

**TABLE OF ACTIONS FROM  
HEALTH BOARD MEETING IN PUBLIC  
HELD ON 29<sup>TH</sup> SEPTEMBER 2022**

MINUTE REFERENCE	ACTION	LEAD	TIMESCALE	PROGRESS
PM(22)118	<b>IMPROVING PATIENT EXPERIENCE REPORT:</b> <ul style="list-style-type: none"> <li>To take forward the suggestion that the Patient Charter includes a commitment that the UHB undertakes or coordinates communication between the various multi-disciplinary teams/areas, with discussion at QSEC as required</li> </ul>	MR	September 2022	<b>IN PROGRESS</b> This will be incorporated into the communication and safe and effective care sections prior to relaunch in the new financial year (1 <sup>st</sup> April 2022).
PM(22)131	<b>WEST WALES CARERS DEVELOPMENT GROUP ANNUAL REPORT 2021/22:</b> <ul style="list-style-type: none"> <li>To provide Carers' Needs Assessments referral figures.</li> </ul>	LG	September 2022	<b>COMPLETED</b> Refer to Appendix 1
PM(22)154	<b>MATTERS ARISING &amp; TABLE OF ACTIONS FROM THE MEETINGS HELD ON 28TH JULY AND 4TH AUGUST 2022:</b> <ul style="list-style-type: none"> <li><i>(Re. PM(22)110 - waiting list validation exercise – further phase)</i> To provide a more detailed update (including timescales for the further review) to Mr Newman outside the meeting.</li> </ul>	AC	November 2022	<b>IN PROGRESS</b> Discussion between Mr Carruthers and Mr Newman to be scheduled.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)124 – HDdUHB Long COVID-19 Service)</i> To provide local and national referral figures to Members following the meeting together with details of any referral patterns emerging within the HB.</li> </ul>	AS	November 2022	<b>IN PROGRESS</b> Data currently being analysed; will be circulated by the end of November 2022.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)124 – HDdUHB Long COVID-19 Service)</i> To issue further communications regarding referral</li> </ul>	AS	November 2022	<b>IN PROGRESS</b>

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	routes both internally via Global and to Primary Care colleagues and Health and Social Care professionals to supplement previous communications which had been issued.			Along with other HBs, HDdUHB is currently working with WG on the future model for these services from 1 <sup>st</sup> April 2023. A communication plan will be developed once these arrangements are established.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)124 – HDdUHB Long COVID-19 Service)</i> To include the internal and public-facing communication plan providing details of signposting and access to advice regarding Long COVID-19 in a future operational update to Public Board.</li> </ul>	AS	November 2022	IN PROGRESS This will be included when future model agreed as outlined above.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)124 – HDdUHB Long COVID-19 Service)</i> To provide an analysis of Long COVID-19 diagnoses and referral rates, together with proposals for further communications and potential additional access to treatment, to a future Executive Team meeting for consideration regarding consistency in thresholds for diagnosis and whether a more detailed paper might need to be discussed at a Board Committee meeting.</li> </ul>	AS	November 2022	IN PROGRESS Data currently being analysed. Also dependent on outcome of other actions relating to future service provision.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)124 – HDdUHB Long COVID-19 Service)</i> To bring outcomes from executive discussions [ref. action above] back for the Board’s consideration under ‘Matters Arising’.</li> </ul>	AS/ JW	January 2023	COMPLETED Forward planned for 26 <sup>th</sup> January 2023 Public Board meeting.
	<ul style="list-style-type: none"> <li><i>(Re. PM(22)125 - Positive Behaviour Interventions and Support (PBIS) service)</i> To advise Members of the anticipated start date for the PBIS service as soon as this was known.</li> </ul>	AC	November 2022	IN PROGRESS The PBIS service is still in the planning phase and does not yet have a definitive start date. An update on the start date will be reported to each Board meeting.

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PM(22)157	<p><b>REPORT OF THE CHAIR</b></p> <ul style="list-style-type: none"> <li>To include information relating to new individuals accessing direct payments in an update detailing the numbers of people in receipt of payments across the three counties, together with details of joint work to ensure that those individuals were assessed for all available funding and support options.</li> </ul>	JP	November 2022	<p>It is important to clarify the difference between the time limited grant which was available at a point during the COVID pandemic, to support families who were able to take their relative home from hospital in a timely manner. This was funded by WG at the time.</p> <p>More formally, and as part of the usual discharge process, a Direct Payment (DP) is considered as one method of support via a care and support plan, in those circumstances where it is deemed appropriate for the individual concerned. The Direct Payment plan can be established relatively quickly; however, what does take time is the recruitment of a PA (Personal Assistant) to support the care needs. Across the 3 Counties the figures are as follows:</p> <p>Ceredigion 454 on DP with a further 76 awaiting recruitment of a PA  Carmarthen 272 on DP  Pembrokeshire TBC</p>
	<ul style="list-style-type: none"> <li>To confirm that all appropriate steps were being taken in the recruitment process to enable suitable applicants to be recruited in a timely manner.</li> </ul>	JP	November 2022	COMPLETED

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	<ul style="list-style-type: none"> <li>To include provision of assistance to obtain items of furniture for new overseas staff members in the HB's support plans.</li> </ul>	LG	November 2022	COMPLETED Overseas staff receive relocation expenses on arrival to support them to purchase items for themselves or their homes.
PM(22)158	<b>REPORT OF THE CHIEF EXECUTIVE</b> <ul style="list-style-type: none"> <li>To ensure that Health Visiting Teams are fully involved in the Health Board's <i>Whole School Approach to Emotional and Mental Well-being</i> (WSAEMWB) approach, recognising the importance of including pre-school age groups in the project.</li> </ul>	JMcC	November 2022	COMPLETED A session is scheduled for 15 <sup>th</sup> November 2022 for health visiting and school nursing leads where there will be a presentation on WSAEMWB. Following this session and feedback there will be discussions around how the approach can help in pre-school settings and in other aspects of early years work. Health visitors will be engaged in every part of these discussions.
	<ul style="list-style-type: none"> <li>To report Performance Objectives linked to the Health Board's <i>Whole School Approach to Emotional and Mental Well-being</i> strategy through the Strategic Development and Operational Delivery Committee.</li> </ul>	JW	November 2022	COMPLETED <i>Whole School Approach to Mental Health and Emotional Wellbeing</i> assigned and included on SDODC workplan (PO 4W)
PM(22)160	<b>REPORT OF THE QUALITY, SAFETY &amp; EXPERIENCE COMMITTEE</b> <ul style="list-style-type: none"> <li>To follow up whether there would be any issues relating to the purchase or provision of blankets and pillows for patients waiting in in A&amp;E and respond directly after the meeting.</li> </ul>	MR	September 2022	COMPLETED Action has been taken to progress the issue of blankets and pillows for all areas, A&E in particular. Confirmation has been received that the laundry supplies have been enhanced and areas have been advised how to access additional supplies within and outside hours. Thermal blankets are available. The patient experience feedback for A&E is being monitored

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				and patient experience staff have also been asked to monitor provision whilst attending the departments and engaging with patients.
	<ul style="list-style-type: none"> <li>To share outcomes from a review of access to delays in the Tier 4 Mental Health and Learning Disability (MHL) Services pathway at a future QSEC meeting.</li> </ul>	MR	December 2022	COMPLETED Included on QSEC workplan.
PM(22)161	<b>ANNUAL PLAN 2022/2023</b>			
	<ul style="list-style-type: none"> <li>To provide a further update at the Board meeting on 24<sup>th</sup> November 2022.</li> </ul>	LD	November 2022	COMPLETED Forward planned for 24 <sup>th</sup> November 2022 Public Board meeting.
	<ul style="list-style-type: none"> <li>To present data indicating the impact of in-year actions to address challenges within the supply and configuration of services at the following Board meeting on 24<sup>th</sup> November 2022.</li> </ul>	HT	November 2022	COMPLETED Included within the Annual Plan update report.
	<ul style="list-style-type: none"> <li>To present an update regarding the costs associated with patient discharge at the next Board meeting on 24<sup>th</sup> November 2022.</li> </ul>	HT	November 2022	COMPLETED The finance report now includes a summary of the costs arising from challenges in patient flow and discharge.
	<ul style="list-style-type: none"> <li>To present a review of discharge and transfer issues relating to residential and nursing homes at a future Board Seminar.</li> </ul>	JP/ JW	December February 2022	COMPLETED Forward planned for 2 <sup>nd</sup> February 2023 Board Seminar. (Delayed due to capacity issues in the Care Home team within the HB).
PM(22)162	<b>IMPROVING PATIENT EXPERIENCE REPORT</b>			
	<ul style="list-style-type: none"> <li>To undertake further work to gather views from community members in relation to the Continuing</li> </ul>	MR	November 2022	IN PROGRESS The team is currently ensuring full roll out within all hospital and outpatient

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	Healthcare environment and complex community care packages and how the opportunities afforded by the CYP are being utilised.			services and this will form part of the project plan for patient experience feedback relating to community, primary care and integrated services. Outcome report date to be confirmed once project plan has been implemented.
PM(22)163	<b>MAKING MALNUTRITION MATTER BUSINESS CASE UPDATE</b>			
	<ul style="list-style-type: none"> <li>To circulate a patient story to illustrate the benefits of the Nutrition and Dietetic service to members.</li> </ul>	AS	November 2022	Patient's relative unfortunately no longer able to participate in patient story.
	<ul style="list-style-type: none"> <li>To present an update to QSEC assessing the impact of work undertaken by the Nutrition and Dietetic Service.</li> </ul>	AS	Date to be confirmed	COMPLETED Included on QSEC workplan.
PM(22)164	<b>INTERIM PAEDIATRICS REVIEW</b>			
	<ul style="list-style-type: none"> <li>To ensure that the HB's process: <ul style="list-style-type: none"> <li>Includes the views of parents, children and young people;</li> <li>Distinguishes feedback and views to reflect different counties and areas;</li> <li>Extends into local communities to include the views of hard-to-reach local communities in geographically remote areas.</li> </ul> </li> </ul>	LD	November 2022	COMPLETED This was early engagement; recommendation on consultation had not been made by this point. The HB can evidence views of parents, children and young people in the development and appraisal of options, with additional feedback to support Board consideration. Additional feedback called out by groups and views, including hard to reach communities and geographically remote areas.
	<ul style="list-style-type: none"> <li>To ensure that in the event of any delay in developing clear options, reasons are publicly communicated.</li> </ul>	LD	November 2022	Options were related to services rather than locations, and have been developed and appraised within the timeline approved by Board.

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PM(22)165	<b>IMPLEMENTING THE HEALTHIER MID AND WEST WALES STRATEGY - PROGRAMME BUSINESS CASE UPDATE</b> <ul style="list-style-type: none"> <li>To present a final post-consultation report to the Board.</li> </ul>	LD	July 2023	IN PROGRESS This remains the target. Forward planned for July 2023 Public Board meeting.
	<ul style="list-style-type: none"> <li>To seek Board approval for the procurement of consultancy services.</li> </ul>	LD	November 2022	IN PROGRESS Specific resources approved at Public Board in September 2022, with additional requirement included in a report prepared for November Sustainable Resources Committee, for onward Board approval at November Public Board meeting.
PM(22)166	<b>FINANCIAL REPORT</b> <ul style="list-style-type: none"> <li>To present details of mitigations to address concerns regarding cash management to the Board.</li> </ul>	HT	November 2022	COMPLETED Included within the Financial Report to November Public Board meeting.
PM(22)167	<b>INTEGRATED PERFORMANCE ASSURANCE REPORT</b> <ul style="list-style-type: none"> <li>To undertake a combined assessment of the impact of the Integrated Care Centre model upon the wider system.</li> </ul>	LD	November 2022	IN PROGRESS A post project evaluation has been completed on Cardigan Integrated Care Centre. Further work will be undertaken to look in more detail at the system impact and reported to the Strategic Development and Operational Delivery Committee.
	<ul style="list-style-type: none"> <li>To develop public communications illustrating the impact and success of the Integrated Care Centres</li> </ul>	AMH	November 2022	IN PROGRESS The HB is exploring options for sharing patient stories that explain how the Integrated Care Centres have helped individuals to access care closer to home.
PM(22)170	<b>WINTER PLANNING 2022/ 2023</b> <ul style="list-style-type: none"> <li>To bring the Winter Plan back for Board approval should these modelling assumptions included in WG</li> </ul>	AC	November 2022	Not applicable.

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	guidance relating to the potential impact of various respiratory viruses over the course of the winter require any significant changes to the current Plan.			
PM(22)171	<b>CRITICAL CARE STAFFING POSITION</b> <ul style="list-style-type: none"> <li>To provide an update regarding the recruitment position to the Board at its meeting on 26<sup>th</sup> January 2023.</li> </ul>	AC	January 2023	COMPLETED Forward planned for 26 <sup>th</sup> January 2023 Public Board meeting.
PM(22)172	<b>PRIMARY CARE UPDATE: GENERAL MEDICAL SERVICES AND ACCESS</b> <ul style="list-style-type: none"> <li>To undertake a review of available appointments for each GP Practice for presentation at a Board Committee.</li> </ul>	JP	January 2023	IN PROGRESS The Access Report is reported on a quarterly basis to the Strategic Development and Operational Delivery Committee.
PM(22)174	<b>NEYLAND AND JOHNSTON PRACTICE (VACANT PRACTICE PANEL RECOMENDATIONS)</b> <ul style="list-style-type: none"> <li>To review governance processes relating to vacant GP practices.</li> </ul>	JP/ JW	March 2023	IN PROGRESS Due to realigning the governance team to support the increased escalation status this work will now commence in January 2023.
	<ul style="list-style-type: none"> <li>To review the capacity of the Primary Care Team to absorb and manage a further managed practice within the Hywel Dda area.</li> </ul>	JP	March 2023	IN PROGRESS There are a number of changes within the team currently which provides the opportunity to consider the capacity available to support the Managed Practices across the HB. Additionally, the HB continues to consider opportunities for more efficient systems across the 5 Managed Practices where this allows, ie pooling of certain administrative functions, sharing of good practice, etc.



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PM(22)178	<b>HEALTHCARE INSPECTORATE WALES (HIW) ANNUAL REPORT 2021 / 2022</b> <ul style="list-style-type: none"> <li>To present the HIW report to a meeting of QSEC and to invite Ms Rebecca Jewell to attend in order to answer Members' questions.</li> </ul>	MR	October 2022	<b>COMPLETED</b> Key findings of HIW report presented and discussed at QSEC meeting held on 11 <sup>th</sup> October 2022

## **Appendix 1**

### **Carers Needs Assessment Referrals Q1 Data**

#### **Carmarthenshire**

##### **Carers Trust Crossroads West Wales**

**511** Carers receives support from the service during Q1

**385** new referrals were received

**28** Carers were referred for Carers Needs assessment

#### **Ceredigion**

##### **Gofalwyr Ceredigion Carers**

**222** Carers receives support from the service during Q1

**105** new referrals were received

**11** Carers were referred for Carers Needs assessment

#### **Pembrokeshire**

##### **Adferiad Recovery**

**312** Carers receives support from the service during Q1

**93** new referrals were received

**14** Carers were referred for Carers Needs assessment

#### **Carers Discharge Support Service**

**62** Carers were supported during Q1

**47** enquiries/ referrals were received from ward staff