

**COFNODION Y CYFARFOD CYFFREDINOL BLYNYDDOL BWRDD IECHYD Y BRIFYSGOL  
HEB EU CYMERADWYO/  
UNAPPROVED MINUTES OF THE UNIVERSITY HEALTH BOARD  
ANNUAL GENERAL MEETING**

Date and Time of Meeting:	<b>THURSDAY 28 SEPTEMBER 2023, 3.30PM</b>
Venue:	<b>Y STIWDIO FACH, CANOLFAN S4C, COLLEGE ROAD, CARMARTHEN, SA31 3EQ</b>

Present:	<p>Mrs Judith Hardisty, Vice-Chair, Hywel Dda University Health Board Mr Maynard Davies, Independent Member (Information Technology) Cllr. Rhodri Evans, Independent Member (Local Authority) Ms Anna Lewis, Independent Member (Community) Ms Ann Murphy, Independent Member (Trade Union) Mr Winston Weir, Independent Member (Finance) Mrs Chantal Patel, Independent Member (University) Ms Delyth Raynsford, Independent Member (Community) Mr Iwan Thomas, Independent Member (Third Sector) (VC) Professor Philip Kloer, Executive Medical Director and Deputy Chief Executive deputising for Mr Steve Moore, Chief Executive Mr Keith Jones, Director of Secondary Care deputising for Mr Andrew Carruthers, Executive Director of Operations Mr Lee Davies, Executive Director of Strategy and Planning Dr Ardiana Gjini, Executive Director of Public Health Mrs Lisa Gostling, Executive Director of Workforce &amp; Organisational Development Mrs Mandy Rayani, Executive Director of Nursing, Quality &amp; Patient Experience Mr Huw Thomas, Executive Director of Finance</p>
In Attendance:	<p>Ms Jill Paterson, Director of Primary Care, Community &amp; Long-Term Care Mrs Joanne Wilson, Director of Corporate Governance/Board Secretary Ms Alwena Hughes-Moakes, Communications and Engagement Director Mr James Field, Assistant Director of Communications Ms Llinos McVicar, Senior Communications Officer Ms Amanda Glanville, Assistant Director of People Development Mr Llŷr Jones, Workforce Development Apprentice Ms Chloe Savory, Healthcare Apprentice, GGH Mr Siôn Phillips, Electrical Apprentice, PPH Ms Ffion Gilbert, Healthcare Apprentice, GGH Ms Sara Rees, Healthcare Apprentice, PPH Ms Clare Moorcroft, Committee Services Officer (Minutes)</p>

<b>AGM(23)01</b>	<b>INTRODUCTIONS AND APOLOGIES FOR ABSENCE</b>	<b>ACTION</b>
	<p>Mrs Judith Hardisty, Vice-Chair, welcomed everyone to the Hywel Dda University Health Board (HDdUHB) Annual General Meeting and outlined the format of proceedings.</p> <p>Apologies for absence were received from:</p> <ul style="list-style-type: none"> <li>• Miss Maria Battle, Chair, Hywel Dda University Health Board</li> <li>• Mr Steve Moore, Chief Executive</li> <li>• Mr Andrew Carruthers, Executive Director of Operations</li> </ul> <p>Mrs Hardisty advised that she is deputising for Miss Maria Battle, who is unable to attend today's meeting and who will be retiring from</p>	

	<p>her role as Chair at the end of October 2023. Formal thanks were placed on record for Miss Battle’s contribution since joining the Health Board in 2019. This would also be Mrs Hardisty’s and Mrs Mandy Rayani’s final HDdUHB Annual General Meeting, as Mrs Rayani would be retiring as Director of Nursing, Quality &amp; Patient Experience at the end of December 2023 and Mrs Hardisty would be retiring from her role as Vice-Chair at the end of March 2024.</p> <p>It was the first HDdUHB Annual General Meeting for Cllr. Rhodri Evans, Mr Michael Imperato, Mrs Chantal Patel and Dr Ardiana Gjini, and these Board Members were welcomed. Also welcomed to the meeting were Ms Amanda Glanville and members of the HDdUHB Apprenticeship Academy.</p>	
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<b>AGM(23)02</b>	<b>PRESENTATION OF HYWEL DDA HEALTH CHARITIES REPORT</b>	
	<p>Ms Delyth Raynsford, Independent Board Member and Chair of the Charitable Funds Committee (CFC), thanked the Board for the opportunity to make a presentation on behalf of Hywel Dda Health Charities, stating that it was a privilege to Chair the CFC. Every day, staff, patients and families benefit from charitable donations; they make a real difference to the staff and patient experience. Ms Raynsford wished to place on record her thanks for the support of fundraisers and the staff of the Hywel Dda Charities team, for their tireless work. A video was then presented, which provided a ‘snapshot’ of activities during the previous year. Those attending heard:</p> <ul style="list-style-type: none"> <li>• Examples of fundraising undertaken during 2022/23 included sales of easter eggs, sponsored runs, swims, a quad bike trek and a bed push</li> <li>• Income for 2022/23 was more than £3.99m, made up of donations, legacies, trading, investments and grants</li> <li>• Expenditure was £1.39m, with spending on additional patient comforts, up to date medical equipment, making surroundings more welcoming, providing care in local communities, staff wellbeing and development</li> <li>• Donations helped to enhance care, experience and outcomes for 13,143 staff, a population of 385,600, 4 acute hospitals, 5 community hospitals and 2 integrated care centres</li> <li>• Examples of items funded included: <ul style="list-style-type: none"> <li>○ £12k spent on equipment for a new play room in Cilgerran Children’s Ward at Glangwili Hospital (GGH)</li> <li>○ £7.5k spent on specialist chairs for Meurig Ward at Bronglais Hospital (BGH)</li> <li>○ £32k spent on four ECG machines at Wthybush Hospital (WGH)</li> <li>○ Cancer Cloud Kits for children affected by a loved one being diagnosed with cancer</li> <li>○ An arbour for the garden at Gorwelion Community Mental Health Centre, Aberystwyth and garden items for Llandovery Community Hospital</li> </ul> </li> <li>• Specific highlights during 2022/23 included the Bronglais Chemotherapy Appeal passing its £500k fundraising target in September 2022 and the Wish Fund Campaign launch in May</li> </ul>	

2022, intended to create magical moments for children and young people with life-limiting or life-threatening conditions

<b>AGM(23)03</b>	<b>PRESENTATION OF ANNUAL ACCOUNTS</b>	
	<p>Mr Huw Thomas, Director of Finance, thanked Ms Raynsford for her presentation, together with all of those who had contributed to charitable funds. Mr Thomas was pleased to present the Health Board's annual accounts, which had been subject to audit by Audit Wales. It had been determined that the accounts represent a true and fair view; however, due to the financial deficit, Audit Wales had issued a qualified regularity opinion. Whilst not unexpected, this was nevertheless disappointing.</p> <p>Moving on to his presentation of the Annual Accounts 2022/23, Mr Thomas provided a summary of the organisation's finances. The Health Board's overall deficit had worsened by £34m compared with 2021/22 to £59m; with the key drivers for this being COVID-19 costs, an increase in demand for services, recruitment challenges and inflation. In respect of the Health Board's performance against key statutory and administrative targets, Mr Thomas acknowledged that the Health Board had not been able to achieve an approved Integrated Medium Term Plan (IMTP). Nor had the Health Board been able to ensure that its aggregate expenditure does not exceed the aggregate of funding over a 3 year period. It has, however, ensured that its net capital spend is contained within the capital resource limit; and has been able to prepare annual accounts which present a true and fair view of finances. Other targets had also been achieved, such as paying a minimum of 95% of all non NHS creditors within 30 days of receipt of goods/invoice, which is important for the Health Board's suppliers.</p> <p>A summary of the financial accounts was presented, detailing the Health Board's various income and expenditure. The latter consisted of £220m on Primary Care, £260m on other providers and £749m on hospital and community services. Mr Thomas highlighted a number of projects which had contributed to the Health Board's capital expenditure of £34.845m. These included replacing medical and non-medical equipment; improving the estate and facilities, including fire compliance work at hospital sites; completion of the new Day Surgery Unit at Prince Phillip Hospital (PPH); improving the digital infrastructure and replacing digital equipment; and decarbonisation initiatives. The availability of capital funding represents a significant challenge to the Health Board, in view of the urgent need to invest in its infrastructure. The focus for 2023/24 is also challenging and has been discussed in great detail during the Public Board meeting held earlier in the day.</p> <p>Mr Thomas concluded by thanking colleagues, partners, volunteers, patients and the public for their continued support and for using the Health Board's services wisely.</p>	
<b>AGM(23)04</b>	<b>PRESENTATION OF ANNUAL REPORT</b>	
	<p>On behalf of Mr Steve Moore, Professor Philip Kloer, Medical Director and Deputy Chief Executive, presented the Health Board</p>	

Annual Report. Those attending were reminded that the Annual Report is a comprehensive document, comprising a Performance Report, Accountability Report and Annual Accounts, and that it covers the period 2022/23. Introducing the presentation for this item, Professor Kloer highlighted the map of Hywel Dda, whilst noting that HDdUHB also cares for people outside Carmarthenshire, Ceredigion and Pembrokeshire, including patients from mid Wales and Swansea. Care is provided in people's own homes, through primary and community services, in hospitals and by the commissioning of specialist services. Drawing attention to the 13,143 staff within the Health Board, and their importance, Professor Kloer noted that the photographs used within the presentation are of HDdUHB staff, rather than 'stock' images. The next slide details the Health Board's six Strategic Objectives, which guide all of its work and priorities. Behind these sit a range of Planning Objectives, each overseen by a member of the Executive Team.

The work undertaken in Planned Care during 2022/23 had resulted in various improvements, with HDdUHB having the best performance in Wales. It is recognised, however, that there are still too many people waiting too long for treatment, and Professor Kloer apologised to those affected. The Health Board is implementing various measures and attempting to be innovative in its approach. Examples include the Day Surgery Unit at PPH, which has helped enable the Health Board to treat more patients. The Waiting List Support Service, led by Mrs Mandy Rayani, has also supported many patients waiting for treatment. In Urgent and Emergency/ Unscheduled Care, the Health Board has been building foundations for further work this year. These include the Home First approach, Same Day Emergency Care (SDEC) intended to process emergency patients more quickly, and initiatives to reduce conveyance to hospital and length of stay in hospital. The impact of the discovery of Reinforced Autoclaved Aerated Concrete (RAAC) within the Health Board's estate has necessitated the adoption of different ways of working, which will be evaluated going forward. Whilst certain improvements are being seen, such as ambulance handover waits at GGH being the lowest for two years, significant challenges remain.

Moving on to Cancer Care, Professor Kloer reported that the Health Board is treating 70% more people than pre COVID-19 levels. There is still work to be done, however, with backlogs existing in this area. Professor Kloer wished to highlight in particular the LUMEN programme, which focuses on early diagnosis of lung cancer. Individuals with specific symptoms are able to speak directly to a nurse and, if they meet the criteria, receive an immediate referral for X-ray. In Mental Health, the '111 press 2' service was recognised in particular. Accessing Mental Health services can be challenging, and this provision offers significant benefits. HDdUHB was the first Health Board to implement the service. It is acknowledged, however, that more focus is required around the provision of Psychological and Neurodevelopmental services in particular. Infection prevention and control is an area which has seen a great deal of important and influential work, which is resulting in improvements, with Mrs Rayani

having raised the profile. A more multi-professional approach is required to progress this further.

In terms of the Health Board's workforce, over 100 international nurses had been welcomed to the organisation last year. The Health Board had also exceeded its ambition around nursing and midwifery staff recruitment. The ongoing response to COVID-19 encompasses all of the foregoing topics. An enhanced approach to COVID-19 vaccination is being taken, with the vaccination programme instigated and more than 5,500 people already vaccinated. Moving on to the slide referencing the 'A Healthier Mid and West Wales' (AHMWW) strategy, Professor Kloer advised that the Health Board had submitted its business case to Welsh Government in early 2022, which included development of a new hospital. A Land Consultation process had taken place, with the number of sites for consideration now reduced to two. A review of the clinical strategy has also been undertaken by Nuffield, at the behest of Welsh Government. The RAAC issue and its impact is demonstrating the importance of the AHMWW Strategy, and the Health Board is advocating progress in this regard.

Whilst the Health Board's partners are too numerous to mention, the development of local Wellbeing Plans through the Public Services Boards was of particular note, and work with the Regional Partnership Board will be extremely important. Partnership working with Local Authorities has resulted in some progress around the number of patients waiting for discharge in hospitals; however, more work is required. Various approaches are being taken with regard to the Health Board's estate; the photograph on the slide being of the new Day Surgery Unit at PPH. The value of Welsh Language and culture is recognised by the Health Board, and a number of initiatives are being developed. Staff achievements continue their strong performance from last year and the Health Board is extremely proud of its staff, their contribution and dedication. Looking ahead, the organisation still needs to recover from the COVID-19 Pandemic and faces other, additional challenges this year. There is an ambition for improvement and the Health Board's Strategy offers a brighter and exciting future; however, there is also a need to safeguard the present.

Professor Kloer wished to conclude by thanking Miss Battle for her contribution as Chair of the Health Board. Miss Battle will be greatly missed, but will leave a significant legacy. Specific examples include her efforts to create a culture whereby staff feel able to speak up safely, the Black, Asian and Minority Ethnic (BAME) Advisory Group and work which has developed from this. Professor Kloer hoped that Miss Battle will remain a supporter of and critical friend to the Health Board.

At this point, a video review of the year was shown.

Mrs Hardisty thanked Ms Raynsford, Mr Thomas and Professor Kloer for their presentations and those participating in and involved with the production of the videos shown.

Mrs Hardisty introduced Ms Amanda Glanville, Assistant Director of People Development, and a group of Apprentices representing the HDdUHB Apprenticeship Academy. Ms Amanda Glanville explained that the Apprenticeship Academy attracts applicants of all ages, including school leavers, those seeking a career change and those re-entering employment. The Apprenticeship programmes combine many qualifications, offering progression to higher education and demonstrating true collaboration between Health Board departments, and local colleges and universities. Ms Glanville wished to recognise the contribution of Mrs Lisa Gostling to the establishment and development of the HDdUHB Apprenticeship Academy, and invited the Apprentices present to share their experiences.

### **Llŷr Jones, Workforce Development Apprentice**

September 2019 saw the introduction of the first cohort of HDdUHB Apprentices, as a pilot, with Healthcare and Patient Experience Apprentices. No one knew at that point that COVID-19 was coming. Healthcare Apprentices played a key role in testing, vaccinating and supporting the Hywel Dda population. Patient Experience Apprentices also made a significant contribution supporting ward staff in delivering 'thinking of you' messages to patients and delivering wellbeing packages. 2020 was a difficult year; COVID-19 restrictions and social distancing measures prevented provision of the necessary support to Apprentices, resulting in recruitment being paused. 2021 saw more routes to Apprenticeships than ever before, including Engineering, Digital, Customer Service and Business and Administration. Today, the Academy consists of 168 Apprentices. Some of those lost from the Academy are still part of HDdUHB.

Recounting his own journey, Llŷr explained that at 16 and having left school, he did not know what he wanted to do as a career but knew that he did not want to go to college. The fact that his key years of learning had been at home due to COVID-19 had pushed him towards the Apprenticeship route. The advert and potential variety offered by the role appealed to him. When he started, he lacked confidence in his ability but has overcome many challenges. The fast paced nature of the NHS environment has been difficult at times and Llŷr had struggled with his coursework on occasion. Together with his managers, a tailored programme to suit his needs had been developed. Llŷr is now a valued member of the People Development team and is able to visit schools and careers events and act as an advocate for Apprenticeships, volunteering and work experience and for the NHS as an employer in general.

The progression and experience provided by the Apprenticeship programme has given Llŷr the confidence to make this presentation today. He is proud of the skills he brings to the team and his involvement in building automated systems which will streamline administrative processes. His problem-solving skills have improved significantly and he aspires to continue his development and become a department manager within HDdUHB. Llŷr is extremely grateful for the opportunity he has been given. He wished to thank

Ms Glanville in particular for the advice, guidance, mentorship and support she has given him. Llŷr then introduced a video which detailed other Apprentices' experiences.

**Chloe Savory, Healthcare Apprentice, GGH**

Chloe started her Apprenticeship in 2019. She had not necessarily considered a career in healthcare, until a life-changing health event involving her granddad had led her to join the Apprenticeship Academy to train as a nurse. She had applied together with her best friend and both had secured places following assessment and interview days. The COVID-19 Pandemic and recovery had meant that her journey had been somewhat of a 'rollercoaster', but it had been an experience. Chloe felt extremely lucky in the rotations and placements she has had, and the hospital staff have shown her kindness and support and encouraged her to undertake additional learning. One of Chloe's favourite placements had been A&E; seeing 'behind the scenes' has given valuable context to her preparation for nursing. The world has changed significantly since Chloe made her application; whilst the COVID-19 Pandemic had been tragic and devastating, it had also been memorable and she is honoured to have shared the experience with the Health Board and its staff.

As is the case for everyone, Chloe had been concerned during the Pandemic for her family, particularly as she has a 5 year old son; however, the Health Board has been very supportive. This has been the case from the start of the Apprenticeship programme and has made her feel like a valued member of the team. The Academy has also been extremely responsive to any questions. With the support provided, Chloe was confident that she will one day become a qualified nurse and hopes to make a difference. Her son will also see her success and be encouraged to pursue a career. Chloe felt that the Apprenticeship programme offers an excellent route into nursing, giving as it does the opportunity to 'earn while you learn' and providing hands-on experience. It has given Chloe and her son financial security, with no debt at the end of her training. Chloe wished to thank Health Board staff and the Apprenticeship Academy for all their work to support her and the other Apprentices. She hoped that her granddad and uncle would be proud of her.

**Siôn Phillips, Electrical Apprentice, PPH**

Siôn had been interested in working as an electrician but had entered the sixth form rather than join a college course. There had been a presentation from the Apprenticeship Academy on careers within the NHS. Siôn was surprised to hear that there are more than 350 roles within the NHS and that there was an electrical engineering apprenticeship. Since joining as an Apprentice, Siôn felt that the team has taken him 'under their wing' and valued being shown how to undertake tasks by very experienced staff as a great way to learn. He did not take for granted the knowledge being passed on to him by those with many years of experience. Siôn had been particularly pleased to be nominated by his supervisor for his achievements during the course of his Apprenticeship. Passing qualifications had also felt like a huge milestone.

Siôn praised the support provided by the Apprenticeship Academy, with staff there always making time to answer queries and make you feel valued. He would recommend Apprenticeships as a great way to earn a wage and learn without fees. Siôn wished to thank the Academy for believing in him and giving him this opportunity.

**Ffion Gilbert, Healthcare Apprentice, GGH**

Medicine and care had always interested Ffion. Her Health & Social Care Tutor had informed her about the HDdUHB Apprenticeship programme and, following further research, Ffion knew that it was what she wanted to do. Ffion's journey had been unbelievable and she has learned a huge amount. She is currently placed on Cleddau Ward and was made to feel part of the team straightaway, with everyone being really supportive. Witnessing the care and passion of the staff motivates Ffion to be the best she can be. Being surrounded by others showing such a high level of professionalism and care is a major part of the Apprenticeship experience.

The Apprenticeship Academy provides fantastic support and the staff put you at ease when you are nervous and reassure you that they are there to work through any concerns. At Ffion's gateway review, her college tutor had commended her academic work and her placement had provided details regarding her practical abilities. She was proud to have progressed to the next stage of her training. Another memorable moment had been being invited to participate in the assessment day for 2023 Apprenticeship candidates. Remembering how nervous she had felt, Ffion wanted to put the applicants at ease and share her positive experience. The Apprenticeship programme is an excellent opportunity to build skills and experience without incurring debt. Ffion wished to thank HDdUHB and the Apprenticeship Academy for believing in her and she could not wait to become a fully qualified nurse.

**Sara Rees, Healthcare Apprentice, PPH**

Sara had always wanted to be a carer; however, the support she had received during a period of ill health herself had sparked her interest in a career within the NHS, and specifically nursing. Caring for an unwell family member had confirmed her career choice. Sara had initially enrolled on an 'access to nursing' college course, but had been discouraged by the financial impact of a normal university route. While at college, Sara had attended a presentation by the Apprenticeship Academy and had successfully applied.

The journey so far has been great, although there have been times when Sara has found it difficult to juggle her various responsibilities as a mother and carer, with studying and working. She had reached out to the Academy staff and they had provided significant support, breaking down the various elements and listening without judgement. Sara had been signposted to various services who could also provide help. This had boosted her confidence enough to continue. Being offered the opportunity to attend theatre to observe a surgical procedure was incredible, and Sara had been able to support the patient on their return to the ward. She had also attended a follow-up procedure on the same patient and would be



forever grateful to the patient and staff for allowing her to experience this journey.

Another memorable experience had been her gateway review, where Sara had received glowing reports from both her ward and college. She now really feels like part of the team. Whether a school leaver, parent or considering a change of career, the Apprenticeship route into nursing provides an experience like no other, including support and financial security. Sara thanked everyone involved for giving her this opportunity to become a fully qualified nurse, adding that the NHS is amazing.

Ms Glanville thanked all of the Apprentices for sharing their experience and commended their presentations. On behalf of the Apprentices not in attendance, Ms Glanville wished to thank the Health Board's staff, managers, and Executive Team for their support. It is hoped that this valuable investment in the region's local population can continue. Ms Glanville then opened the floor to questions for the Apprentices.

Cllr. Rhodri Evans praised the Apprentices for their inspirational presentation, and for their positivity and confidence. He said that this was a true example of 'grow your own' and – as a School Governor – felt that it would be of great benefit for Apprentices to visit local schools to inspire the next generation of NHS employees. Ms Glanville confirmed that the Apprenticeship Academy includes a dedicated School Engagement Coordinator. A number of Apprentices have also visited schools.

Ms Raynsford asked the Apprentices what they would like to ask of the Board, when considering the future of health services in Hywel Dda. In response, Llŷr enquired whether there will be an increased budget to fund more Apprenticeships in the future. Mr Huw Thomas emphasised the need for the Health Board to invest in growing its own workforce. As has been stated, the stories presented today are inspirational and definitely represent an area worthy of investment.

In response to a query around whether those attending would recommend an Apprenticeship to friends and family, Chloe confirmed that she would. At 25 and having started the programme 4 years ago, she had not considered this route. However, learning without the worry of student debt was a great opportunity and the support provided by the Academy was incredible. Siôn agreed, stating that it has been a real experience and that he would not have believed 3 years ago that he would be an Apprentice with the Health Board. He recommends it to his fellow rugby players and youngsters involved with this. Ffion would also recommend the Apprenticeship route, particularly the fact that it allows people to do something so worthwhile and meaningful at such a young age. Sara, who had been 32 with young children when she had started the programme, recognised the value of a training route which provides financial security and would definitely recommend an Apprenticeship.

Mrs Hardisty echoed those who had praised the presentations from the Apprentices and added her thanks to Mrs Gostling for her vision

and perseverance in taking the Apprenticeship Academy forward. Thanks were also offered to all of the Health Board's Apprentices, both those present today and all of the others. Mrs Hardisty felt that the stories heard today have made this one of the most meaningful AGMs she has ever attended.

Mrs Hardisty concluded the meeting by thanking all of those present, those watching online, Health Board staff, patients and the broader communities for their support during the past year.