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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Engagement summary, August to November 2024 and future planned engagements

Clinical Services Plan

- Ongoing series of workshops with staff and stakeholders to develop a set of potential options that will support and improve over the coming years the nine services identified
- Patient representatives from the seven locality / cluster areas have been allocated places at three deliberative workshops to contribute their views to the options development and appraisal process.
- During July and August, the programme team worked closely with service staff representatives in the task and finish groups to prepare for the final workshop for Phase 2 of the programme. This took place in September and included patient representatives.
- Also, continuous engagement has seen sessions take place with colleagues in Gwynedd and Powys, Medical Staff Committees and sites across the Health Board.
- The focus is for the Options Development Group to complete an assessment of the information and score the shortlist of options, with a view that this will be presented to Board for a decision on the next steps in November 2024.
- The [Clinical Services Plan Communication and Engagement channel](#) contains updates for the sessions to date to support the development of the options, to allow the appraisal to take place, and conclude the work to date

Primary Care and community strategic plan

From 2 September to 11 October a series of events were held to share information about Primary and Community-based healthcare services, and to collect views and ideas for the future.

The 'My Health, My Choice' engagement exercise included showcase events and web pages to provide more information. The events also featured activities focused on planning how best to deliver Primary Care and Community-based services.

Seven public drop-in and two online events were held, and attended by over 200 members of the public. The events featured stands from a range of public sector and third sector service providers, and were held in Primary Care Cluster areas: Tywi / Taf – Bancyfelin; Llanelli – Llanelli town; Aman-Gwendraeth – Pontyberem; South Pembrokeshire – Saundersfoot; North Pembrokeshire – Haverfordwest; South Ceredigion – Llandysul; and North Ceredigion – Aberystwyth

A survey was shared online on Have your Say and Dweud eich Dweud. Paper copies of the survey were available at the events and on request via the Health Board's Communications Hub.

- 86 surveys were completed, of which three were in Welsh
- Two online were attended by a total of nine participants

Four targeted sessions were held with the following groups:

- Sign and Share Club (for members who are deaf or hard of hearing)
- Pembrokeshire People First (group for people with learning disabilities and autism)
- Portfield School (for children with special educational needs and disabilities)
- Ysgol Heol Goffa (for children with special educational needs and disabilities)

Tregaron Community Hospital

- We invited people to share their views on the impact of removing the nine inpatient beds at Tregaron Community Hospital and replacing them with services for more people provided in the community in Ceredigion.
- The proposal for a new model of care, which is part of the broader Cylch Caron project and in line with the Health Board's long-term vision for a healthier mid and west Wales, will see the move of inpatient care from the hospital to people's own homes.
- The public engagement period ran from 1 August until 29 August 2024.
 - Public drop-in event at Tregaron Memorial Hall on Wednesday 21 August (38 attendees)
 - Public online event on Thursday 22 August (five attendees)
 - A survey – available online and in paper format – was completed by 174 people in total (of which 17 were in Welsh)

Prince Philip Hospital Minor Injury Unit

- From Friday 1 November 2024, for a period of six months, the Minor Injury Unit at Prince Philip Hospital will be open from 8am until 8pm, seven days a week. The temporary change has been put in place to protect patient and staff safety due to not having the appropriate MIU GPs in place during evenings and overnight.
- Members of the local community in Llanelli were invited to attend a drop-in event to learn more about forthcoming and temporary changes to the opening hours of the Minor Injury Unit (MIU) at Prince Philip Hospital, Llanelli.
- The drop-in event was held at the Antioch Centre, Llanelli, between 2pm and 7pm on Wednesday 23 October 2024.
- Hywel Dda Health Board staff, including executive directors, clinical staff from the hospital's Minor Injury Unit, the Acute Medical Assessment Unit, and the (GP) Out-of-Hours service, were available to speak to people and answer any questions.
- The event was attended by 119 members of the public.
- A page has been set up on the Health Board's online engagement portals, Have your Say and Dweud eich Dweud to enable people to share their views.
- Members of the Health Board senior management also met with Llanelli Rural and Llanelli Town Councils on Tuesday 22 October.
- A Steering Group has been established, including Llais and SOSPPAN representatives to consider the future options for service delivery, which will also include engagement with Llanelli communities.

Community Development Outreach Team activities

- Arts in Health (Pembrokeshire and Carmarthenshire) – 2 projects with 2 Gypsy and Traveller communities running over 6 sessions. Opening up opportunities to engage with the communities and share early prevention health message.
- Wellbeing Event at Haverfordwest Mosque, Pembrokeshire – over 60 people attended a wellbeing event bringing Health Board Teams, Third Sector partners and the community to share information about what support is available.
- Healthy eating event for asylum seeker and refugees, Carmarthenshire - Joint working with the Ethnic Youth Support Team and the Local Authority. 60 attendees including 5 newly arrived asylum seekers.
- Factory engagement, Ceredigion, Carmarthenshire and Pembrokeshire – 300 engagements - sharing health information in community languages where possible.
- Homeless and vulnerably housed drop-in events and emergency accommodation, Carmarthenshire, Ceredigion and Pembrokeshire – 5 blood-borne virus tests given, 5 smoking cessation referrals.
- Roadshows and cluster events across the 3 counties.
- Black History Month celebration event Ceredigion – joint working with the Local Authority.
- Veterans’ drop-in events Pembrokeshire and Carmarthenshire – 300 engagements with attendees sharing early prevention health messages.

Future planned engagement events

- Clinical Services Plan
- Primary Care Strategy
- Prince Philip Hospital Minor Injury Unit
- Pentre Awel
- Carmarthen Hwb
- Section 136 – Mental Health Services
- Continuous Engagement with our communities



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