



**Healthcare Professionals Forum (HPF)**  
Minutes of the meeting held on Friday 2<sup>nd</sup> June 2023 via Microsoft Teams

	<u>02.06.23</u>	<u>01.09.23</u>	<u>Workshop Date TBC</u>	<u>01.12.23</u>	<u>01.03.24</u>
<b>Executive Health Board Lead Officer</b> – Gareth Evans	<b>P</b>				
<b><u>Welsh Medical Committee:</u></b>					
Primary and Community Care Medical Representative – Dr Tim Davies	<b>P</b>				
Mental Health Medical Representative – Stuart Porter	<b>A</b>				
Specialist and Tertiary Care Medical Representative – Dr Chris Thorpe	<b>X</b>				
<b><u>Welsh Nursing and Midwifery Committee:</u></b>					
Community Nursing and Midwifery Representative – Emma Adamson	<b>P</b>				
Hospital Nursing and Midwifery Representative – Naomi Holder	<b>A</b>				
<b><u>Welsh Therapies Advisory Committee:</u></b>					
Therapies Representative – Steven Grayston	<b>A</b>				
<b><u>Welsh Scientific Advisory Committee:</u></b>					
Scientific Representative – Jane Wild (Chair HPF)	<b>P</b>				
<b><u>Welsh Optometric Committee:</u></b>					
Optometry Representative – Manon Haf	<b>A</b>				
<b><u>Welsh Dental Committee:</u></b>					
Dental Representative - Ian Douglas	<b>A</b>				
<b><u>Welsh Pharmaceutical Committee:</u></b>					
Hospital and Primary Care representative – Susan Murphy	<b>P</b>				

Community Pharmacists Representative – Sally Harris	<b>P*</b>				
<b>Observer – Sarah Kingman</b>	◆				
<b><u>Guest Presenters in attendance:</u></b>					
<b>Paolo Tardivel, Director of Transformation and Improvement</b>	<b>P*</b>				
<b>Kath Clarke, Head of Quality</b>	<b>P*</b>				
<b>Secretariat HPF - Rona Newton</b>	<b>P</b>				

Key:

**P** - In attendance / **P\*** - Present for part meeting / **A** – Apologies submitted

**X** – Not in attendance / **MC** – Meeting cancelled

◆ Not a member of the Healthcare Professionals Forum at this time

It was noted that the meeting was being recorded in Teams for administrative purposes only.

## **H23/14 Welcome, Introductions and Apologies**

**H23/14.1** The Chair opened the meeting and welcomed those present.

**H23/14.2** Apologies received and noted:

Naomi Holder, Hospital Nursing and Midwifery Representative (New HPF member)

Steven Grayston, Therapies Representative

Manon Haf, Optometry Representative

Stuart Porter, Mental Health Medical Representative

Ian Douglas, Dentistry Representative

Matthew Joyes, Deputy Director of Quality (Guest presenter)

**H23/14.3** The Chair extended a special welcome to several new members at HPF. The new Community Nursing and Midwifery representative, Emma Adamson; the new Community Pharmacy representative, Sally Harris; the new Hospital and Primary Care (Managed Sector) representative for pharmacy, Sarah Kingman who will take over from Sue Murphy after this meeting. The HPF members made their introductions for the benefit of the guest presenters and the new members.

**H23/14.4** Both guest presenters, Kath Clarke, Head of Quality joined the HPF on behalf of Matthew Joyes, Deputy Director of Quality; and Paolo Tardivel, Director of Transformation and Improvement on behalf of Chris Stockport, Executive Director Transformation and Strategic Planning made their introductions to the members of the Forum.

## **H23/15 Declarations of Interest**

**H23/15.1** No declarations of interest were made.

<p><b>H23/16 Draft minutes of the meeting held on Friday 2 December 2022 – for approval.</b></p> <p><b>H23/16.1</b> The Forum members accepted the minutes of the meeting held on 2<sup>nd</sup> December 2022 as an accurate record of the meeting.</p> <p><b>H23/16.2</b> The Chair noted that the March HPF meeting was cancelled by the Office of the Board Secretary, and therefore no minutes were recorded.</p>	
<p><b>H23/17 Matters arising and summary action log</b></p> <p><b>H23/17.1</b> Updates were provided for incorporation into the summary action log.</p> <p><b>H23/17.2.</b> The Chair confirmed all previous actions now closed.</p>	
<p><b>H23/18 Special Measures</b> - Presentation by Paolo Tardivel (PT), Director of Transformation and Improvement on behalf of Chris Stockport, Executive Director Transformation and Strategic Planning</p> <p>A number of presentation slides were shared with the Forum members prior to the meeting for information. The presentation opened with an overview of Special Measures, including a brief background, the three special measures phases; the eight areas of concern and the five outcomes; an outline of the Annual Plan June 2023 to March 2024; and an overview of the approach and programme governance model.</p> <p>PT posed the following question to be discussed at the end of the presentation slides: “How can we best engage clinical staff to help design, develop and deliver our response to Special Measures?”</p> <p>A discussion ensued and reassurance was given around some concerns that were raised regarding further changes to the operating model and how this is likely to affect staff morale.</p> <p>The Chair posed the question concerning how the HPF be involved and its role in supporting going forward as was the case with Targeted Intervention. PT assured the members that he will work with the Chair and Executive Lead to agree what the HPF involvement and support will look like in the next two to three weeks. PT also requested that HPF members offer their feedback about communication and engagement with his team.</p> <p>The Chair thanked Paolo Tardivel very much for his informative presentation and his valuable time this morning.</p> <p>[Paolo Tardivel left the meeting]</p>	
<p><b>H23/19 Quality Strategy update</b> – Presentation by Dr Kath Clarke (KC), Head of Quality on behalf of Matthew Joyes, Deputy Director of Quality</p> <p>The Chair welcomed Dr Kath Clarke who joined the meeting on behalf of Matthew Joyes who sent his apologies.</p> <p>KC shared a number of presentation slides outlining a brief update on the BCUHB</p>	

<p>Quality Strategy 2023 – 2026. KC shared the vision and mission statements, and noted that the Quality Strategy provides an opportunity to analyse the Health Board’s existing systems for quality, and to identify opportunities for improving the current system with our stakeholders enabling that approach to take place.</p> <p>A discussion ensued around how the Forum members can help inform the approach to engagement, which methods of engagement the members feel would be most meaningful and insightful for the stakeholder groups and the key priorities for quality in the organisation.</p> <p>The Chair thanked Dr Kath Clarke for joining the meeting and for encouraging discussion and insights, and thanked the Forum members for their contribution to the Quality engagement discussion.</p> <p>[Dr Kath Clarke left the meeting]</p>	
<p><b>H23/20 HPF Membership update</b></p> <p>The Chair confirmed that the Forum now has full representation of all clinical groups as noted on the membership summary table and in accordance with the HPF Terms of Reference.</p> <p>The Chair advised that there will be a formal email inviting Expressions of Interest for the HPF Vice Chair role. This will be actioned after the meeting. The Chair encouraged members to reach out for an informal discussion regarding the requirements of the role.</p>	RN
<p><b>H23/21 Review of Draft HPF Terms of Reference V5.1 and Draft Cycle of Business 2023/24</b></p> <p>The Chair noted that the revised HPF Terms of Reference V5.1 would not be formally approved due to the meeting not being quorate.</p> <p>There are a number of minor terminology changes, and the main change that requires Health Board approval is related to the issue of deputies. This will now be deferred to the September meeting’s agenda for approval.</p> <p>The Cycle of Business plan is now slightly behind due to the March meeting being cancelled, however the Chair assured the members that the meetings which remain in the calendar will broadly follow the plan, however further to the Special Measures presentation this morning, that there will be some flexibility in the approach to items on each agenda if necessary.</p>	RN  JW/GE
<p><b>H23/22 Chair's and member's summary reports</b></p>	
<p><b>H23/22.1 HPF Member Report Chair and Healthcare Science (HCS)</b></p> <p>Members received the Chair and Healthcare Science representative written summary for information from Jane Wild and noted the following:</p> <p><b>Good news to share:</b></p>	

HCS Cymru Conference took place on 13<sup>th</sup> March with BCUHB HCS represented on the programme.

### **Key Issues for Attention of HPF:**

The national HCS working groups, that have been set up to support the implementation of the *HCS in NHS Wales – Looking Forward Framework*, are progressing. The Quality and Safety Working group is focussing on healthcare science professional registration and healthcare science-led service accreditation and a data collection exercise has recently been completed with HBs. There is also a research and innovation in HCS working group that is currently focussing on job planning in HCS.

The support for equivalency has been extended this year to cover experiential learning and the costs of the equivalence application itself in addition to the previously included formal courses and qualifications. Equivalency opportunities exist across the HCS career pathways at practitioner training programme PTP level, at Scientist training programme STP level and for the higher specialist scientific training HSST programme.

As Chair of HPF I have attended the following since last HPF meeting in December 2022:

09/01/2023 – Health Board workshop focused on transformation and improvement  
 26/01/2023 – Health Board meeting  
 26/01/2023 – Health Board Awyr Las AGM  
 30/03/2023 – Health Board meeting  
 25/04/2023 – Health Board workshop covering special measures update and draft annual plan

### **H23/22.2 HPF Member Report\_Dentistry**

Members received the Dentistry representative written summary for information from Ian Douglas and noted the following:

#### **Good News to Share:**

The Dental Academy is up and running but I am not going to mention this again as it should not be used to dilute the bad news elsewhere

#### **Key Issues for attention of HPF:**

Significant numbers of contracts are being handed back despite the best efforts of BCUHB management to support practices. This along with underperformance will likely mean an underspend of around £2-4M EoY.

The main issues are recruitment and retention and the perceived attraction of the scope of work available in the private sector as opposed to NHS work where there is

an element of deskilling going on as more complex treatments become increasingly unprofitable on NHS fees. Young graduates want to increase their skills so NHS services becoming increasingly unpopular in this age group.

Practices increasingly looking to recruit from overseas but the quality of performer varies significantly with some applicants being very inexperienced and lacking skills required to carry out basic NHS contractual requirements.

National leadership in respect of contract reform is also having the effect of driving practices away from NHS provision because of the threat of clawback and ill defined unattainable targets.

Lack of orthodontic consultant in the west means that area is firefighting.

Poor consultant restorative service.

Long secondary care/specialist practice waiting lists for extractions and orthodontics.

Morale at all time low.

### **H23/22.3 HPF Member Report\_Primary and Community Care**

Members received the Primary and Community Care representative written summary for information from Dr Tim Davies and noted the following

#### **Good News to Share:**

No new surgery resignations, new contract should mean slightly less box ticking  
Access to GP from 8.30-6pm face to face should be more standard soon  
Welsh GP conference in Llandudno 4.2.23 went well and was encouraging to see many young GPs there.

#### **Key Issues for attention of HPF:**

Access issues for smaller surgeries, and branch surgeries.

### **H23/22.4 HPF Member Summary Report\_ Mental Health Medical**

Members received the Mental Health Medical representative written summary for information from Stuart Porter and noted the following:

#### **Good News to Share:**

New and expectant mum's from North Wales who need specialist hospital care for severe mental health problems will be able to access treatment closer to home, when a new mother and baby units opens next year. The new unit will be on the Countess of Chester site, significantly reducing travel for patients and families who are currently admitted to specialist units in Manchester, Chorley, Birmingham, as well as the Gobiath unit in Swansea. Two beds will be ring fenced to serve the population of North Wales. The Health board is taking action to strengthen Welsh language provision in the new unit.

A pilot programme within the mental health transformation plan, has started in Denbighshire. An advanced clinical pharmacist has been placed within the 2 CMHTS, with the aim of diversifying the disciplines within the MDT. To enhance the offer of pharmacy services to patients and carers focusing initially on Clozapine and Depots. The development will also allow the role out of EMIS systems within community mental health services.

111+2 a WG mandated programme where a citizen with issues related to mental wellbeing can directly access a trained call handler called a Mental Health Wellbeing Practitioner to be assessed. The service went live in January, improving access to appropriate mental health services.

The early intervention service in psychosis service has begun to work with patients in the East. The plan is for this service to be rolled out across the other areas.

Medical staffing remains a challenge, but since the last meeting the division has recruited 5 specialist practitioners, including a non-medical approved clinician.

#### **Key Issues for attention of HPF:**

There has been a dramatic increase in referrals to CMHT's for assessment and treatment of ADHD. In one county alone in a six week period 70 referrals were received, concerning ADHD. ADHD is a common neurodiversity with an adult prevalence of 3-4% of the population. The diagnosis and treatment of ADHD is part of generic CMHT services. CMHT's remain under pressure in part due to staffing difficulties. The MHLTD service transformation and delivery group, is overseeing the development of a neuro divergence pathway to aid service provision for people with neurodiversity.

#### **H23/22.5 HPF Member Report\_Midwifery**

Members received the Midwifery & Women's services representative written summary for information from Emma Adamson and noted the following:

#### **Good News to Share:**

BFI Accreditation – Awaiting outcome/recommendations, however very positive informal feedback from team following site visits/interviews

BCUHB Nursing Awards – Midwife of the Year, Jade Cole, Wrexham; Environment of the Year, Ysbyty Glan Clwyd Maternity Unit

#### **Key Issues for attention of HPF:**

Homebirths continue to be suspended due to WAST pressures

MatNeo SSP Draft report received – in process of mapping recommendations against current service provision

## H23/22.6 HPF Member Report\_Nursing

Members received the Nursing representative written summary for information from Naomi Holder and noted the following:

### Good News to Share:

On the 12th May 2023, the organisation celebrated International Nurses Day. During the preceding week, Angela Wood, Executive Director of Nursing and Midwifery launched the first BCUHB Nursing and Midwifery awards. This provided an opportunity to celebrate Nursing and Midwifery across a number of areas, with nearly 100 staff being nominated by their colleagues within a selection of areas. The awards categories are:

Nurse of the year  
 Midwife of the year  
 None registered Nurse/Midwife if the year  
 Digital Champion  
 Small department making a big difference  
 Learner of the year  
 Most improved environment for patients  
 Innovation award

Winners were visited, by surprise, by Angela who delivered a personal message of thanks and a keepsake award. These awards form part of a building initiative to raise the profile and image of Nursing in BCUHB.



### Key Issues for Attention of HPF:

#### Ward Accreditation

There is a current proposal to pause and reflect on the Ward Accreditation process. This would involve self-assessment and wards taking ownership and identifying that they were ready for assessment. Unannounced visits would be paused with a focus on support against quality issues with tools and techniques to support.

The Senior Nursing team have agreed that this is the correct course of action given the current position linking with WNCR and the new nursing indicator dashboard being developed along with the wealth of knowledge gained from ward accreditation to date.

Will be some background monitoring to ensure that significant quality concerns are identified and escalated.

There will be a programme of work to review a wider quality system framework that would support an accreditation process in the future.

Whilst there will remain a focus on Nursing Senior leadership of the ward, it is intended that this medics, nurses, AHPs and pharmacists – all have to agree that they are ready for an assessment with the focus on the ward or service not just nursing.

### Infection Prevention

The 'NHS Wales National Reportable Incidents Policy' which goes live on 1st May 2023, will mean the way that Healthcare Associated Infections (HCAIs) are recorded will change. There are obviously the mandatory HCAIs (Clostridium.Difficile and Blood Stream Infections) that will continue to be reported, but there will also be an expectation to report other HCAIs that have caused harm e.g. catheter associated urinary infections. A task and finish group is being set up to look at this and provide some additional guidance re infections.

### Dementia Care

There has been an increase in the core pan-BCU dementia team, who are now known as the Dementia Improvement Team. . Since September there has been a single Consultant Nurse for Dementia (0.9WTE) and a vacant post (JD being re-written ahead of making this a MHLD specific post for advertising prior to existing Consultant Nurse moving over to Corporate). From Jan to March 2023 the vacancy has funded two Dementia Practice Educator secondments totalling 1.5WTE and a reduced extension of these totalling 1.0WTE is in place for April to June. The Regional Dementia Improvement Manager, who is focused on Memory Assessment Services Improvement, has been seconded to BCU for two years since January 2023 and will have a day per week to contribute to wider dementia work (Hospital Charter). An Improvement and Business Manager from Corporate Nursing is also being released part-time to support the dementia improvement programme. Whilst helpful, these non-substantive resources do not go far enough to offset the depleted dementia improvement team resource, following the unsuccessful submission to the IMTP for 12 core posts and additional Dementia Practice Development Nurses for Care homes. This follows on from two other failed bids for dementia posts including slippage and WG. Work is underway to present dementia education within the Corporate Risk Register. Meanwhile an SBAR has been approved by Central IHC to seek two educator secondments and it is hoped other IHCs will follow. Other activities the team lack capacity for is admin and dementia data management.

### **H23/22.7 HPF Member Summary Report\_Optomety**

Members received the Optometry representative written summary for information from Manon Haf and noted the following:

#### **Good News to Share:**

- **Optical Advisor update:** Richard Price has been very proactive in the 6

months + that he's been in post.

- Proposal for a North Wales "Teach and Treat" centre has been approved by BCU. Richard Price (OA) is working with Cardiff University to set up a system that mirrors what they have in South Wales. This should then enable optometrists to receive their training placements for IP/Higher Glaucoma/Higher Med Ret. Initially it's expected that support will come from Manchester Eye Hospital, with their specialist optometrist supporting. There are still lots of detailed planning and preparation to undertake but it's hopeful that the first placements can commence in September.
- Richard Price has also been supportive in developing Optometry collaborative meetings to set up clusters within optometric practices in BCU that will then be part of the BCU wide clusters. 3x "Lunch and Learn" sessions have been delivered recently to introduce cluster working
- Catrin Bertalot has accepted position of new clinical lead in Central.
- Discussions underway to arrange a Q&A session between consultants and Optometrists to help build relationships and establish trust.
- Cataract Outsourcing still going strong and delivering at pace, but some concerns re lack of easier "practice" patients for trainees in BCU. Cataract Surgery waiting lists have significantly reduced considerably as a result of outsourcing

#### **Key Issues for attention of HPF:**

- Still no Pan-BCU Clinical lead.
- No overall senior eye lead since Sept 2022. Jackie Forsythe continues to work hard in the HB as network manager and is trying to ensure that all sites are working together and meeting eyecare targets in the absence of a senior lead
- No Clinical Lead in West
- ECCG has not met since November 2022. ECCG ToR states that Chair is Pan-BCU clinical lead – so looking for clinical lead alternate whilst recruitment is in progress. No Vice Chair either as Alyson Constantine has changed roles, so in need of another senior eye care lead.
- Transformation funding – Plans to expand OCTC, DR and G pathways, however bids were not submitted as not signed off by consultants due to lack of clinical lead. This causes a risk to the future sustainability of these pathways. There is a general reluctance in pathways being utilised by consultants that would reduce waiting lists and enable patients to be seen closer to home e.g. OHT monitoring/IOP pathway/referrals waiting over 52 weeks being sent out for update. Optometrists have shown expression of interest in all pathways. IOP pathway is being used by some consultants. There have been concerns re lack

of admin staff to support some of these pathways

- There is still no Hydroxychloroquine screening pathway in BCU. We are seeing an increase in patients requesting screening but it's excluded on the current WECS/GOS payment claim so patients have no access to screening. However, it is hopeful, that once "treat and teach" centre established that Hydroxychloroquine pathway could be developed to be utilised at the site.
- Estates Challenges – lack of space in clinics across all sites.
- The Welsh Government has launched an eight week consultation on [proposals to reform the ophthalmic services delivered in primary care in Wales](#). The consultation will close on 19 June. NWROC and Optometry Wales have some concerns regarding the wording of the public consultation. A lot of work has been done by OW around this. NWROC will formally reply to the consultation once guidance has been given from Optometry Wales. Association of Optometrists (AOP) and other statutory bodies (ABDO, FODO) have raised similar concerns. If anyone has any comments or questions they would like to raise I am happy to share with ROC.

## H23/22.8 HPF Member Summary Report\_Pharmacy and Medicines Management

Members received the Pharmacy and Medicines Management representative written summary for information from Susan Murphy and noted the following:

### Member area update:

- In December 2022, WG published guidance on how pharmacy teams can optimise discharge /transfers of care from hospitals at the same time the operational guidance was published. One of our Clinical Lead Pharmacist, Catherine Sutton supported the development from BCU. <https://www.gov.wales/optimising-pharmacy-services-hospital-discharge>
- The three acute sites secured additional funding for Clinical Pharmacy Services in Emergency Departments/SDEC for a period of 8 weeks. The Royal College of Emergency Medicine guidance, recommends deploying dedicated pharmacists to work as part of a multidisciplinary team to help support the safe and efficient delivery of care to patients in EDs. Previous pilots achieved positive outcomes and experiences for patients and staff such as preventing missed doses of medication, more timely identification and resolution of medicine issues, prescribing and earlier interventions. The full report is attached and recommends further development of pharmacy service within ED.



BCUHB WG 6G  
Pharmacy in ED Brief

- The pharmacy teams welcomed the Royal Pharmaceutical Society to each hospital site/one evening session on the 15/16<sup>th</sup> February for workshops to contribute to the

“Independent review of NHS Wales Clinical Services in hospitals” commissioned by Welsh Government. BCU has contributed twenty-two examples of innovative working. The report will be completed by 31<sup>st</sup> March 2023 and will influence the services are delivered going forward.

#### **Good News to Share:**

- Yasmina Hamdaoui, a senior Pharmacist is YG was voted in 24th position on a poll of the 100 people changing the face of Wales - Wales Online. Yasmina is working as part of a team “the Green Group”, seeking to relocate their oath to 'do no harm' within the context of planetary health. They have challenged the healthcare system to reduce its own waste and emissions, bringing more than 80 others on board with their mission to save the planet as well as patients.
- On the 17th of May, 7 members of the IHC West pharmacy team attended Mental Health First Aid training at Bangor University delivered by HEIW.
- 11 pharmacists from North Wales recently completed their Independent Prescribing training at Bangor University.
- 6 pharmacy staff attended the recent Pharmacy Clinical Congress in London Excel. They were able to review new technology, new ways of working, career development, well-being, and recruitment opportunities across the UK.

#### **Key Issues for attention of HPF:**

None

#### **H23/23 Items to be received for information:**

##### **H23/23.1 Minutes of the People, Partnerships, Population Health Committee meetings held on 13 September 2022 and 8 November 2022**

The minutes were received and noted.

##### **H23/23.2 Minutes of the Quality, Safety and Experience Committee held on 6 September 2022 and 1 November 2022**

The minutes were received and noted.

#### **H23/24 Summary of information to be included in Chair's report to the Board**

- **Special measures (SM)**

HPF were supportive of the approach being taken within the special measures plan. They particularly supported the phased approach being taken and the focus on outcomes over process.

It was noted that there was limited reference to Primary Care (PC) within the

<p>special measures plan and, although it is recognised that PC isn't a particular focus of SM, it was felt that it should be referenced.</p> <p>HPF were pleased that there were no plans to further change the operating model as part of SM. There was a strong consensus that the workforce needed a sustained period of stability and familiarity within the organisation's teams and structures.</p> <p>Members were supportive of the suggestion to raise awareness of the Special Measures plan with staff and the public and HPF offered their support in the implementation of the SM plan in line with their previous support of Targeted Intervention.</p> <ul style="list-style-type: none"> <li> <b>Quality Strategy 2023-2026</b> <p>The forum were pleased to be invited to contribute to a discussion about the approach to stakeholder engagement for the Quality strategy 2023-2026.</p> <p>Members provided a range of suggestions, highlighting the need to ensure engagement was representative and included hard to reach groups.</p> </li> </ul>	
<p><b>H23/25 Date of next meeting noted as: Friday, 1st September 2023 to be held 9.30-12.30 via Microsoft Teams</b></p>	
<p><b>H23/26 Chair's note of thanks</b></p> <p>The Chair wished to show appreciation to Sue Murphy, who has represented the Hospital and Managed Pharmacy services sector at HPF for 8 years in total, and thanked her for her constant and continued contribution over the years.</p> <p>The Chair wished to also thank and show appreciation to Fiona Giraud, Midwifery and Women's services representative for one term, whose last meeting was to be in March however unfortunately that meeting was cancelled.</p> <p>The Executive Lead, Gareth Evans, for the record wished to note his own personal thanks to both Sue and Fiona for their dedication and commitment over the years to the HPF.</p>	