



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	27 January 2022
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

Health and care services across west Wales are responding to the impacts of the Omicron variant of COVID-19 in order to provide emergency and urgent care for patients in the safest way possible during the coming weeks. At a time when we are experiencing higher numbers of COVID-19 admissions and incidences in our hospitals and communities, we are also being impacted by higher absences of staff due to both COVID and non-COVID related reasons. This is understandable after two years of the cumulative impact of the pandemic on staff wellbeing. Therefore, it has been necessary to temporarily deliver services for patients in a different way to respond in the safest way. We sincerely apologise to our patients whose planned treatment has been delayed because of the impact of the pandemic.

COVID-19 Booster Vaccination Programme

During December 2021, we stepped up our vaccination programme to offer a vaccine to anyone eligible to try and lessen the impact of the new variant. This was a race against time. Through a range of methods including letters, texts and drop-in options we have now delivered more than 180,000 COVID-19 booster doses in Hywel Dda University Health Board (UHB). I wish to express my thanks to everyone for working so tirelessly in recent weeks to achieve this milestone, including everyone involved with our mass vaccination centres, our volunteers, colleagues in primary care and in the community, our command centre staff and everyone behind the scenes.

Children and Young People – Share Your Views on Health Experiences

Children, young people and families are being asked to share their experiences of health care from Hywel Dda UHB in Carmarthenshire, Ceredigion and Pembrokeshire. Families and carers are being encouraged to complete age-appropriate questionnaires while a child or young person stays in hospital or when using a service such as an Emergency Department, Paediatric Ambulatory Care Unit (day assessment/care for children), outpatients appointments or other services. We are particularly keen at this time to gather the views of people living in Pembrokeshire, south Ceredigion and Carmarthenshire. This information will then be used to shape the design and provision of children's care in the future. It is important that we capture the lived experiences of our care from children, young people, parents or carers, as well as outcomes, quality and safety and workforce considerations. Ongoing feedback can also help us with continuous improvement, so we would really encourage anyone who has used our services to let us know about their experience.

Ministerial Visit

I welcomed the Minister of Health and Social Services, Eluned Morgan, to the Y Gamfa Wen Mass Vaccination Centre (MVC) in Carmarthen. She met and listened to the experience of volunteers and staff, thanking them for all their hard work in and spent time in the centre. The Minister then met with the Chief Executive and I to discuss in detail the challenges we face and the progress being made by the Health Board.

Board Seminar 9th December 2021

Cultural Change Progression in Hywel Dda

Members received a presentation on the work currently being undertaken and the ambition for the Health Board in terms of cultural change, which align to the Health Board's planning objectives. Members welcomed the key focus of work being undertaken by the OD team to understand why staff chose to leave Hywel Dda, with the aim to improve retention and turnover for nurses. Members were pleased to see the connections being made between disparate workstreams within the Health Board, acknowledging the need for the Board to monitor its six strategic objectives, which the planning objectives will contribute towards. The culture will change through a combination of initiatives such as value-based healthcare, recognising that it is everyone's business to think differently about the way in which we provide services. Members acknowledged that this is a better, stronger, and more sustainable approach over time than trying to instruct staff to change their practice.

Operational/Tactical Level Update

Members received a verbal update on the work of the Operational and Tactical levels of the Health Board, noting the real concerns regarding the highly transmissible Omicron variant of COVID-19, which will have a significant impact on our workforce due to a high level of community incidences. There is a need to re-visit the previous nursing staff and escalation matrix, given the high levels of sickness absence currently being experienced, with the highest so far during the pandemic recorded the previous week of around 10.2%. Members were advised that a number of options are being considered in order to reduce pressures on acute sites, including discussions with Local Authority partners across the three counties to utilise independent sector care home void beds; and discussions with Swansea Bay University Health Board to consider a regional approach to opening a surge field hospital across the two organisations to support both Health Boards.

Integrated Medium Term Plan (IMTP)

Members received a presentation on progress towards producing an IMTP, which will focus on how the Health Board is progressing against each of its 6 strategic objectives and the planning objectives that sit underneath these. The latter part of the document will focus on how these objectives will be achieved and the governance to support this. Members were advised that the final version will be less than 50 pages, in response to Welsh Governments (WG) feedback that the IMTP should be more succinct and address WG's questions more directly; however, it will be supplemented with a technical document. Members received a position statement in terms of the road map to financial recovery, which is being assisted by Lightfoot, particularly in relation to the rest of Wales and to pinpoint the issues involved with a reasonable amount of accuracy. Given the demand on both COVID-19 and non-COVID-19 variables over the next few years, Members acknowledged that in the short/medium term plan, there is a need to be flexible. This should produce a sophisticated plan, based on the reality of data, which will be tested by our committees to provide assurance regarding delivery.

A Healthier Mid and West Wales (AHMWW) Programme Business Case (PBC)

Programme Group Update

Members received a presentation on the AHMWW PBC, observing that the PBC is based on a 5-case module demonstrating the required structure. Members were provided with a full and detailed update on the proposed services for the new hospital, a number of the risks involved and the repurposing of existing sites. Members welcomed the clarity being demonstrated on the progress of this PBC, including the financial alignment and the mapping of future workforce, recognising that these will all need to be addressed and consulted upon. Members praised the team for a clear, informative presentation and commented on the exciting opportunity this will offer, noting that the PBC will be finalised and presented to the January 2022 Board for approval, prior to submission to WG.

Key Meetings

I have attended the following meetings, however in light of COVID-19, most of these have been held via MS Teams: The meetings with all political parties, local authority leaders and the CHC have been moved to weekly in the light of the pressures of the new variant across health and social care.

- Weekly IMs update
- NHS Confederation NHS Reset Chairs and Vice Chairs Group
- Council Leaders weekly meeting
- CHC weekly meeting
- Political Catch-up meeting
- Meeting with Arts in Health Co-ordinators
- Partnership Council for Wales
- NHS Chairs & Chief Executives Quarter 4
- Meeting with Mr Mark Polin, Betsi Cadwaladr University Health Board Chair
- Meeting with Mr Simon Jones Chair Digital Health and Care Wales (DHCW)
- Queens Green Canopy Scheme
- Chair Peer Group Meeting
- BAME Advisory Group Meeting
- Wellbeing Champions Update Sessions
- ARCH Partnership Meeting
- Public Health Team

Visits

I visited the following areas across the Health Board and thanked all staff who continue to work hard to offer a service to their patients during this difficult time.

- Angharad Ward, Bronglais General Hospital (BGH)
- Cilgerran Ward Glangwili General Hospital (GGH)
- Tenby Mass Vaccination Clinic
- Y Gamfa Wen Mass Vaccination Clinic

In December 2021, I attended Aberystwyth School of Veterinary Science, which was officially opened by the Prince of Wales.

Celebrating Success/Awards

Hywel Dda Team Named Best Nutritional Screeners in Wales

A team from Hywel Dda University Health Board's Nutrition and Dietetics service has received high praise for its work during October 2021's Malnutrition Awareness Week. Malnutrition Awareness Week (MAW) is an annual UK initiative led by the British Association for Parenteral and Enteral Nutrition (BAPEN). As part of a national annual survey undertaken during the week, Members of the Health Board's Nutrition & Dietetic team organised the screening survey on hospital wards and in a number of community settings. The service's Pembrokeshire team was so successful that it was named top screener in the whole of Wales by BAPEN, meaning it completed and collected the highest number of screening surveys on patients.

As well as contributing to a significant UK wide survey, the Health Board now has meaningful local data to plan and improve our service around malnutrition, which is a very serious condition that can lead to significant health problems. Our aim is to support people to prevent malnutrition, and to detect and address malnutrition problems early.

Reminiscence Interactive Therapy Activities (RITA) Award Winners 2021

Withybush General Hospital (WGH) have won a silver award in the category of *Most Innovative use of RITA* at the inaugural RITA Awards 2021. WGH joined the Acute Frailty Network (AFN) in May 2018, being the first hospital in Wales to do so. The team has pioneered an ambitious frailty improvement project that has been extended beyond the initial 12-month period. This reflects the view that really caring about the patient journey from their arrival at the hospital to leaving is the most important thing you can do for them.

Using RITA has allowed the Frailty Unit Ward 12 at WGH to provide meaningful activities for patients, giving them a choice of what they want to do as well having a very calming effect. Providing this level of stimulation is important, it also means that there is meaningful and appropriate occupation that is stimulating for them and meets their needs. This therapy keeps them occupied during the day, the effect being they sleep better at night, resulting in a reduction in falls since the commencement of RITA.

Long Service Awards

In 2019, the Health Board introduced the Long Service Awards in recognition of staff who have given the most hours, days and years to serving the local NHS across different professions across Carmarthenshire, Ceredigion and Pembrokeshire. I have been privileged to meet them personally to present them with their award, listen to their experiences during their 40 years of service, to their advice and to thank them on behalf of the Board.

Employee	Department/Location
Tracy George	Ward Sister, South Pembrokeshire Hospital

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 November 2021 meeting, the following employees/teams have received the Employee or Team of the Month award.

I have been privileged to meet them all and visit them in their places of work. I have been humbled by their courage in serving patients during the pandemic. With such busy and demanding roles it is often the only time a team or individuals stop and reflect on their work, their dedication and the challenges of the last 18 months. It is important that on behalf of the Board I am able to thank them personally.

Employee or Team	Reason for Nomination
Alison Howells and Senior Ward Sisters and Team - Wards 7 & 12 Withybush General Hospital	Nominated by Nicola Zroud, Senior Nurse Manager (SNM) in recognition of their flexibility, resilience and dedication in delivering the best care throughout the pandemic. The team has maintained high spirits whilst rising to challenges. The team has embraced new ways of working and always put the patients at the heart of everything they do.
Amanda MacIntyre-Cathles Community Team Learning Disabilities (CTLD) Penlan Carmarthen	Nominated by Lica Evans, CTLD Manager, in recognition of the consistent dedication Amanda has demonstrated to her role and consistent demonstration of the organisational values to a high standard. Amanda has significantly improved a work process by introducing assessments and templates that all of the CTLD team can use across the Health Board. Demonstrating an exceptional ability to foster collaboration, communication and cooperation, she has worked with several professionals within the primary and secondary care services in order to strive towards the delivery of excellent services.
Dr Swe Lynn Paediatric Consultant Paediatrics Glangwili General Hospital	Nominated by Elizabeth Amery, Healthcare Support Worker (HCSW) in recognition of his commitment and dedication to his job whilst demonstrating a friendly and approachable manner. It has been noted that Swe always goes above and beyond for his patients, their families and fellow staff members and even undertook some clinics via video link when unwell. Swe's hard work has been noticed and praised by many and deservedly so.
Leeanna Arran Unscheduled Care Puffin Ward Withybush General Hospital	Nominated by Tracey Nicholas, Senior Infection Prevention Nurse, in recognition of her consistent dedication and professionalism she has displayed as a Junior Sister. Leeanna has performed at a level above and beyond the normal job requirements when transitioning from a green to red area and always ensured that staff were well supported in order to develop new skills and knowledge. Further, Leeanna has shown fantastic compassion and a caring nature when dealing with palliative patients and their relatives.

<p>Mark Harries Community Nursing Llanelli East Gate Llanelli</p>	<p>Nominated by Claire Hurlin, Head CCM, in recognition of his outstanding dedication, competence and conscientious performance shown. Whilst two members of staff were off work due to long term sickness, he supported people living with Chronic Obstructive Pulmonary Disease (COPD) across the whole of Carmarthenshire, going over and above the requirements of his role. Whilst this was transpiring, he also learnt how to undertake capillary blood gas sampling to support the wider needs of complex patients and reduced the need for a visit by the home oxygen team, thus reducing duplication of visits and improving our service for the patient. Mark also supported new members of other teams to ensure they learnt the skills on how to assess people living with COPD in the community. Mark has significantly improved the services for people living with COPD and ensured that we provide excellent care, which has helped patients to stay at home and prevent hospital admissions. Mark has demonstrated a commitment above and beyond the normal parameters of his work.</p>
<p>Martha Perkins Sunderland Ward South Pembrokeshire Hospital Pembroke Dock</p>	<p>Nominated by Rebecca Bicknell, Senior Sister, in recognition of her outstanding dedication, competence and conscientious performance. Martha is a dependable and reliable member of the team, consistently demonstrating the organisational values. Recently, she worked incredibly hard to assist stressed staff. Martha always goes above and beyond to support staff and patients and is extremely efficient, proving to be incredibly valuable during the Pandemic.</p>
<p>Michelle Preston Housekeeper Dyfi Ward Bronglais General Hospital</p>	<p>Nominated by Gemma Vaughan (Health, Safety and Security Advisor) in recognition of her commitment to the organisation and dedication in taking on a new challenge in becoming one of the ward's face fit testers. Michelle's determination to ensure the protection and safety of all staff during the COVID-19 is well outside her usual role and has been rightfully noted.</p>
<p>Outpatients Department Prince Philip Hospital</p>	<p>Nominated by Clinical Research Nurses in recognition of their contribution to significantly improved patient services. The team were extremely helpful to the research team during the SYMPLIFY recruitment period. They assisted with phlebotomy when the research team had difficulty and went above and beyond their roles by using their own initiative to contribute to the smooth recruitment of patients following their routine clinical appointments. The team has demonstrated an exceptional ability to foster collaboration, communication and cooperation among colleagues and stakeholders by ensuring that all eligible patients had the opportunity to participate in the research. The team has also ensured that the research team was aware of any changes to schedule and reminded doctors to mention the trial while chaperoning the appointment.</p>

<p>South Carmarthenshire Older Adult Community Mental Health Team (CMHT) Caebryn Prince Phillip Hospital</p>	<p>Nominated by Padmavathy Gapinath, Consultant Psychiatrist, in recognition of their outstanding dedication, competence and conscientious performance as they strived to deliver excellent services to people with mental health difficulties in South Carmarthenshire. The team has consistently lived and breathed the organisational values, showing exemplary behaviours throughout the Pandemic. The Team has had a significant impact on the department and significantly improved patient experience by proactively involving themselves in the crisis period for a patient to prevent admission to the ward.</p>
<p>Troy Bradshaw Pharmaceutical Officer Pharmacy Bronglais General Hospital</p>	<p>Nominated by Richard Smart, Head of Clinical Systems and Informatics Projects, in recognition of the outstanding dedication he has displayed. Troy has had a significant impact on the department by supporting Pharmacy Departments on all sites with the implementation of a new Pharmacy system. He has demonstrated an exceptional ability to foster collaboration, communication and cooperation among partners, colleagues and stakeholders to ensure that the implementation was successful. Troy's highly conscientious performance to develop his knowledge of the new system and thus apply this detailed knowledge to facilitate the most efficient possible transfer. Throughout the entire process he has exuded positivity despite working long hours. Troy is a fantastic credit to the department and an asset to the Health Board.</p>

Board Member Update

Since the previous Board meeting, I am delighted to confirm that, following approval by the Minister for Health & Social Services:

- Mr Philip Maynard Davies, Independent Member Information, Communication and Technology, has been re-appointed for 4 years until 30th November 2025.
- Ms Ann Murphy, Independent Member Trade Union, has been re-appointed for 3 years until 8th January 2025.
- Ms Anna Lewis, Independent Member Community, has been re-appointed for 4 years until 31st March 2026.

Argymhelliad / Recommendation

The Board is asked to support the work engaged in by the Chair since the previous meeting and 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):	Governance, Leadership and Accountability
Amcanion Strategol y BIP: UHB Strategic Objectives:	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	6. Contribute to global well-being through developing international networks and sharing of expertise 8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Chairman's Diary & Correspondence
Rhestr Termau: Glossary of Terms:	Included within the body of the Report
Partïon / 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.