



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	30 September 2021
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Report of the Chair
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Miss Maria Battle, Chairman
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Miss Maria Battle, Chairman

**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

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**

While the link between coronavirus infections and serious illness is weakened, the number of COVID-19 cases locally is increasing and continues to have an impact on public services across the Hywel Dda area. As a Board we are calling on everyone to do what they can to help reduce further spread of the virus and ease some of the pressure on local services. Public sector bodies across Carmarthenshire, Ceredigion and Pembrokeshire continue to work closely in partnership together, to keep people safe.

At the moment, in health and social care, we have almost the perfect storm. Staff are exhausted, we have a high level of sickness absence, our capacity is reduced to ensure social distancing and safety for patients and staff, demand has increased and we have 30,000 patients waiting. There are real challenges in the domiciliary care services which are impacting on the care we can provide in our acute and community hospitals and ambulance responses. However, we have got through many storms together during the life of this pandemic and with the continued support of the public and our partners we will get through this one.

The future brings a degree of uncertainty, such as the roll out of the flu vaccine alongside COVID-19 booster jabs and vaccinating younger people. What is certain, however, is the commitment of the Health Board and our partners to be as prepared as possible. The Health Board's comprehensive Recovery Plan outlines, first and foremost, how we recover from the

pandemic, how we support our staff to recover after what has been an exhausting year and a half, and how we lay the foundations to recover our services and support our communities. We are also working in partnership with our local authority partners to support domiciliary care services. Together we can keep Hywel Dda safe.

### **Vaccination Programme**

Since the previous update, the vaccination programme has been extended and anyone over 16 is now eligible to receive their first vaccination. Further, our booster vaccination programme has commenced, concentrating at first on care homes. In addition to our mass vaccination centres offering walk in sessions across the 3 counties, during the summer holidays our mobile vaccination van attended the Pembrokeshire County Show. During this month, the van has also visited Cross Hands and Ammanford, and given the rise in cases across the UK, Hywel Dda UHB is urging as many people as possible to come forward for their first and second doses.

### **Well-being Champion Network**

As Chair, I have recently launched the Well-being Champion Network. Given the tremendously difficult and challenging 18 months and whilst we are aware that staff have supported each other, the network will aim to take this a step further. Whilst to date we have received a wonderful response, we would welcome more staff coming forward. They are the experts for area of work and know their colleagues best, and what will work best within their own areas. There is access to resources, training and a communication network to support staff in their role. Further details are available [here](#), and the next induction session is due to take place on Wednesday 13<sup>th</sup> October 2021.

### **Rest and Recovery Reference Group**

As Chair, I established the Rest and Recovery Reference Group with internal and external experts, including the Military, and a lead from the Tourist Industry, in order to explore approaches to further support staff well-being. Many initiatives were developed to support staff. At a Board level, the organisation has agreed a corporate planning objective on rest and recovery. Given that this will be monitored by the Quality, Safety and Experience Committee (QSEC), it has been proposed that the Rest and Recovery Reference Group be stood down.

### **New Medical Education Hub in Aberystwyth**

A Swansea University initiative dedicated to creating the next generation of Welsh medical professionals has been given a major boost by Welsh Government. Funding has been allocated to create a new medical education hub in Aberystwyth, adjacent to one of the town's GP surgeries, to be used by Graduate Entry Medicine and Physician Associate students from Swansea University's Medical School, giving them an opportunity to learn away from a hospital setting. This is welcome news for Hywel Dda University Health Board and our local communities. Primary care within rural settings can provide such a fulfilling career. Enhancement of the learning and teaching environment within our patch can only assist us in attracting and retaining the best clinical staff for our population. The new facility would also enable current GPs to extend their academic portfolio, encouraging them to continue in practice.

### **Launch of Black and Minority Ethnic (BAME) Network**

We successfully launched our BAME network within Hywel Dda, facilitated by Christine Davis and attended by the Chief Executive and the Vice Chair and I, together with many colleagues throughout Hywel Dda. The network will give a louder, more inclusive voice to support colleagues and advise the Board on actions it should take and support.

### **Triage and Treat Returns to the High Street**

A service that gives residents and visitors access to treatment for a range of conditions without an appointment has relaunched in community pharmacies. The Triage and Treat service is now available at selected pharmacies across Carmarthenshire, Ceredigion and Pembrokeshire. Triage and Treat can help you if you have a low-level injury rather than having to visit a doctor or an A&E department. The service is provided by a pharmacist or a member of the pharmacy team who has had specialist training. It should be noted that a patient's GP will be told about any treatment given by the Triage and Treat team. A list of pharmacies taking part in the scheme, is available [here](#).

### **Deaths in Service**

I am very sad to report the deaths of respected colleagues and wish to express my sincere condolences on behalf of the Board and the organisation to their family, friends and colleagues.

#### **Wendy James**

Wendy James passed away following a lung disorder, on 29<sup>th</sup> May 2021. Wendy worked in our Mental Health service and specifically with Electroconvulsive therapy (ECT), since 2016.

#### **Kathryn Anne Rees**

Kathryn Anne Rees worked in Medical Records Department in Glangwili General Hospital (GGH) and passed away suddenly on 25<sup>th</sup> July 2021.

#### **June Beer**

June Beer was life President of Glangwili Hospital League of Friends for the past 12 years. June joined the league shortly after it was established in 1948 and for almost 70 years raised thousands of pounds through dedicated fundraising activities and leadership. I have listened to some of our staff talk about the incredible contribution she made to our local health service and community. She gave her time and skills selflessly and in abundance and our national health service has benefited immensely from this, for which we are truly grateful.

#### **Eleri Ebenezer**

Eleri Ebenezer, Chair of the former Ceredigion & Mid Wales NHS Trust. Eleri held this position between 1996 and 2006 before moving to London where she became a Councillor for the London Borough of Ealing for 16 years, and served as Chair of Social Services and Employee Relations. I understand she was passionate about delivering excellent healthcare to the community she served and a supportive leader to the team who worked for her. Eleri devoted a decade of her life to improving healthcare for the people of Ceredigion and mid Wales, laying the groundwork for many of the services which the community benefits from today, and for that we are extremely grateful.

### **Board Seminar 19<sup>th</sup> August 2021**

#### **Integrated Locality Planning and Delivery of Connected Communities**

Members of Board Seminar received a presentation providing an overview of proposed processes, governance structure and priorities, which are linked to the development of whole system integrated locality plans. This presentation represented the beginning of a series of conversations that will need to be held at executive level, as work is undertaken to develop integrated locality plans and to determine as a Health Board the future role of GP clusters. The need for a joined-up approach between the Health Board and communities was emphasised. Members received assurance that the benefits and developments seen within multi-disciplinary and whole-system work during the pandemic would be reflected and continued via the

Strategic Operational Delivery Programme, and that there would be a shift away from the historic demarcations between Acute, Primary and Community services.

### **Update on New Planning Objectives and the Route Map to Recovery**

Members of Board Seminar received an update on the new Planning Objectives and the Health Board's Route Map to Recovery. It was noted that the Health Board's ambition is to produce an Integrated Medium-Term Plan (IMTP) for 2022/25, Welsh Government (WG) approval of which is predicated upon the organisation being able to demonstrate financial balance and financial sustainability. Whilst WG have not communicated a timescale for completion of the IMTP, current indications suggest that this will need to be completed by January 2022. Members were informed that the development of the IMTP also reflects the Health Board's approach to the adoption of a planning cycle for future years, and noted the significance of the coming 3-4 month period in terms of developing a plan which can be approved by WG, the Health Board, and the Hywel Dda population. It was recognised that WG sign-off of the IMTP will be based upon confidence in the Health Board's performance over the current year, adding that a substantial level of assurance can be taken from the development of the IMTP and the governance established through the Board Assurance Framework, which will enable scrutiny of the delivery of the IMTP via the Board's committees.

### **Overview of Planning Objectives (Including Waiting List Support)**

Members of Board Seminar received a presentation outlining plans and progress on the delivery of Planning Objectives (PO) 1B (relating primarily to the development of a sustainable contact hub) and 1E (personalised contact with patients awaiting elective treatment). Members were advised that work on these areas has revealed the inter-dependency of these POs, and that the development of a single communication hub (PO 1B) will be based upon the Command Centre model, recognising its effectiveness during the COVID-19 pandemic. Members were advised of the need to achieve full engagement from clinicians in the support programme, which effectively represents a different way of working. Members welcomed the value of this programme for patients and carers, recognising that a large proportion of complaints received by the Health Board relate to lack of communication regarding waiting times and treatments. However, members emphasised the need to remain cognisant of the requirement to accommodate the needs of members of the population who have sensory impairment, or who do not have Welsh or English as a first language.

### **Nurse Staffing Level Wales Act – 3-Year Review**

Members of Board Seminar received the Nurse Staffing Levels (Wales) Act 2016 statutory 3-yearly report, covering the period from 2018 to 2021. Whilst previously the duty applied only to medical and surgical wards, it is also being rolled out to include other areas, with a further area of responsibility covering Paediatrics in-patient wards being introduced in October 2021. Members were assured that robust governance structures are in place to ensure adequate nurse staffing levels, and noted specific challenges in maintaining these levels during the COVID-19 pandemic period, together with mitigations developed to address these challenges. From a nursing perspective, the Act provides a systematic process for the evaluation of nurse rostering and staffing at ward level, and review of the quality of patient care within individual wards. Members also noted the benefits of the STAR nursing leadership programme (introduced by the Act) in terms of enabling senior nurses to make robust judgements and inform the running of individual departments to ensure that best patient outcomes are achieved.

### **HIW Annual Report 2021/22 – Themes and Key Messages**

Members of Board Seminar received an overview of the findings of the 2020/21 Healthcare Inspectorate Wales (HIW) annual report. Members noted the aims of the annual report, in terms of providing an independent view on the quality of care within each organisation, promoting improvement through reporting and sharing good practice and influencing local and

national policy and standards. Members noted HIW's adapted approach to the discharge of its functions during the COVID-19 pandemic, including off-site inspection of services. Members were informed that positive findings for Hywel Dda Health Board from the HIW report included the establishment of enhanced infection prevention and control arrangements, support provided to patients to maintain contact with family and friends, and strong commitment from the Health Board to support the wellbeing of staff during and after the initial waves of the pandemic.

### **Children's Rights Charter**

Members of Board Seminar received a presentation summarising the background to the development of the Children's Rights Charter and partner organisations involved in the project (Dyfed Powys Police – DPP - and Mid-West Wales Fire and Rescue Service). Members noted that the charter had been developed in line with the requirements arising from the UN Convention on the Rights of the Child, and had been guided by engagement processes to test what children wanted to see in the HDdUHB charter, with the involvement of more than 200 children and young people (C&YP) in its development. Members were informed of the intention to launch the Children's Rights Charter during September 2021. Members supported the Children's Rights Charter in principal, and following a number of suggested amendments from Members, Chair's Action would be undertaken to approve the Charter for ratification at today's Board meeting.

### **Chairs Action**

There may be circumstances where decisions which would normally be made by the Board need to be taken between scheduled meetings, and it is not practicable to call a meeting of the Board. In these circumstances the Chair, supported by the Board Secretary as appropriate, may deal with these matters on behalf of the Board.

There have been four such actions to report since the previous meeting of the Board (attached as Appendix 1), which relate to:

- The submission of the Business Justification Case (BJC) to Welsh Government (WG) to progress with Phase 1 of the Fire Enforcement Works at Glangwili General Hospital.
- A Section 33 Agreement: Ceredigion County Council Hywel Dda University Local Health Board for the provision of a pooled budget to facilitate a Joint Equipment Store for Ceredigion.
- An Outsourcing Contract with BMI (Droitwich SPA and Bath Clinic).
- The Children's Rights Charter.

### **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 fortnightly in the light of the pressures across health and social care.

- Rest Recovery Reference Group
- Health Board Radio Station's Catch up meeting
- HIW & Hywel Dda: Keeping in touch meeting
- Hywel Dda and Audit Wales half yearly catch up
- Chair Peer Group Meetings
- Queens Green Canopy Meeting
- STAR programme Event
- Rural Health and Care Webinar
- Long Service Award - Alun and Gillian Wills

- Meeting with Bob Hudson, Head of Digital Health and Care Wales (DHCW)
- CHC Monthly Catch Up
- BAME Advisory Group Meeting
- Welsh Government Meeting
- Black, Asian and Minority Ethnic Staff Network launch
- Minister for Health and Chairs
- Local Authority Leaders
- Welsh NHS Confederation Management Meeting
- Remuneration and Terms of Service Committee
- PecaKucha Celebration of 20<sup>th</sup> Anniversary of Filipino Nurses joining Hywel Dda
- Gold Command
- Wales Health Board Chairs

### **Celebrating Success/Awards**

#### **Bronglais General Hospital Awarded for Commitment to Patient Safety**

Bronglais General Hospital (BGH) is celebrating after being named as a National Joint Registry (NJR) Quality Data Provider after successfully completing a national programme of local data audits. The hospital's orthopaedic team received the award for elective surgery. The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes for the benefit of patients, clinicians and industry. The registry collects high quality orthopaedic data in order to provide evidence to support patient safety, standards in quality of care, and overall cost effectiveness in joint replacement surgery.

#### **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 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 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.

<b>Employee or Team</b>	<b>Reason for Nomination</b>
Carmarthenshire Mass Vaccination Centres (MVC)	Nominated by Gemma Brown, County Lead MVCs Carmarthenshire in recognition of their tireless and always positive approach to their work in order to successfully provide an outstanding service to our communities whilst under great pressure. The teams' efforts have already been recognised and acknowledged by the public appraisal of the sites being consistently calm and organised.
Cerys Bowen Immunisation Administrator Primary Care Immunisations Ffwrnes Theatre MVC Llanelli	Nominated by Ozzy Moore (Administration Coordinator) in recognition of her consistent professional and personal growth and positive approach to all tasks whilst displaying an excellent rapport with patients. One particular example of Cerys'

	<p>good work is how she handled an anxious patient contacted to receive their vaccination. Cerys' patience and professionalism with the patient as well as their father, who later attended to discuss the call, resulted in all parties feeling reassured.</p>
<p>Cilgerran Ward Team Glangwili General Hospital (GGH) Carmarthen</p>	<p>Nominated by Rachel Wood, Reducing Restrictive Practice Team Lead in recognition of their professionalism and patient centred approach. The Ward team has evidenced great teamwork and support for each other whilst ensuring the best possible outcomes for the young persons that they support. Regularly stepping outside of their comfort zones, the team has consistently displayed flexibility to the organisation as well as warmth and compassion to the public. They have managed to create an enjoyable working environment.</p>
<p>Health Board Laundry Team Estate Department GGH Carmarthen</p>	<p>Nominated by Lisa Davies, Clinical Effectiveness Co-ordinator in recognition of the important role the team has fulfilled, employing the highest standards whilst being conscious of cost efficiency and environmental impact. The Laundry team has been instrumental in the roll-out of the Doctor Scrubs project and it is evident that operations have been stepped up to distribute scrubs to approximately 1,000 Health Board Doctors. Further to this, the team has quickly adapted to new work practices in order to respond effectively to the increasing demands triggered by the pandemic.</p>
<p>Infection Prevention and Control (IP&amp;C) Team Hafan Derwen St David's Park Carmarthen</p>	<p>Nominated by Cathie Steele (Head of Quality and Governance) in recognition of the support the team has provided to the wards, clinical areas and control group meetings from an Epidemiology perspective which has had a huge benefit in managing COVID-19 related outbreaks.</p> <p>It has been noted that the IP&amp;C team has worked outside and above their normal hours in order to support clinical frontline teams, in addition to providing very useful presentations, often on short notice. Their efforts have resulted in a significant positive</p>

	impact on the organisation and the management of outbreaks.
North Pembrokeshire Health Visiting Team Fishguard Health Centre Fishguard	Nominated by Amelia Davies (Community Child Health Nurse) in recognition of the consistent high quality service the team has delivered whereby they always show care and compassion as well as providing reassurance and guidance. It has been noted that the Health Visiting team go above and beyond by regularly starting early and finishing late in order to place the patients at the heart of everything they do.
Richard Peryer Filed Hospital Support Coordinator Operations Withybush General Hospital	Nominated by Lisa Davies, Clinical Effectiveness Co-ordinator in recognition of the continued positive contributions Richard has made to every project that he has been involved with. Some examples are Richard's commitment to Bluestone Field Hospital during which he made the effort to capture photographs which will be an integral part of the Health Board's organisational memory. Further, Richard has been seen to demonstrate an enthusiastic approach to new roles and in particular demonstrated a range of skills in securing the processing of scrubs for over 500 doctors. Richard has proven to be a valuable member of the organisation.

### **Associate Board Member Update**

I am pleased to confirm that, following approval by the Minister for Health & Social Services Dr Mohammed Nazemi has been re-appointed as the Associate Board Member in his capacity as Chair of the Healthcare Professionals Forum for Hywel Dda University Health Board, for a period of one year.

### **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;
- Ratify the actions undertaken by the Chair on behalf of the Board, detailed in Appendix 1.

**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: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	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

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Chairman's Diary & Correspondence
Rhestr Termiau: 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

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	No impact
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	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.
<b>Gweithlu: Workforce:</b>	No impact
<b>Risg: Risk:</b>	No impact
<b>Cyfreithiol: Legal:</b>	No impact
<b>Enw Da: Reputational:</b>	No impact
<b>Gyfrinachedd: Privacy:</b>	No impact
<b>Cydraddoldeb: Equality:</b>	No EqIA is considered necessary for a paper of this type.