

GRŴP CYFEIRIO RHANDEILIAID STAKEHOLDER REFERENCE GROUP

DYDDIAD Y CYFARFOD: DATE OF MEETING:	06 May 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Continuous Engagement
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lee Davies
SWYDDOG ADRODD: REPORTING OFFICER:	Rebecca A Griffiths

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

A new **Continuous Engagement Plan (CEP)** has been prepared by the Engagement Team with the aim of achieving 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.
- Upskilled staff that understand and appreciate the benefits of continuous engagement.

As part of the CEP, a new Public, Patient and Staff Engagement Group (PPSE) has been established 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 PPSE 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.

The CEP will be presented to Board for approval in May 2022 and is part of our commitment to Planning Objective 4T.

Planning Objective 4T

By March 2023, implement and embed our approach to continuous engagement through:

- Providing training on continuous engagement and our duties to engage / consult around service changes in keeping with The Consultation Institute's advice
- Implementing structures and mechanisms to support continuous engagement, aligned to the regional framework for continuous engagement
- Introducing a Continuous Engagement Toolkit, including guidance and templates to support wider teams and to promote good practice

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 new CEP aims to shift the emphasis from reactive engagement of proposed service changes, to a more practical and proactive approach which involves public and stakeholders as partners in a continuous process.

The benefits of this approach enable us to work together to design services that better meet the individual and community needs. This approach also aims to improve services in order that resources can be more efficiently focused.

Asesiad / Assessment

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.

To ensure we are able to deliver 'A Healthier Mid and West Wales: Our future generations living well', whilst ensuring we can meet the commitments made within the CEP, we need to implement new structures and mechanisms that support continuous engagement and which are aligned to the regional framework for continuous engagement. This approach will allow us to maximise on opportunities for collaboration whilst avoiding any duplication of efforts, and will include the following:

- Establishment of a PPSE Group.
- Establishment of a Children and Young People's Advisory Board.
- A review of membership of the Stakeholder Reference Group (SRG), to ensure all protected characteristics are represented.
- Establishment of a virtual engagement group focused on listening to seldom heard groups / protected characteristics (recommended by The Consultation Institute).

Argymhelliad / Recommendation

- The SRG has responsibilities under the Equality Act 2010 and is asked to agree to extend the SRG membership to include Members with protected characteristics. This will offer a valuable mechanism for consulting and engaging on work plans and will ensure we are meeting our obligations under the Equality Act 2010.
- The Stakeholder Reference Group is requested to note the CEP, including the establishment of a Public, Patient and Staff Engagement Group as a mechanism for continuous engagement.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	
Cyfeirnod Cofrestr Risg Risk Register Reference:	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 Choose an item. Choose an item. Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable Choose an item. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	9. All HDdUHB Well-being Objectives apply Choose an item. Choose an item. Choose an item.

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Hywel Dda University Health Board's Continuous Engagement Framework
Rhestr Termau: Glossary of Terms:	N/A
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y grŵp Cyfeirio Rhanddeiliaid: Parties / Committees consulted prior to Stakeholder Reference Group	Community Health Council

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.



Continuous Engagement

Rebecca A Griffiths

Situation

- A new **Continuous Engagement Plan (CEP)** aims to shift the emphasis from reactive engagement around proposed service changes, to a more practical and proactive approach that involves public and stakeholders as partners in a continuous process.
- The **CEP** will be presented to Board in May for approval and is part of our commitment to planning objective 4T.
- A **Public, Patient and Staff Engagement Group (PPSE)** will be established as a mechanism for the delivery of the Board's Continuous Engagement Framework and will triangulate feedback from all sources of engagement with public, patients and staff.
- The **PPSE** will ensure the voices of staff, stakeholders, patients, carers and citizens are listened to when designing, developing, reviewing or changing services.

Risks and Mitigation

To connect with those that are seldom heard in our communities, through:

- Establishment of a new Public, Patient and Staff Engagement Group (PPSE).
- Establishment of a Children and Young People's Advisory Board.
- A review of membership of the Stakeholder Reference Group, to ensure all protected characteristics are represented.
- Establishment of a virtual engagement group focused on listening to seldom heard groups / protected characteristics (recommended by The Consultation Institute).

Recommendation

- The **Stakeholder Reference Group** is asked to note the new Continuous Engagement Plan, including the establishment of a Public, Patient and Staff Engagement Group as a mechanism for continuous engagement.
- The **Stakeholder Reference Group** is asked to agree to extend the SRG membership to include Members with protected characteristics. This will offer a valuable mechanism for consulting and engaging on work plans and will ensure we are meeting our obligations under the Equality Act 2010.