

## Meeting notes

### Care Management of Patients in Non-Designated Clinical Areas

<b>Date and time of meeting</b>	<b>4<sup>th</sup> December 2025, 12:00-13:00</b>
<b>Venue</b>	<b>Microsoft Teams</b>

#### Attendees & Apologies

Anna Chiffi	x	Louisa Standevan	√
Alison Bishop	√	Nicola Zroud	√
Carol Thomas	x	Mandy Davies	√
Eiry Edmunds	√	Marilize Preez	√
Gareth Cottrell	x	Meinir Williams	√
Ihab Abbasi	x	Olwen Morgan	x
Janice Cole- Williams	x	Sharon Daniel	x
Jessica Showler-Coulson	x	Stuart Bancroft	√
Iona Evans	x		
Karen Brown	x		

#### Meeting Notes

**Purpose:** Review policies and processes for managing patients in non-designated clinical areas; establish consistency and identify risks.



CofP in non-clinical  
des areas T&F Scope

#### Key discussion points:

1. Scope confirmed: focus on governance and consistency of protocols; boarding, surge, redirection, clinically optimised patients.
2. Policy status: Boarding protocol review priority; definitions of boarding and surge need standardisation.
3. Redirection policy embedded but requires staff training and confidence-building.
4. Clinically Optimised SOP draft circulated; pending governance approval.
5. Deconditioning tool awaiting national guidance; not operational.
6. External pressures: Welsh Government 45-minute ambulance handover directive and Sprint Fortnight flagged as influencing factors.
7. Infection Prevention & Control concerns: surge/boarding becoming part of normal bed base.
8. Data gaps: current collection focuses on performance; need patient/staff experience and harm correlation.
9. Patient experience: Need targeted surveys and accessibility for vulnerable groups.

## Action Log

Action	Owner	Date	Deadline/Notes
Change meeting time to 12:00 to suit more people	ET	20.11.2025	Completed
Add some additional policies to agenda: Discharge Checklist, DEWI Deconditioning Tool, WAST ED Off-Load Policy, Interprofessional Standards	ET	20.11.2025	Completed
Liaise with Stuart or Allison to provide data regarding impact of ambulance handovers on ED	JCW	20.11.2025	Completed
Review boarding Protocol across all sites, add comments to shared document	CT, IE, JSC	27.11.2025	
Create shared template listing boarding/surge information for each site- Including definitions of boarding and surging	JCW to liaise with Louise	27.11.2025	
Draft scope statement for meeting	MD	27.11.2025	Completed
Share Cardiff letter on corridor care concerns	IE	27.11.2025	
Confirm governance status of boarding protocol and Our Next Patient.	AC	27.11.2025	Next meeting
Explore Health Board comms to support staff decision-making	MD, JCW	27.11.2025	
Respond to FOI request acknowledging data limitations	JCW	27.11.2025	
Circulate draft scope document for feedback	ET/MD	04.12.2025	Completed
Add escalation protocol to next agenda	ET	04.12.2025	Completed
Share boarding/surge templates previously submitted to AC for comparison	LS	04.12.2025	Next meeting
Invite IPC representative to next meeting	MD	04.12.2025	
Add section for comms to next agenda	ET	04.12.2025	Completed
Explore data extraction options for patient-level location and harm correlation	AB/SB	04.12.2025	
Circulate Clinically Optimised SOP draft to group for comments (also imbedded in meeting notes)	ET	04.12.2025	Completed

## Decision Log

Decision	Date
Focus initial work on boarding protocol review before moving onto our next patient	27.11.2025
Use shared document approach for site input	27.11.2025
Definitions for boarding and surge to be standardised	27.11.2025
Continue prioritising boarding protocol review before other policies	04.12.2025
Include Infection Prevention & Control representative in discussions	04.12.2025
Explore mechanisms for capturing patient experience specific to non-designated areas	04.12.2025

**Many thanks all for your support**

**Date of next meeting: 4<sup>th</sup> December 2025 12:00-13:00**