



APPROVED
Betsi Cadwaladr University Health Board (BCUHB)
Stakeholder Reference Group (SRG)

Notes of the meeting held on 12.06.23

Present:	Representative of:
Mike Parry (Cllr)	(Vice Chair) One Voice Wales
Fiona Evans	Conwy Voluntary Services Council
Jackie Allen	NWCHC Chair / AVOW
Allen Bewley	Flintshire Local Voluntary Council
Alun Roberts (Cllr)	Anglesey County Borough Council
Dilwyn Morgan (Cllr)	Gwynedd County Borough Council
John Pritchard (Cllr)	Wrexham County Borough Council
Trystan Pritchard	North Wales Hospices
Sherry Weedall	Denbighshire Voluntary Services Council
Hilary McGuill	Flintshire County Council
In Attendance:	
Carol Shillabeer	Chief Executive
Alan Morris	Assistant Director of Partnerships & Public Affairs
Sophie Stevens-Jones	Communications and Engagement Officer, Transformation and Improvement
Geraint Parry	Quality Improvement Fellow, Transformation and Improvement
Steve Williams	Locality Manager, WAST
Stephen Harray	Chief Ambulance Service Commissioner, EASC Air Ambulance
Lee Leyshon	EASC Air Ambulance
Rebecca Hulme	Senior Secretary

Agenda item	Action
<p>S23/15 Welcome and apologies</p> <p>S23/15.1 Apologies were received from Lyndsey Campbell-Williams and Geoff Ryall-Harvey.</p> <p>S23/15.2 The Chair highlighted that due to the short time frame between go-ahead for the meeting and it taking place, it had unfortunately not been possible to provide simultaneous welsh translation at today's meetings.</p> <p>S23/15.2 The Chair commented that Clare Budden is no longer the Chair or a member of the SRG as she has taken a new role as Independent Member for the Health Board. The Chair wished Clare well and thanked her for her efforts</p>	

<p>with the SRG. The Chair raised that Laura Jones will no longer be secretariat to the SRG and welcomed Rebecca Hulme who will be taking over the SRG secretariat role from Laura.</p> <p>S23/15.3 The Chair made reference to the Health Board being back in Special Measures since February and that there have been a number of changes made to the Independent Members of the Board.</p>	
<p>S23/16 Declarations of Interest</p> <p>None were raised.</p>	
<p>S23/17 Draft notes of the meeting held on 05.12.22 and summary action plan</p> <p>S23/17.1 The minutes were agreed as an accurate record.</p> <p>S23/17.2 Reference S22/38.3. The Chair raised the Well North Wales Programme business case had been developed and wanted it noted that we need to be updated.</p> <p>S23/17.3 Reference S22/42.1. The Chair reminded the Group to highlight any topics they would wish to be included.</p> <p>S23/17.4 The Chair requested the Group raise issues they would like the board to instigate and to reflect upon what the Group is here to do. The North Wales Hospice representative commented there were a lot of issues covered at the workshop, but there is a concern on where the follow up is which has been the criticism of the Group in the past.</p> <p>S23/17.5 The Interim Chief Executive introduced herself to the Group and commented their keenness to ensure we have Stakeholder influence in the business of the NHS in North Wales.</p>	
<p>S23/18 EASC Air Ambulance Update (Stephen Harry)</p> <p>S23/18.1 The Chief Ambulance Service Commissioner for NHS Wales gave a presentation on the Emergency Medical Retrieval and Transfer Service (EMRTS Cymru) and the Wales Air Ambulance Charity (WAAC) Service Review. The presentation provided an overview of EMRTS, where they are in their current review and to pick up any questions or comments from the Group. The Anglesey County Council representative raised the deep concern that they are cut off and the Air Ambulance is essential. The Chief Ambulance Service Commissioner confirmed they are looking to improve services in areas, not reduce services. The Flintshire County Council Representative asked if all air ambulances carry a full medical team. The Chief Ambulance Service Commissioner confirmed part of the role of the desk in the ambulance control is to send the right resource to the right call, which could also be upgraded at any time. The North Wales Hospices representative asked for a comparison on which bases are busier. The Chief Ambulance Service</p>	

<p>Commissioner confirmed the South Wales base is busier than North Wales but this is expected due to the base being open 24 hours and commented that rural areas are more reliant on the service than urban areas.</p> <p>S23/18.2 The North Wales Hospices representative raised the centralisation of a base and the rapid response times. The Chief Ambulance Service Commissioner confirmed weather conditions are really important and will form part of the review, additionally the rapid response vehicle does serve urban populations better. The AVOW Wrexham Third Sector representative asked if a mapping exercise had been completed and if the figures would be made public. The Chief Ambulance Service Commissioner confirmed the information would be made publicly available. The AVOW Wrexham Third Sector representative asked if the review included the response times of the rapid response vehicle if that was deployed rather than a helicopter. The Chief Ambulance Service Commissioner confirmed the times for both the rapid response vehicle and aircraft are recorded and will be included in the information to the public. The Welsh Ambulance Services Trust representative echoed support and expressed a level of reassurance to the Group to confirm they work really well with the EMRTS. The Chair commented on the possible extension to flying hours regarding night flying and whether that would accommodate the 3 that they are presently missing per day. The Chief Ambulance Service Commissioner responded that they will know once the analysis on the data had been completed.</p>	
<p>S23/19 Special Measures (Geraint Parry)</p> <p>S23/19.1 The Quality Improvement Fellow representative gave a presentation on Special Measures. The presentation provided an overview of progress in the Health Board in collaboration with Welsh Government. The Anglesey County Council representative asked how improvement was going to be measured so the public know we are moving in the right direction. The Quality Improvement Fellow representative confirmed measurements are actively being discussed and focused on putting a measurement framework in place. The AVOW Wrexham Third Sector representative requested for transparency, honesty and engagement with the public at every level. The Quality Improvement Fellow representative stated that a communications plan is being developed including patient and staff groups, committing to difficult conversations ensuring we are honest and transparent to build trust and confidence. . The North Wales Hospices representative commented that evidence is needed to show progress. The Quality Improvement Fellow representative confirmed the need for continual communication and to address items raised in the public domain.</p> <p>S23/19.2 The Flintshire County Council representative commented that staff do not feel valued and will not strive to try to change things and the front door should be more accessible to the public. The communication is not there and there is no sight of the Special Measures deliverables. The Quality Improvement Fellow representative confirmed to committing to wanting to share and asked the Group to what level and what frequency the information is required and how could the Group help get the information out there. The</p>	

<p>Special Measures deliverables are included in our board papers on our website. The Chair highlighted the board meeting papers are in excess of 1500-2000 pages and trying to find something is not easy. The Flintshire County Council representative asked why BCUHB are not using social media and publishing a weekly bulletin with positive news. The Quality Improvement Fellow representative committed to sharing the deliverables with the Group.</p> <p>S23/19.3 The Director of Partnerships, Communications & Engagement representative thanked the Group for their feedback and reiterated it is really important to hear from our colleagues who are important Stakeholders. Statistics for last year highlights include 155 press releases, weekly bulletins to partners and politicians as well as dipping into Facebook pages in communities where we can, we have a new Chairman and Chief Executive and there is a drive to do this better. The Chair mentioned there is a matrix for improvement and asked what the Health Board does when the buildings are not fit for service. The Quality Improvement Fellow representative confirmed work is evolving as we move into Special Measures and there is clear executive ownership of the deliverables we are working to with various levels of checks, challenges, accountability and scrutiny. There are significant challenges in terms of the capital and the estates and part of that is with our board assurance framework. The Communications and Engagement Manager representative provided an introduction and explained to the Group the role is dedicated to Special Measures and the Comms and Engagement plan will be shared with the Group for comments.</p>	<p>GP</p> <p>SSJ</p>
<p>S23/20 Committee Annual Report including Annual Review of Terms of Reference and Cycle of Business</p> <p>S23/20.1 Annual Report Page 2. The Chair commented that attendance has improved in some parts and highlighted no attendance representation from Carer Forum Wales or Carer's Outreach Service, BCUHB West Area which should be investigated.</p> <p>S23/20.2 The Chair highlighted the changes outlined in the Terms of Reference. The Director of Partnerships, Communications & Engagement representative commented there a representatives needed from other groups and committed to checking in with them.</p>	<p>HSJ</p> <p>HSJ</p>
<p>S23/21 Election of SRG Chair</p> <p>S23/21.1 The Director of Partnerships, Communications & Engagement representative explained there is a vacancy for the Chair of the Stakeholder Reference Group and thanked Mike for chairing today's session. We are looking for nominations and each of the Stakeholder Reference Group members may propose themselves for the role, the proforma should be completed and returned to the Corporate Governance Officer by 26th June. After translation, they will be distributed to all members of the Stakeholder Reference Group by 3rd July, followed by a secret ballot for voting and returned to the Corporate Governance Officer who will acknowledge receipt. The Director of Partnerships, Communications & Engagement representative</p>	

<p>reminded the Group the Chair elect will chair the Stakeholder Reference Group and continue to attend the Stakeholder Reference Group meetings until a substantive appointment approved by the Minister has been made. The Chair elected will also attend Board meetings as part of the committee structure.</p> <p>S23/21.2 The North Wales Hospices representative asked if there was compensation for the organisations for the commitment for the Chair of the Group. The Director of Partnerships, Communications & Engagement representative committed to find out and come back to the Group.</p>	HSJ
<p>S23/22 Meeting Review</p> <p>S23/22.1 The Chair reiterated members of the Group had now left and there were also new members of the Group in attendance. An interesting presentation from EASC Air ambulance Update and any feedback from the Group would be welcomed as no decision had yet been made. The EMRTS review set out how the service is currently delivered and their aspirations for the future. In relation to Special Measures, there is still a way to go for sustainability. The Anglesey County Council representative challenged the measurements of the outcomes. The interim Chief Executive extended an informal catch up meeting with the Chair which he has accepted. The Chair commented that communication and engagement needed to be improved and transparency is vital. The Chair commented that members felt progress is what the public wishes to see. The Flintshire County Council representative challenged whether the Group knew what the Special Measures deliverables are. The Chair encouraged the Group to look at the Audit Wales Report which is available to download on the website. The Director of Partnerships, Communications & Engagement representative explained the process of electing a new Chair to the Group. The Director of Partnerships, Communications & Engagement representative confirmed the organisation is seeking legal advice regarding the Ernst and Young Report on what can be published and once received action will be taken.</p>	
<p>S23/23 Advisory Group Chair's Report to the Board</p> <p>S23/23.1 Nothing raised</p>	
<p>S23/24 Any Other Business</p> <p>S23/24.1 The Flintshire County Council representative asked if an update could be provided from BCUHB regarding dental services.</p>	HSJ
<p>S23/25 Date of next meeting</p> <p>Monday 4th September 2023</p>	

Attendance Register

Name	Organisation Represented	06.6.22	05.9.22	5.12.22	12.6.23
Clare Budden	Shadow Housing Providers (Chair)	x	✓	✓	x
Mike Parry (Cllr)	One Voice Wales (Vice Chair)	✓	✓	✓	✓
Fiona Evans	Conwy Voluntary Services Council	✓	✓WJ	✓	✓
Gwilym Ellis Evans	Mantell Gwynedd	✓	x	✓	x
Jackie Allen	AVOW Wrexham Third Sector	x	✓	✓	✓
Sherry Weedall	Denbighshire Voluntary Services Council	✓	✓	x	✓
Sian Purcell	Medrwn Mon Voluntary Services Council	x	x	x	x
Allen Bewley	Flintshire Local Voluntary Council	✓	✓	✓	✓
Robert Moore (Prof)	North Wales Regional Equality Network	✓	✓	✓	x
Christine Marston (Cllr)	Denbighshire County Council	x	x	x	x
Hilary McGuill (Cllr)	Flintshire County Council	x	✓	x	✓
Alun Roberts (Cllr)	Anglesey County Council	x	x	✓	✓
Dilwyn Morgan (Cllr)	Gwynedd County Council	x	x	✓	✓
Frank Bradfield (Cllr)	Conwy County Council	✓	✓	✓	x
John Pritchard (Cllr)	Wrexham County Council	x	x	✓	✓
Trystan Pritchard	North Wales Hospices	x	✓	✓	✓
Clive Nadin	Care Forum Wales	x	x	x	x
Llinos Roberts / Catrin Curig-Jones	Carer's Outreach Service, BCUHB West Area				
Steve Sheldon / Steve Williams	Welsh Ambulance Services Trust	✓SW	✓SW	✓	✓SW
Jackie Allen / Adrian Drake-Lee	NWCHC Chair / NWCHC Vice Chair	x	✓	✓	✓
Helen Stevens-Jones / Clive Caseley	Interim Director of Partnerships, Communications &	✓HSJ	✓HSJ	x	✓HSJ

	Engagement – BCU Lead Executive				
Sally Baxter	Assistant Director Health Strategy, BCUHB	✓	x	x	x
Alan Morris	Assistant Director of Partnerships & Public Affairs	x	x	x	✓