

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

Date of Meeting: **Thursday 26 September 2024**
Venue: **Y Stiwdio Fach, Canolfan S4C Yr Egin, College Road,
Carmarthen SA31 3EQ**

Present: Dr Neil Wooding, Chair, Hywel Dda University Health Board
Ms Ann Murphy, Independent Member (Trade Union)
Ms Anna Lewis, Independent Member (Community)
Ms Delyth Raynsford, Independent Member (Community)
Mr Maynard Davies, Independent Member (Information Technology)
Cllr. Rhodri Evans, Independent Member (Local Authority)
Mr Michael Imperato, Independent Board Member (Legal)
Mr Winston Weir, Independent Member (Finance)
Mr Iwan Thomas, Independent Member (Third Sector)
Mrs Chantal Patel, Independent Member (University)
Professor Philip Kloer Interim Chief Executive
Mrs Lisa Gostling, Interim Deputy Chief Executive and Executive Director of
Workforce and Organisational Development
Mr Andrew Carruthers, Chief Operating Officer
Dr Ardiana Gjini, Executive Director of Public Health
Mr Huw Thomas, Executive Director of Finance
Mr James Severs, Executive Director of Allied Health Professions and Health
Science
Mr Mark Henwood, Interim Medical Director
Mrs Sharon Daniel, Interim Executive Director of Nursing, Quality & Patient
Experience
Mr Lee Davies, Executive Director of Strategy and Planning
In Attendance: Ms Jill Paterson, Director of Primary Care, Community & Long-Term Care
Mrs Joanne Wilson, Director of Corporate Governance/Board Secretary
Ms Alwena Hughes-Moakes, Communications and Engagement Director
Allyson Thomas, Grow Your Own Programme Nurse Manager
Sithara Kunjumol, Staff Nurse, Merlin Ward, GGH
Soniya Jose, Staff Nurse, A&E, GGH
Kandace Winter-Lawson, registered nurse, A&E, GGH
Ms Claire Evans, Committee Services Officer (Minutes)

Minutes Ref.	Item
AGM(24)01	<p>Introduction and Apologies/ Cyflwyniad ac Ymddiheuriadau (Ilafar)</p> <p>Dr Neil Wooding, 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"> • Ms Eleanor Marks, Vice-Chair, Hywel Dda University Health Board

The Chair advised that this would be Mrs Delyth Raynsford's final Annual General Meeting as her tenure as Independent Member ends in March 2025. Formal thanks were placed on record for Mrs Raynsford's contribution to the Health Board.

It was the first HDdUHB Annual General Meeting for Mr James Severs, Mr Mark Henwood and Mrs Sharon Daniel, and these Board Members were welcomed. Ms Allyson Thomas and the HDdUHB international nurses were also welcomed.

AGM(24)02

Presentation of Hywel Dda Health Charities Report/ Cyflwyno Adroddiad Elusennau Iechyd Hywel Dda

Mrs 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.

Mrs Raynsford shared being Chair of the CFC has been a privilege and one of the defining moments of her career. She had been overwhelmed by the public's love for the NHS, HDdUHB and the charity.

Attendees were reminded that donations received by the charity are spent on patients, families, service users and health board settings. Donations are used to enhance services, and on additional patient comforts beyond what NHS funding allows.

Mrs Raynsford thanked all those living in Ceredigion, Carmarthenshire and Pembrokeshire for their dedication to the charity.

A video was then presented, which provided a 'snapshot' of activities during the previous year. Those attending heard:

- Examples of fundraising undertaken during 2023/24 included sponsored runs, cycles and walks, sales of coffee and cakes, a charity golf day and via the blue token voting scheme at Tesco stores.
- Income for 2022/23 was more than £2.66m, made up of donations, legacies, trading, investments and grants.
- Expenditure was over £827,000, with spending on additional patient comforts, up to date medical equipment, making surroundings more welcoming, enhanced care in local communities, staff wellbeing and development.
- Donations helped to enhance care, experience and outcomes for over 13,000 staff, a population of 390,000, 4 acute hospitals, 5 community hospitals and 2 integrated care centres.
- Examples of items funded included:
 - £14,250 spent on a new eye scanner at Glangwili Hospital (GGH).
 - A new reflection garden opened at Prince Phillip Hospital (PPH).

- £59k grant funding for a new service supporting victims of domestic abuse, at Bronglais Hospital (BGH).
- £200k spent on new equipment for cardiology patients at Withybush Hospital (WGH).
- £165k, in partnership with the Withybush Hospital Cancer Day Unit Appeal, to fund a new hair loss support service for cancer patients across HDdUHB.
- Funding for games consoles and accessories for the Bro Myrddin Wellbeing Hwb (Wales' first mental health crisis hub for children and young people).
- Specific highlights during 2023/24 included:
 - A fundraising appeal to install a therapeutic garden at PPH.
 - June 2023 marked the charity's second year as the 'powered by' partner at Long Course Weekend, raising £7k.
 - A group of fundraisers (including the CFC Chair) took on the world's fastest zip line in north Wales, raising £4,500.
- The profile of the charity was raised by installing graphics across 11 key Health Board sites.

AGM(24)03

Presentation of Duty of Quality / Duty of Candour Report/ Cyflwyno Adroddiad Dyletswydd Ansawdd / Dyletswydd Gonestrwydd

Mrs Sharon Daniel, Interim Executive Director of Nursing, Quality & Patient Experience thanked the Board for the opportunity to make a presentation on the first annual report in line with the Health and Social Care Quality and Engagement Wales Act. The report covers the period April 2023 to March 2024.

The report is intended to share how HDdUHB is fulfilling its duties under the act.

The presentation set out the two main duties under the Act which the Health Board must consider, which is to:

- Strengthen the existing Duty of Quality on NHS bodies and extend it to the Welsh ministers for their health service functions.
- Create a Duty of Candour on NHS service providers for openness and honesty with patients and service users harmed during care.

Despite significant progress to improve the quality of health services, it was acknowledged that there remained significant challenges and changes which need to be made to achieve better outcomes for patients and the population across the Health Board.

The key intention of the duty of candour is to promote a culture of openness, learning and improvement.

Mrs Daniel explained how the duty of candour report details the systems and processes that have been implemented to support this duty.

The presentation highlighted that during its first year the Duty of Candour was triggered in 51 patient safety incidents. To date, of all of

the patient safety incidents reported in the previous year, 1% triggered the Duty of Candour.

The presentation set out the themes triggering the Duty of Candour as:

- In-patient slips, trip or fall (33%)
- Pressure Damage developed or worsened whilst receiving healthcare (31%)
- Treatment / Procedural issues (12%)

There were also a number of themes identified as a learning outcome, with many related to communication, documentation and assessment.

Mrs Daniel highlighted that the Duty of Quality includes a requirement for the Health Board to publish information about the quality of the services that it provides. The annual report contains examples of improvement projects delivered during the year. Mrs Daniel then shared an example of acute care in BGH using the Teulu Jones Family. This demonstrated that the patient was able to access her local acute hospital, receiving patient focused care, resulting in a safe discharge back to her own home without an extended stay in hospital.

AGM(24)04

Presentation of Annual Accounts/ Cyflwyno Cyfrifon Blynyddol

Mr Huw Thomas, Director of Finance, was pleased to be able present in Welsh.

Last year was challenging for the Health Board, however it was important to remember that figures within the report represent real people, real lives and real implications. The work of the Board is not only to review finances, but also to build a future that works for its communities and patients, through the hard work of staff, carers and volunteers. Work has commenced on addressing these challenges, following the Board's decision-making process, which has been marked by challenging choices. Mr Thomas emphasised that the Health Board is experiencing immediate and long-term challenges to its services.

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 clear, fair and transparent view.

Moving on to his presentation, Mr Thomas provided a summary of the organisation's finances. The Health Board's overall deficit had worsened by £7m compared with 2022/23 to £66m.

£1,339M was spent on services during the year. There are successes to celebrate and some challenges to overcome. The target has been met by ensuring payment to at least 95% of all non-NHS creditors within 30 days of receiving goods or invoices. This is crucial for the Health Board's suppliers. However, there was a challenge in meeting the revenue expenditure contained within the revenue resource limit, and innovate ways of dealing with this are needed, which will challenge our resilience and creativity.

A £96.4M underlying deficit was brought forward from 2022/2023. The deficit is a direct cost relating to short-term workforce and fragile services. This indicates the need for the Health Board to undergo significant changes. Historically, the Health Board has addressed challenges with a reactive approach, however it is now imperative that it adopts a more proactive stance.

The basic deficit also indicates waste. This can manifest in various ways, such as an overdependence on bank and agency workers. The Health Board is committed to driving efficiency, identifying and eliminating waste, streamlining procedures and ensuring that every pound spent is an investment in patient care.

A summary of the financial accounts was presented, detailing the Health Board's various income and expenditure. The latter consisted of £226m on Primary Care, £275m on other providers and £840m on hospital and community services. Mr Thomas highlighted a number of projects which had contributed to the Health Board's capital expenditure of £7m. These included replacing medical and non-medical equipment; improving the estate and facilities, including fire compliance work at hospital sites; improving the digital infrastructure and replacing digital equipment; and decarbonisation initiatives; and Reinforced Autoclaved Aerated Concrete (RAAC) remedial works at WGH

The focus for 2024/25 is to continue improving workforce, preventing disease, and investing in our community in order to improve our pathways.

Mr Thomas concluded by thanking colleagues, and colleagues across social care, volunteers, carers and patients and the public for their continued support and for using the Health Board's services wisely.

AGM(24)05

Presentation of Annual Report/ Cyflwyno'r Adroddiad Blynyddol

Professor Philip Kloer, Interim Chief Executive, presented the Health Board Annual Report covering the period 2023/24.

Introducing the presentation, Prof Kloer highlighted the map of Hywel Dda, whilst noting that HDdUHB also cares for patients outside Carmarthenshire, Ceredigion and Pembrokeshire with a population of 382,000, as well as 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. Prof. Kloer highlighted there are 13,291 staff working for the Health Board and looking to the Board for leadership. He also paid tribute to Dr George Eltom, one of the staff members in the presentation who recently passed away. Dr Eltom was instrumental in setting up the Same Day Emergency Care (SDEC) service in GGH.

The next slide detailed the Health Board's six Strategic Objectives, which guide work and priorities. Prof Kloer noted these objectives have now been in place for some time, and suggested there may be consideration to reflect and refresh them during the coming year.

The work undertaken in Planned Care during 2023/24 had resulted in overreaching ambition, with waiting lists reduced from 2 years to 3 years for a planned procedure. It is recognised, however, that it is still too long to wait for treatment. Last year we successfully eliminated and cleared all 4-year waiting lists. Additionally, we also managed to clear 3-year waiting lists., Now the goal is to clear all 2-year waiting lists by the end of March 2025. It was highlighted that there is a Waiting List Support Service in place which has helped patients access help and support.

In terms of Diagnostics and Therapies, Prof Kloer acknowledged that waiting times to access therapists and allied health professionals and diagnostics is currently too long, He noted that the Health Board's new Director for Allied Healthcare, Mr James Severs, was working on improving those waiting times.

Moving on to Urgent and Emergency Care, Prof Kloer advised that system wide review, is required in order to make improvements. For example, whether patients are able to access their GPs or take advice online or are supported to maintain their own health and wellbeing. It was reported that improvements at WGH resulted in ambulance handover waiting times reducing. This approach needs to be replicated across other sites. Work was being undertaken in collaboration with the Third Sector and Local Authorities to address the issue of delayed transfers of care, as many patients are unable to be discharged from hospital.

Prof Kloer reported on Cancer Care which a priority for the Health Board. The backlog of patients waiting over 63 days has been reduced to from 481 to 409. Although the Health Board did not meet the Welsh Government target of 80% of patients treated in 62 days, 60% was achieved. Prof Kloer acknowledged Lead Cancer Nurse Gina Beard who was awarded the Member of the Order of the British Empire (MBE) in recognition of her services to Cancer Nursing this year.

In terms of Mental Health, the target for adults and children receiving mental health support within 28 days has been met. There have been improvements in access to psychological support, although it was acknowledged that there remains a long way to go to meet the Welsh government target. Focus will be given to improving waiting times this year.

In terms of Patient Experience, during the last 12 months the Health Board has met the target of 90% of patients reporting that their experience has been excellent or very good. Examples of particularly good performance in patient experience has been seen in the emergency departments and the SDEC department. Prof Kloer encouraged anybody who has interacted with Health Board services to provide feedback via the Civica patient experience system. It was noted that there are challenges across the Health Board estate and Prof Kloer thanked staff and the public using WGH during ongoing works to manage RAAC.

Reporting on Infection Prevention and Control, Prof Kloer advised that a 10% reduction in cases of Clostridium was achieved last year. However,

he acknowledged there is room for improvement, in particular with cases of E-Coli. Work is being undertaken on improvement which includes changing cleaning products, staff education, and promoting control over appropriate antibiotic use.

Despite a fall in sickness rates of the Health Board's workforce the previous year, this had now risen to 6.6% and remains a challenge, with absences related to anxiety and stress. The Workforce and Organisational Development Team are working on providing support for staff. In terms of recruitment, 97 internationally educated nurses have been recruited. Work has continued to significantly reduce the number of agency nurses.

Moving on to the slide referencing the 'A Healthier Mid and West Wales' (AHMWW) strategy, Prof Kloer advised that the Health Board's business case to Welsh Government had not progressed as quickly as anticipated, however discussions remain ongoing. Work is also being undertaken on a Clinical Services Plan, which reviews 9 clinical services areas where there are serious fragilities in those services, with an update scheduled for Board in November 2024. A Paediatric services consultation was completed last year and subsequently approved by Board; this will be implemented in the forthcoming months.

Whilst the Health Board's partners are too numerous to mention, the development of facilities at the Pentre Awel site was discussed at the Board meeting earlier today. Work is also being progressing on the Cross Hands Health and Wellbeing Centre. Partnership working with the Local Authority and Third Sector in Eastgate, Llanelli, in terms of unscheduled care in order to avoid admissions and reducing time spent in hospital. Prof Kloer also highlighted the work of collaborative schemes Porth Preseli, Pembrokeshire and Porth Gofal, Cardigan which work with the Local Authorities and Third Sector.

A number of long-term approaches are being undertaken with regard to the Health Board's estate; for example, the solar farm at St David's Park. The Health Board is looking to play its part in decarbonisation and green energy. There are now green spaces across many of the Health Board estates in order to promote biodiversity, and also staff wellbeing. Prof Kloer highlighted that the aging estate is costly to maintain.

The Health Board aims to treat the Welsh and English languages equally. A tutor has been appointed to help staff improve their Welsh language skills and confidence, and Prof Kloer spoke of his own efforts to learn Welsh. It is important that patients are provided with the opportunity to communicate in Welsh.

Staff achievements continue, and it was highlighted that two members of staff, Ms Ginny Beard (as mentioned earlier in the meeting) and Dr Mike Bartlett BEM, Associate Specialist Haematology, were recognised in the New Years Honours. HDdUHB staff won a range of awards relating to maternity service, smoking cessation, nursing teams and estates. Ms Sandra Miles, Professional Practice Development Lead Nurse was named Chief Nursing Officer Excellence Award winner. In addition, a number of newly qualified nurses who care for patients across the three counties appeared in a BBC documentary series 'Rookie Nurses' earlier

this year. Further, long service and achievement awards are regularly given to staff.

Looking Ahead, it was acknowledged that the Health Board had not been able to achieve an approved Integrated Medium-Term Plan (IMTP) this year as the Health Board was unable to see a way to break even at the beginning of the financial year. However, an Annual Plan has been set, which the Health Board is committed to delivering.

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

AGM(24)06

Question and Answer Session/ Sesiwn Holi ac Ateb

Dr Wooding opened the proceedings to any questions from attendees.

Following a question from a Llanelli resident about the long-term plan for Prince Phillip Hospital Minor Injuries Unit (MIU), Prof Kloer responded that a decision was made based on safety grounds due to the lack of doctors available at the site. The MIU would close between 8pm – 8am for 6-months and all options would be considered. The MIU would remain open during the day, and also the Acute Medical Assessment Unit would remain a 24/7 service and is not part of this temporary change. It is important to consider a new model of working to ensure patients continue to receive services required whilst also ensuring staff safety.

AGM(24)07

Our International Nurses Programme, including Q&A Session/ Ein Rhaglen Nyrsys Rhyngwladol, gan gynnwys Sesiwn Holi ac Ateb

Dr Wooding introduced Ms Allyson Thomas, Grow Your Own Programme Nurse Manager, and a group of nurses representing the HDdUHB Internationally educated nursing scheme cohort. Ms Allyson Thomas thanked the Board for the opportunity to share the stories and explained that to date 197 nurses have been recruited during phases 1 and 2 of the scheme, and 62 recruited in phase 3. To date, 40 nurses have passed their Objective Structured Clinical Examination (OSCE) exam. By the end of the project almost 300 international nurses will have been recruited to HDdUHB. Ms Thomas invited the nurses to share their experiences.

Sithara Kunjumol, Staff Nurse, Merlin Ward, GGH

Sithara joined the Health Board in June 2022 from Kerala, India as part of the second cohort of international nurses. She arrived in Wales with a mixture of excitement and nervousness. One of the biggest milestones for Sithara was passing the OSCE exam, which is a critical step in the journey as International Nurses. Another proud achievement was to represent international nurses at the HDdUHB nursing conference. Sithara praised the support she received from Ms Thomas' team, her managers and colleagues and her mentor on Merlin Ward, GGH.

Soniya Jose, Staff Nurse, A&E, GGH

Soniya arrived in Wales 2 years to the day on 26 September 2022 from India and worked in the Accident and Emergency department of GGH. Soniya described her experience and praised her excellent managers for the support they provided. She highlighted that everyone in her department is treated equally regardless of pay band. Soniya passed her OSCE exam on the second attempt and wished to highlight that not everybody passed first time. A recent achievement for Soniya was successfully obtaining a Band 6 post. She is greatly enjoying her role in A&E although it can be very challenging. Soniya is currently undertaking the Institute of Leadership & Management (ILM) accreditation course in leadership and management, and she noted that in the future she would also like to teach.

Kandace Winter-Lawson, registered nurse, A&E, GGH

Kandace arrived in Wales from Trinidad and Tobago in 2023 leaving behind her children and family, following a very lengthy decision to move to a new country to pursue her nursing career. Kandace found her colleagues and community to be very welcoming. She thanked Ms Thomas and her team for support they provided. Kandace recounted the difficult time missing her children and shared those feelings with her colleagues, who all rallied around her to provide support. Kandace experienced the greatest moment of her career when she was nominated to attend a ball at Buckingham Palace in November 2023 and meet King Charles III. She thanked the Health Board for that opportunity

Ms Thomas opened the floor to questions for the nurses.

Dr Ardiana Gjini thanked the nurses for sharing their experiences and remarked that it was 24 years since she herself moved to the UK. Dr Gjini enquired how the Health Board can further support nurses with their integration, particularly with the additional challenges of leaving children and family behind. Kandace replied that the International Nurses programme team assisted students to find accommodation which greatly helped with the transition and suggested that better access to development programmes would be beneficial. Further adding that international nurses do have experience but need the opportunities to show what they can do.

Mrs Chantal Patel was reminded of her journey to the UK in 1974. She noted that the friendliness of colleagues helped her greatly. Ms Patel offered her congratulations to each of the nurses sharing their stories.

Dr Wooding noted that the nurses' stories were very humbling and asked whether it was their long-term plan to make Wales their home. Sithara responded that she was very appreciative of the support given to help her settle in Wales. Adding that she loved Wales, with Welsh people being very welcoming believed that the majority of the international nurses wish to stay in Wales.

A member of the public attending the meeting highlighted that a number of international nurses were part of the team at PPH who provided care at the end of her mother's life and provided an amazing service. She thanked those nurses at PPH and thanked the nurses today for being part of the HDdUHB team.

Mrs Daniel noted the importance of ensuring the Health Board provided sufficient support to the nurses to be able them to advance their careers.

Ms Ann Murphy enquired whether there was a network outside of the workplace for international nurses to be able to support each other. Sithara responded that there were several WhatsApp groups in place. She highlighted the difficulties of not having extended families to help with childminding for example, however there is a network of support available with friends on WhatsApp. Kandace added that she herself was not a member of a WhatsApp group, however now she has her family with her, she is happy.

Mrs Lisa Gostling explained that 2 years ago there was vision to create an objective for the Health Board to stabilise the nursing workforce by recruiting internationally educated nurses. She thanked Ms Thomas and her team for stepping up to the challenge, and for making nurses feel at home and welcome, and committed to staying and working with Hywel Dda.

Dr Wooding echoed the comments, adding that the nurses remind us of humanity and the humane way we need to treat each other inside the organisation. He said the nurses were a testament to the bravery of this organisation wanting to bring international nurse in, and then their ability to meet every expectation of what is required of them. He described the presentations as a fantastic end to the day.

Dr Wooding concluded the meeting by thanking all of those present, those watching online, and those who came with questions and with ideas and thoughts and sharing their experiences.