commissioner for Wales in attendance Shared with services across Hywel Dda UHB 	<ul style="list-style-type: none"> Available in English, Welsh and Ukrainian, Russian, Arabic and Polish English, Welsh, Polish, Ukrainian and Russian Easy Read available in Welsh and English Audio available in English and Welsh 	 Children's Rights Charter English.pdf

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			<ul style="list-style-type: none"> BSL version 	
Hywel Dda UHB Children's Week	Sunday 15 May to Friday 16 May 2022		<ul style="list-style-type: none"> A range of activities took place to celebrate the children and young people within Hywel Dda. 	 Acute Ward Display.docx
Children's Badge Competition	Summer 2022		<ul style="list-style-type: none"> A Children's Charter badge competition was held to raise awareness of the Children's Charter The poster was sent to Primary Schools throughout Hywel Dda area. Also shared via children and young people networks to promote more widely 	 Competition Poster - English.pdf
National Eisteddfod, Tregaron	30 July - 6 August 2022	Led by the Welsh Language, Communications, and Recruitment teams and involving teams and individuals from across the Health Board	<ul style="list-style-type: none"> A week of activities at the Eisteddfod, presented an opportunity to engage with local community members and visitors to the Hywel Dda area Interactive sessions hosted by members of primary care teams enabled members of the public to have general conversations on health and well-being (e.g. speech and language sessions, designed to smile, blood pressure checks, immunisation and vaccinations, Arts in Health) 	Hywel on the Maes - Hywel Dda University Health Board (nhs.wales)
Paediatrics Early Engagement	August 2022		7,700 surveys distributed as part of the Issues Paper development were sent to those who had used paediatric services in Worthybush General Hospital or Glangwili General Hospital, 27 July 2022: Ward based engagement with service users, parents, and carers at	https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2022/board-agenda-and-papers-24th-november-2022/agenda-and-papers-24-november-2022/36-paediatrics-review-pdf-38mb-17-november-2022-opens-in-new-tab/

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			<p>Cilgerran ward and PACU by the Patient Experience Team begins</p> <p>28 July 2022: Posters were displayed containing a link to the survey, and alternative options of engagement via email or telephone at A&E in WGH and GGH, Paediatric outpatients at WGH and GGH, Cilgerran ward and PACU in GGH, and Minor Injury Unit areas at GGH and WGH</p> <p>11/08/2022: Staff drop-in sessions at WGH and GGH</p> <p>18/08/2022: Ward based engagement with service users, parents, and carers at Cilgerran ward and PACU by the Patient Experience Team finished</p> <p>19/08/2022: Informal drop in event for patients, their families, and carers to provide their experience of accessing paediatric services at Folly Farm, Pembrokeshire 24/08/2022: Informal drop in event for patients, their families, and carers to provide their experience of accessing paediatric services at Xcel Bowl, Carmarthenshire 24/08/2022: Informal drop in event for patients, their families, and carers to provide their experience of accessing paediatric services at Cardigan Castle, Ceredigion</p>	<p>Yvette Pellegrotti/ Alexander Martin can provide more information if required</p>
Paediatrics engagement			<p>Targeted engagement with those groups to share their views. The groups included:</p>	<p>https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2022/board-agenda-</p>

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			<ul style="list-style-type: none"> • Children and Young People (aged 0 - 9) • Males • Minority ethnic groups • Gypsies and Travellers <p>Activities undertaken include:</p> <ul style="list-style-type: none"> - Young Person Survey - Ysgol y Preseli – School visit - Gypsy and Traveller Community Feedback – Pembrokeshire, 13th October 2022 onwards - Visit to Portfield School, Haverfordwest <p>Solutions / deliberative session</p> <ul style="list-style-type: none"> - staff and members of the public and representatives of community and third sector groups were invited to the event <p>Workshop held to appraise the long list of options using hurdle criteria</p> <ul style="list-style-type: none"> - staff and members of the public and representatives of community and third sector groups were invited to the event <p>Workshop held to appraise the options still being considered (short list)</p> <ul style="list-style-type: none"> - members of the public and representatives of community and third sector groups were invited to the event <p>Comms and Engagement Plan produced for consultation, which includes</p> <ul style="list-style-type: none"> - schedule of events 	<p>and-papers-24th-november-2022/agenda-and-papers-24-november-2022/36-paediatrics-review-pdf-38mb-17-november-2022-opens-in-new-tab/</p> <p>Yvette Pellegrotti/ Alexander Martin can provide more information</p>

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			<ul style="list-style-type: none"> - documents for public consumption - questionnaire - procurement of external agency to undertake analysis - procurement of The Consultation Institute for Quality Assurance of process - staffing rota 	
New Hospital Site Selection			<p>10 May to 21 June 2021, invitation to the public to nominate potential sites for consideration and to state the 5 most important things to be considered regarding the location of the new facility</p> <p>25 May 2022, weighting of the technical evaluation criteria</p> <ul style="list-style-type: none"> - meeting was attended by members of the public, staff, key stakeholders, with voting limited to the public and qualifying staff members. <p>28 June 2022, scoring of the shortlist of sites using the weighted criteria</p> <ul style="list-style-type: none"> - meeting was attended by members of the public, staff, key stakeholders <p>23 February 2023, launch of new hospital site consultation</p> <ul style="list-style-type: none"> - Consultation questionnaire produced (online and paper versions; available in Polish, Ukrainian, Russian, Arabic, Welsh and English. - Documents for public consumption 	<p>https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2022/board-agenda-and-papers-4th-august-2022/</p> <p>Capital Planning team can provide more information if required</p>

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			<ul style="list-style-type: none"> - Schedule of drop-in and online events planned - Independently recruited and facilitated focus groups with residents - Staff focus groups undertaken (at each hospital site) - Procurement of external agency for analysis of meeting notes, submissions, petitions and social media content - Staff rota 	
Application to close Tycroes branch surgery received by Health Board	9 May to 24 June 2022	<ul style="list-style-type: none"> • Primary Care Team • Engagement Team • Comms Team • CHC 	<p>The engagement activity period for this work took place between Monday 9 May 2022 and Friday 24 June 2022.</p> <p>The engagement provided those who were interested to have an opportunity to participate through providing their views by answering the following question “How do you feel about Margaret Street Surgery’s application to close their Branch site in Tycroes” by phone, letter, email, online or placing views in feedback/response boxes at the Margaret Street Surgery and Tycroes Branch Surgery.</p> <p>Project pages set up on Have your Say / Dweud eich Dweud. The public were invited to provide feedback via the engagement tool Guest Book</p>	<p>Lead Officer: Jill Paterson, Director of Primary Care, Community and Long Term Care</p> <p>Link to the Board paper: https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2022/board-agenda-and-papers-29th-september-2022/english/item-482-margaret-street-practice-branch-closure-panel-recommendations/</p>

Event / Engagement	Date	Relationship / Partners / Other teams Involved	Summary of Event / Engagement i.e context	Evidence (link to papers e.t.c) / Signpost / Contact
Fishguard Integrated Health and Wellbeing Centre public drop-in, Phoenix Centre, Goodwick,	29 June 2022 3pm-6pm	<ul style="list-style-type: none"> • Pembrokeshire County Team • Primary Care Team • Pembrokeshire County Council, Social Care and Housing • Pembrokeshire Association of Voluntary Services • Together for Change, third sector engagement practitioners 	<p>Informal drop-in format for stakeholders across north Pembrokeshire to speak with multi-agency staff to help shape plans for the centre.</p> <p>Attended by 78 participants, representing wide range of organisations including;</p> <ul style="list-style-type: none"> • The Point youth group • 50+ Forum • Town, community and county councillors • Local PCSOs • Pembrokeshire Coast National Park Authority • Fishguard Health Centre staff • Chamber of Trade and Tourism <p>As well as interested individuals 48 people asked to be kept involved as the project progresses</p> <p>Project pages on Have your Say / Dweud eich Dweud were set up to complement the face-to-face engagement</p> <p>17 surveys submitted via Have your Say</p> <p>Feedback notes taken at event and written up by County Team.</p>	County Director, Elaine Lorton, led on this piece of work.
Neyland and Johnston GP Practice GMS contract resignation	1 August 2022 to 2 September 2022	<ul style="list-style-type: none"> • Primary Care team 	<p>Engagement in accordance with the standard process for GMS contract resignations.</p> <p>Paper surveys sent to all 6,000 (approx) patients</p> <p>Paper surveys available in the surgeries in Neyland and Johnston</p> <p>Engagement Team's Freepost address used for the return of surveys</p>	<p>Lead officer Jill Paterson, Director of Primary Care, Community and Long-Term Care</p> <p>Link to board paper https://hduhb.nhs.wales/about-us/your-health-board/board-meetings-2022/board-agenda-and-papers-29th-september-2022/english/item-481-neyland-and-johnston-practice-vacant-</p>

