

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 17 January 2023
Y Penderfyniadau a'r Materion a Ystyriodd y Pwyllgor / Key Decisions and Matters Considered by the Committee:	
<ul style="list-style-type: none"> • Appointment of Vice-Chair: The appointment of a Vice-Chair will be confirmed at the next meeting. • Continuous Engagement: Public, Patient and Staff Engagement Group: Future reports to provide information on: <ul style="list-style-type: none"> • Mechanisms and approaches used by the Health Board to engage with its diverse communities • How Tracktivity is being used, together with a summary of the outcomes. • Information with regard to how the Health Board's actions and consultations link with those of the local authorities, in order to highlight and/or avoid duplication and provide a broader outlook. • Matters relating to staff, patient and public engagement, at an early stage, in order that SRG can feed back views and opinions to the Board prior to matters becoming public; SRG members are well placed to provide feedback 'from the ground' on any issues arising in the community and amongst the SRG network. • Update on the Regional Continuous Engagement group which has started to meet. • Arts in Health Update: It was noted that Arts in health is a cross-Wales programme introduced to benefit patients, staff and communities, which has received overwhelming interest, suggesting both need and enthusiasm. In Hywel Dda University Health Board, (HDdUHB) the Arts in Health team is based within the Patient Experience team. The Arts in health Steering Group is Chaired by Miss Maria Battle, with representatives from heads of services across HDdUHB. Work is currently being undertaken to engage with staff, patients and communities to produce a Charter. Numerous physical activities have been developed including, for example, Arts Boost, with the Child and Adolescent Mental Health Service (CAMHS) to improve health and wellbeing for children and young people, along with arts, music and dance programmes. Online engagement sessions are also available. It is hoped that SRG can provide networking opportunities to help relay Arts in Health messaging to the wider communities and share the link to the Arts in Health programme through the various organisations' websites. The Arts in Health team is committed to, and works closely with, the Welsh language team to promote use of the Welsh language and culture and promotes diversity through other population groups. • Role of Carers – Planning Objective 2A: It was noted that work in the Health Board aligns with regional and national priorities. Data from the 2021 census is yet to be published but is expected to show a significant increase in the number of individuals self-reporting on caring roles. The Health Board Strategy Group has broad representation from a range of core and operational teams, all working to drive forward work on supporting patients and family members of patients, who are themselves carers. The majority of work is delivered in partnership with the third sector and local authority colleagues to ensure that the care and support needs are met, as close as possible to home in order to prevent or delay admission and re-admission to hospital. The "Amser" scheme will be launched to third sector organisations offering short breaks for carers. The Carers team is working with partners to ensure information is made available to the 	

public with regard to how to access additional support and ensure that this information is signposted and easily accessible.

- **Role and Remit of the Ethics Committee:** It was noted that an Ethics Panel was established at the start of the COVID-19 pandemic, in anticipation of the significant ethical questions that would arise and to provide support to clinicians for the difficult choices and decisions to be made. Following the pandemic, it was acknowledged that a broader approach to ethics was required and the Panel moved to a more routine business Ethics Committee with representatives including clinicians in various disciplines, the legal profession, a patient voice, a moral philosopher and HDdUHB's chaplaincy service, all of whom have considerable expertise and experience in ethics.

It was agreed that, should a question be raised to the Ethics Panel that requires broad stakeholder representation, SRG would be asked to consider the question as part of its routine meeting or, if an urgent response is required, or the perspective of one or more stakeholders, then a small sub-group would be convened and the discussion and outcome fed back. If the question requires the perspective of a particular group not represented in the SRG membership, the Ethics Panel can seek advice through the SRG network to identify an appropriate individual or individuals who could help.

It was recognised that issues raised to the Ethics Panel are wholly confidential and also sensitive and in this context information is being sought as to the support available to colleagues dealing with such emotive matters. The system of raising questions through SRG and reporting back will be tested and refined as necessary.

- **Strategy: Recover Plan Update:** SRG members had received a comprehensive and detailed planned care recovery plan, the data contained therein being updated at the meeting. It was noted that the volume of patients on waiting lists grew significantly as result of the suspension of planned care services during the COVID-19 pandemic. SRG members noted HDdUHB's success prior to the pandemic in achieving the former NHS Standard in Wales of around 36 weeks waiting time and acknowledged that the Health Board will pursue with vigour, for several years to come, its programme to recover the current position to pre-pandemic status.

It was noted that HDdUHB has successfully managed to reduce the number of patients waiting more than one year on the outpatient waiting list and also has the fewest number of patients with waiting times in excess of 52 weeks across Wales; It was noted also that the number of patients waiting over 104 weeks had reduced and the total waiting list had reduced acknowledging HDdUHB's confidence that this will reduce further to 3,000 in advance of the Ministerial target date of 31 March 2023. There is confidence in the underlying systems and processes for planned care; where patients are waiting more than the 52 weeks threshold, it is reflective of genuine demand/capacity issues. It was acknowledged that throughout the pandemic and post-pandemic periods, HDdUHB has faced and continues to face, significant challenges around staffing and pressures on emergency and unscheduled care pathways and noted that actions have been taken to protect planned care capacity. It was further noted that HDdUHB is transforming the delivery of planned care to improve efficiency and the Waiting List Support Service (WLSS) has been very successful.

SRG members appreciated that the Health Board remains cognisant of the significant number of patients who are waiting for long periods of time to access their care and acknowledge the substantial progress made to date and the huge efforts made by staff to achieve such positive impact.

The forthcoming media attention from Channel 4, ITV and the BBC, was noted.

- **Integrated Medium Term Plan Strategic Objective 4: The Best health and Wellbeing for our Communities: Wellbeing Workshop/Cost of Living Update:** It was noted that a joint Financial Wellbeing Group had been established, between the Health Board and the Public Health Directorate, with representation and support from various teams and services; SRG will be able to support the Group by enabling links with organisations and communities through its wide network.

The cost of living workshop, suggested at the previous meeting, was organised and took place on 20 December 2022 with representatives from Carmarthenshire, Ceredigion and Pembrokeshire County Councils and several other voluntary and third sector organisations. Key themes arose during group and syndicate discussions:

- Fuel price increases, particularly the impact in rural areas where there is a need to travel to access services.
- Eating and Heating, particularly the use of food banks which significantly increases during school holidays.
- In relation to Eating and Heating, school meals provision, where a large number of parents rely on schools to feed their children.
- Many pensioners are in poverty for the first time and struggle to navigate their way to support systems.
- Support for people's mental health and wellbeing.
- The reduction in the use of childcare due to cost was highlighted, along with further impacts to childcare providers, businesses and children's development.
- The reduction in the number of volunteers as a result of travel costs and also as many volunteers find paid jobs.
- The loss of voluntary organisations as a result of reduced or no funding.
- The cost of travel to a place of work and the increase in requests for flexible working.
- Loneliness and isolation for people who cannot afford to travel.
- The potential for people giving up work due to the cost of travel and childcare, where being on benefits is actually a more viable option.

The following were highlighted with regard to next steps and priorities:

- Pembrokeshire Association of Voluntary Services (PAVS) have an excellent initiative to provide warm packs to heat a person; an initiative that will be shared with other organisations.
- The need to consider the whole population, the cost of living crisis no longer affects a minority.
- Messaging needs to be in line with the majority who are affected by the cost of living crisis and away from narrative around deprived areas.
- Support for those who suffer in-work poverty.
- The demand for warm spaces and the need to expand places to meet.
- Opportunities for consultations and meetings meet face-to-face to reduce feelings of isolation; it may have been the best option to have online consultations and meetings during the Pandemic, however, the nation is now emerging from the pandemic and the impact of online meetings only, has not yet been investigated.
- Pathways and access to help and support need to be clearly defined with supportive messaging and links between the websites of relevant third and public sector agencies to allow easy navigation and access.
- It is intended to write again to Welsh Government with regard to food provision for school and pre-school children during school holidays.
- Opportunities will be taken to engage with local businesses who may be able to help reduce the impact of the cost of living crisis on the local population.
- Opportunities for in-work volunteering will be investigated whereby staff are released to support local communities on a voluntary basis to support the voluntary sector.

- Contribution schemes to support local communities will be investigated.
- The number of deaths during winter months as a result of cold houses was noted.
- Engaging with the education sector.

The importance of liaising with the Public Services Boards in their consultations to strengthen an integrated and preventative approach to the cost of living crisis was noted.

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

SRG would like Board to consider SRG's role in Health Board consultations at an early stage, rather than receiving outcome reports at the conclusion. SRG has a membership that provides for comprehensive networking which can complement, support and widen the Health Board's external consultations and other activities.

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:

The following matters will be updated at a future SRG meeting:

- Continuous Engagement (standing agenda item)
- Role of Carers – Planning Objective 2A Update
- Ethics Committee (standing agenda item)
- Community Development Outreach Team
- Cost of Living Crisis Update
- Digital Inclusion
- Citizens Voice Body

Dyddiad y Cyfarfod Nesaf / Date of Next Meeting:

Friday, 5 May 2023