



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	24 September 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Report of the Chair
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Miss Maria Battle, Chairman
SWYDDOG ADRODD: REPORTING OFFICER:	Miss Maria Battle, Chairman

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

To provide an update to the Board on relevant matters undertaken by the Chair of Hywel Dda University Health Board (the UHB) since the previous Board meeting.

Cefndir / Background

This overarching report highlights the key areas of activity and strategic issues engaged in by the Chair and also details topical areas of interest to the Board.

Asesiad / Assessment

COVID-19 Update

We would like to express our heartfelt thanks and appreciation to members of the Royal Irish Regiment who have been pivotal in supporting our COVID-19 testing programme during the past few months. Soldiers from the Royal Irish Regiment have supported the Health Board in delivering antigen and antibody testing for key workers and members of the public, as well as providing logistical support and assisting our long-term care and infection prevention and control teams with the testing of care home residents and staff. In addition, they have worked closely with our COVID-19 Command Centre, which has been crucial in generating and co-ordinating all testing requests. This is an excellent example of what can be achieved through partnership working between members of the Armed Forces, the NHS and social care providers.

I would also like to extend our thanks to the British Medical Association for the number of gift boxes sent to front line staff during the COVID-19 lockdown. The BMA was impressed by the dedication and strength shown by the NHS staff across Wales during the COVID-19 pandemic, and as a token of their gratitude, organised care boxes containing items to help all NHS staff through long and tiring shifts. Clinicians were delighted to receive the boxes, and the Board has recognised the outstanding commitment, flexibility and dedication of staff across West Wales during the pandemic.

The Health Board is celebrating delivering 1,000 video consultations within Hywel Dda. The challenges of the pandemic have brought forward ambitious plans to use technology to connect our patients and healthcare professionals. Thank you to everyone involved for your hard work and dedication in making this happen.

Staff Wellbeing

Black, Asian and Minority Ethnic (BAME) Advisory Group Meeting 3rd September 2020.

The BAME Advisory Group met on Thursday 3rd September 2020. One of the joint Vice Chairs of the group will attend all Board meetings. The membership is being extended to include Junior Doctors. The Group agreed to invite all staff who have identified as BAME to participate in a wider BAME network to offer views, lived experiences and feedback to inform decision making by the BAME Advisory Group, for example, the development of a Charter.

The Advisory Group welcomed the Annual Workforce Equality Report 2019-20 and acknowledged that this provided a starting point for further detailed analysis of information which would inform action planning. Over the summer, work has progressed in a number of areas and the group received updates including: establishing mentors for newly recruited staff; developing training opportunities; creating a “Celebrating Faith and Diversity” calendar; and progressing the development of an “active bystander” video to challenge unconscious bias. The Group also offered feedback to inform the development of BAME Outreach workers to support the Test, Trace, Protect (TTP) programme which is being undertaken, led by the Director of Public Health through the Regional TTP Oversight Group, in collaboration with local authority partners.

Reverse Mentoring

Board Members have committed to take part in a Reverse Mentoring programme commencing in the Autumn. Its purpose will be to encourage us as leaders to connect with staff on a deeper level, to listen to and understand their individual perceptions and experiences, and take action in response. Reverse Mentoring has become an increasingly popular practice for driving skills development within organisations. Contrary to the traditional hierarchical mentoring approach, ‘reverse mentoring’ places the most senior person in the position of primary learner and draws upon the perspectives and experience of the junior. Reverse mentoring ultimately pairs individuals who would not normally converge – these relationships are often profoundly transforming for both parties – and promotes an inclusive organisation in which everyone matters.

Our focus will be to learn more about diversity and inclusivity and to facilitate inter-generational perspectives and learning. Our leaders will be mentored by staff drawn from our Black, Asian and Minority Ethnic groups and from our front line workers who have joined the organisation in the last year.

NHS Virtual Pride 2020

Hywel Dda is proud to be part of NHS Wales’s collaboration with Pride Cymru to mark NHS Wales Virtual Pride Week, which took place between 24th – 30th August 2020, celebrating diversity and inclusion in the NHS workforce and our communities. Running alongside Pride Cymru’s Big Online Week, NHS Wales Virtual Pride Week included a number of events to support LGBTQ+ staff and patients throughout Hywel Dda, whether it be as a member of the ENFYS network or to show their support as an ally. As a long-standing Stonewall Diversity

Champion, the Health Board recently purchased rainbow flags and lanyards for staff, reinforcing the Health Board's commitment towards being an LGBT inclusive employer.

Emotional and Psychological Support

Teams and services across the Health Board have been working together to provide the right kind and level of support for our staff. As Chair I have been sponsoring this work since the onset of the pandemic. This has included rapid access to the Staff Psychological Wellbeing Service with appointments on the phone or using Attend Anywhere; online Resilience webinars hosted by Making Generation R and Blesma, piloting "Spaces For Listening" on MS Teams to encourage connection, quality conversations and reflection; access to the range of resources offered by Care First our EAP, and weekly promotion of a range of useful wellbeing resources. In addition to this, the Psychological Wellbeing and OD teams have been responding to requests from teams for bespoke input around team resilience, morale and managing change.

Staff and managers who have used the services and resources have said how appreciated and valuable they are. From Spaces For Listening: *"It really felt good to be able to dedicate an hour of the working week to share with colleagues in the wider "Hywel Dda" family. To simply hear others voicing common feelings and insecurities, helped me realise that none of us are failing or letting anyone down, but gaining strength in the ways we are having to work differently"*

Moving forwards, our focus now is on extending the work to include more Spaces For Listening with a network of facilitators, a new online Building Resilience Programme and additional resources and support for our managers who are pivotal in sustaining the wellbeing of our workforce. The demand for psychological wellbeing and mental health support has increased significantly over the last few months and this is likely to continue as the ongoing impact of the pandemic and associated changes are felt more deeply.

Future Generations Report 2020

In May 2020, the Future Generations Commissioner published the inaugural Future Generations Report 2020, as required under the Well-being of Future Generations Act, which Hywel Dda University Health Board (HDdUHB) has supported. The key findings and recommendations from the report can be assessed [here](#), with the Future Generations Commissioner specifically highlighting the following positive examples relating to HDdUHB:

- The 20-year strategy: 'A Healthier Mid and West Wales: with our future generations living well' as a good practice example of how public bodies can set a longer-term vision.
- The 'Grow your Own Apprentice Programme' to help inspire public bodies in how they can begin to look long-term, collaborate with others and actively mould the workforce opportunities of the future.
- The 'Living Memory' project as a very good example of how culture can be used to treat ill health and improve well-being.

Whilst welcoming the progress to date, the Commissioner recognised that cultural change does not occur overnight and that it is the responsibility of all public bodies in bringing the Well-being of Future Generations Act to life.

Digital Assessments

On 12th August 2020, the Health Board introduced Digital Assessments; a new way to help patients keep us informed about their health in-between appointments. Suitable patients

receiving care from our Heart Function Service will receive a text messages or email with a nhs.my link to a Digital Assessment form to answer questions about symptoms, physical health and quality of life. The team responsible for their care will be able to review the information provided in the Digital Assessment, allowing them to check on their progress and understand their health in-between their appointments. The information provided will be stored securely within their patient record. The intention will be to expand this service soon to different clinics and services including trauma and orthopaedics and eye care services.

Pilot Project to Increase Support for Unpaid Carers

The number of unpaid carers is increasing and in recognition of their contribution to supporting the care of family members and friends, the Health Board has commissioned a pilot project to establish four Carer Officers in Prince Phillip Hospital, Glangwili, Withybush and Bronglais General Hospitals. This is in partnership with our local authority partners, which will be delivered by Carers Trust Crossroads Sir Gar, Gofalwyr Ceredigion Carers and Hafal Crossroads. This project will enable us to raise the profile of the unpaid carers agenda within the Health Board, helping to identify and support carers who contribute so much to our communities across the region.

Events/Visits

- Launch of South Wales Trauma Network
- STAR Leadership Programme
- Magnificent Meadows Cymru Walk & Talk
- Long Service Awards
- Connected Care Provider Insights

Key Meetings

I have attended the following meetings, however in light of COVID-19, these have been held via MS Teams:

- A Regional Collaboration for Health (ARCH) Partnership meeting
- Ceredigion Public Services Board
- Community Health Council Executive Committee and fortnightly meetings
- Local Authority Leaders
- Meeting with the Chair of Swansea Bay University Health Board
- Meeting with the Head of Macmillan Services for Wales and Policy and Public Affairs Manager (Wales)
- NHS Chairs & Chief Executives meeting
- NHS Confederation NHS Reset Chair's meeting
- NHS Wales Health Collaborative Leadership Forum
- Swansea Bay City Region Joint Committee
- Regular meetings with all MSs and MPs
- Welsh Government meeting - Covid-19
- West Wales Regional Partnership Board
- South Wales SARC Services
- Speaking Up Safely Working Group

Celebrating Success/Awards

Employee or Team of the Month

Members of staff, patients, service users and the public can nominate staff who have gone above and beyond the call of duty and for their excellent work. Since the Board was last updated at its July 2020 meeting, the following employees/teams have received the Employee or Team of the Month award. I have been privileged to meet many of them personally to present them with their award, listen to their experiences and to thank them on behalf of the Board.

Employee or Team	Reason for Nomination
Cara Roderick & Jenny Castell Withybush General Hospital Haverfordwest	Nominated by Hannah Smith (Advanced Nurse Practitioner), in recognition of their hard work and dedication in dealing with the demands of the COVID-19 pandemic. One particular highlight worthy of mention is the extra care and support given to a patient out of hours, which saved the need for a hospital admission and allowed them to be comfortable and safe over the weekend.
Head & Neck Team ENT Department Glangwili General Hospital	Nominated by Mr Vinod Prabhu in recognition of their hard work in providing excellent patient care and making a difference by utilising a designated key worker for every patient, and open access to many clinics that cover different areas of support.
Alex Simpson & Matthew Phillips Mental Health Out of Hours Coordination Team Mental Health Bryngofal Ward Prince Philip Hospital	Nominated by Lisa Bassett-Gravelle in recognition of their hard work in adapting to change following the COVID-19 crisis, which has resulted in an immediate positive impact. A number of management staff have provided feedback that their stress and anxiety has been reduced due to their effective planning and resolution of issues.
Gwendraeth District Nursing Team Team Leaders District Nursing Team Community Crosshands Health Centre Carmarthen Road Crosshands	Nominated by Sara Duston (Radiographer) in recognition of their dedication to identifying carers and signposting them to the relevant agencies and support. Their achievement has been evidenced by achieving the Investors in Carers Bronze Award. They are the first community team in HDdUHB to have achieved this.
Intensive Care Unit Team Nursing Prince Philip Hospital	Nominated by Lisa Lewis (Senior Nurse Manager) in recognition of their commitment and passion for patient care during a period of a number of challenges relating to the demands of the COVID-19. In addition, they have demonstrated flexibility in adapting to change.

Argymhelliad / Recommendation

The Board is asked to support the work engaged in by the Chair since the previous meeting and to note the topical areas of interest.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not Applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s): Hyperlink to NHS Wales Health & Care Standards	Governance, Leadership and Accountability
Amcanion Strategol y BIP: UHB Strategic Objectives: Hyperlink to HDdUHB Strategic Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Statement	Improve efficiency and quality of services through collaboration with people, communities and partners

Gwybodaeth Ychwanegol:

Further Information:

Ar sail tystiolaeth: Evidence Base:	Chairman's Diary & Correspondence
Rhestr Termâu: Glossary of Terms:	Included within the body of the Report
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Chairman

Effaith: (rhaid cwblhau)

Impact: (must be completed)

Ariannol / Gwerth am Arian: Financial / Service:	No impact
Ansawdd / Gofal Claf: Quality / Patient Care:	Ensuring the Board and its Committees makes fully informed decisions is dependent upon the quality and accuracy of the information presented and considered by those making decisions. Informed decisions are more likely to impact favourably on the quality, safety and experience of patients and staff.

Gweithlu: Workforce:	No impact
Risg: Risk:	No impact
Cyfreithiol: Legal:	No impact
Enw Da: Reputational:	No impact
Gyfrinachedd: Privacy:	No impact
Cydraddoldeb: Equality:	No EqIA is considered necessary for a paper of this type.