



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

Notes of the meeting held on 06.06.22

Present:	Representative of:
Mike Parry (Cllr)	One Voice Wales (Chair on behalf of Clare Budden)
Gwilym Ellis Evans	Mantell Gwynedd
Fiona Evans	Conwy Voluntary Services Council
Sherry Weedall	Denbighshire Voluntary Council Services
Anne Woods	Flintshire Local Voluntary Council
Robert Moore	North Wales Regional Equality Network
Frank Bradfield (Cllr)	Conwy County Borough Council
In Attendance:	
Helen Stevens-Jones	Director of Partnerships, Communications & Engagement
Laura Jones	Corporate Governance Officer
Steve Williams	Locality Manager, WAST

Agenda item	Action
<p>S22/12 Welcome and apologies</p> <p>S22.12.1 Apologies were received from Clare Budden, Jo Whitehead, Jackie Allen, John Pritchard, Trystan Pritchard, Sian Purcell and Sally Baxter.</p>	
<p>S22/13 Declarations of Interest</p> <p>None were raised.</p>	
<p>S22/14 Draft notes of the meeting held on 07.03.22 and summary action plan</p> <p>S22/14.1 The minutes were agreed as an accurate record.</p> <p>S22.14.2 The Director of Partnerships, Communications & Engagement made reference to actions S22/05.3 and S22/10.1 confirming this is an ongoing piece of work and will report back to the next meeting. The Chair highlighted the absence of County Council representatives confirming it is important the group receive feedback and engagement from these members.</p>	
<p>S22/15 Planning Update</p>	

S22/15.1 The Director of Partnerships, Communications & Engagement confirmed that Sally Baxter, the Assistant Director for Health Strategy was unable to present this item due to sickness. The Director of Partnerships, Communications & Engagement introduced the IMTP confirming that the plan is a three year forward look into the priorities and actions for the Health Board. This comprehensive piece of work that has involved senior colleagues and operational teams to set out the priorities included in the “plan on a page”. Some of the main work streams that will form the strategy of the Board include the Living Healthier Staying Well refresh, the Regional Treatment Centres (RTCs) for which Welsh Government (WG) have approved phase one of the work and also the Third Sector. In terms of the Third Sector, work has now commenced along with input and engagement from carer services. Jo Flannery is leading on this and the Director of Partnerships, Communications & Engagement confirmed that a representative from the Stakeholder Reference Group (SRG) would strengthen that work.

S22/15.2 The Director of Partnerships, Communications & Engagement also confirmed that conversations around the socio economic duty have started as well as major schemes within the IMTP such as Vascular and Mental Health; the teams will provide colleagues with regular updates on these areas of work as we move forward. The Chair welcomed involvement within these schemes and was happy to put himself forward. The Flintshire Local Voluntary Council representative confirmed that the voluntary councils are already involved in the Third Sector work. The teams have linked in with Sally Baxter and Jo Flannery, which highlights representation from the SRG in this piece of work. The Flintshire Local Voluntary Council representative also confirmed this would be her last meeting as part of the SRG as she had completed her two full four-year tenures.

S22/15.3 The Director of Partnerships, Communications & Engagement confirmed that there was an ambition for joint commissioning going forward to start to take place, there are six different local authorities therefore it would be helpful to have a conversation on how these different ways of working can come together. The Chair confirmed that the engagement element is essential, the SRG is the interface for local authorities and different bodies with the Board and stressed the importance of getting the views of the SRG across to the Board. The SRG are currently not functioning to capacity due to the lack of attendance.

S22/15.4 The North Wales Regional Equality Network representative made reference to page five of the IMTP which states “enabling people to realise their potential” and suggested this is amended to read “improving” or “raising potential”. The North Wales Regional Equality Network representative also confirmed that WG will shortly be publishing the race equality action plan and suggested this is referred to in the IMTP. The Director of Partnerships, Communications & Engagement welcomed any comments suggesting that the IMTP is still in the final stages prior to final approval in July.

S22/15.5 The Conwy County Borough Council representative made reference to the attendance querying why representatives are failing to attend. It was

<p>suggested the outcome may be that there will no longer be an SRG which would be failing the public as this is a community group. It was suggested to gain the views of the members in terms of the value of the SRG and it was also suggested that the recent local elections may have impacted on attendance. The Chair agreed with the comments made and the need to know why members don't see the urgency to attend these meetings as the aim is the well being of the public. It was suggested to approach Mark Polin and ask if he could make contact with the Local Authorities regarding the lack of attendance.</p> <p>S22/15.6 The Director of Partnerships, Communications & Engagement agreed to formally circulate an email to the SRG highlighting the main areas within the IMTP for the Group to provide feedback. The Chair asked when the location of the RTCs will be announced, the Director of Partnerships, Communications & Engagement confirmed that this is being discussed and will be going to the Board. She agreed to find out the dates and also how members can get involved in those discussions and agreed to circulate the information to the group. The Mantell Gwynedd representative highlighted the issue of rurality especially in South Meirionnydd. The Chair highlighted that quality care closer to home is the aim of the IMTP and suggested this was an opportunity to highlight these concerns.</p> <p>S22/15.7 The recommendation was that the Chair will make contact with Mark Polin regarding the lack of attendance with a request for Mark Polin to make contact with the Local Authorities to address this issue.</p>	<p>HSJ</p> <p>MP</p>
<p>S22/16 Clinical Strategy</p> <p>S22/16.1 The Director of Partnerships, Communications & Engagement presented the item confirming that the clinical strategy is a blueprint for large scale service redesign with the key drivers being national and local strategies and plans. The local drivers for the strategy include the living healthier staying well refresh, population needs assessment and current BCU strategies which will inform an evolution process. Progress to date includes workshops with staff and the establishment of a Clinical Senate. The strategy has been discussed at a recent Board workshop where the Board confirmed there were comfortable with the direction of travel and it will now be shared further with the Local Authorities and scrutiny committees. An engagement plan has been developed and the team welcome views from the SRG on this continuing engagement.</p> <p>S22/16.2 The Director of Partnerships, Communications & Engagement confirmed that the work stream is following a strategic approach to address population health across North Wales and agreed to highlight the wording that the North Wales Regional Equality Network representative made reference to which included "everyone to realise their full potential". The strategy also highlights empowering staff to do the right thing and also work closely with partners to maximise the resource available.</p>	<p>HSJ</p>

<p>S22/16.3 The Director of Partnerships, Communications & Engagement made reference to the guiding principles which include putting the population needs at the centre of what we do including patients, families and carers. The principles also include innovation and transformation along with ensuring the organisation provide excellent high quality care across all sites. Effective enablers have also been highlighted to support the work stream which includes estates and digital elements. It was suggested to invite Dylan Roberts, Chief Digital and Information Officer to attend a future meeting of the group to discuss the work being completed in the digital work stream. The Corporate Governance Officer agreed to take this forward.</p>	LJ
<p>S22/16.4 The Director of Partnerships, Communications & Engagement made reference to the proposed design principles which include primary care and community hospitals and the need to use these services to their full potential as we seek to deliver services closer to home. The principles also make reference to specialised services and this also follows the strategic direction of the living healthier staying well refresh. The aim is to ensure patients only go to the acute hospitals when needed as there are other services available closer to home. In terms of the North Wales Medical and Health Sciences School in was suggested it may be useful for the group to receive an update on this at a future meeting and the Corporate Governance Officer agreed to take this forward.</p>	LJ
<p>S22/16.5 The Chair thanked the Director of Partnerships, Communications & Engagement for the update and queried whether the clinical strategy makes any reference to the ambulance service. The WAST Locality Manager highlighted the sentence which states “working with partners” and suggested this could be a blanket inclusion. The WAST Locality Manager also highlighted that the ambulance service continue to struggle and regularly have double figure delays outside the hospital sites. Since the last meeting of the group, HIW have had some input and the team are working on some new initiatives which include fast tracking patients where there are no other services available and also using pathways to signpost people to specific places. There is a need to get ambulances to low acuity patients as the longer they wait, the more serious the situation can become which can potentially cause a different course of action.</p>	
<p>S22/16.6 The group showed appreciation of the difficult circumstances WAST are currently facing but made reference to a headline about a patient waiting on the street for ten hours for an ambulance. The WAST Locality Manager confirmed that rapid response vehicles are available but they are unable to carry patients. The teams have recently been supported by the military which allowed extra crews and vehicles to be deployed around the clock however this impacted on longer waits outside the ED departments. The teams do scrutinise all calls that come through however ambulances can be diverted to urgent incidents if needed and these can be across North Wales. The teams do work with the hospitals to release crews when acuity is high but this is not always possible due to capacity issues in ED and the hospital sites.</p>	

<p>S22/16.7 The North Wales Regional Equality Network made reference to the headline story highlighted stating that these stories that are being publicised to the general public and suggested this could be a possible public relations issue. There are also issues with bed blocking and inadequacy within the care sector as patients are not being able to be discharged. The Chair also made reference to the people’s perception of the Health Board in terms of the media stories being shared and the issues within the system. The interface with social care is an issue and there is a need to gain input from the County Councils to see where the issues lie.</p> <p>S22/16.8 The WAST Locality Manager highlighted that the teams have established a falls service in partnership with therapies which is currently up and running in the Wrexham and Flintshire areas. This is a four day a week service where a paramedic along with an occupational therapist go out to falls patients. The team are able to assess and provide walking aids at the scene which they carry with them or refer into occupational therapy if required. This service is being rolled out in the Central area who started a three month pilot at the end of May with the potential for this to become a seven day a week service with the aim of extending this to a pan North Wales service. The WAST Locality Manager agreed to come back to a future meeting when further data is available to provide a presentation to the group. The Chair thanked the WAST Locality Manager for providing input into the group and agreed the falls service was an efficient way of working.</p>	<p>SW</p>
<p>S22/17 Partnership Strategy</p> <p>S22/17.1 The Director of Partnerships, Communications & Engagement presented the item confirming that the development of the strategy provides an opportunity to show what good looks like. The role of the Director of Partnerships, Communications & Engagement has been put in place by the Board to bring together public affairs, partnerships, engagement and communications to maximise the opportunities and conversations across the Health Board. The conversations taking place include the public and partners along with political partners and the team are trying to take account of all the views being shared and feedback to the Board on relevant issues. The conversations that are now taking place with the SRG, the Board and the stakeholders are around what does good look like, taking into account local knowledge and expertise with the aim of building this into a strategic approach.</p> <p>S22/17.2 The Chair made reference to engagement, in particular consultations as the trend generally follows the people are not aware of what is happening until after it has been agreed and queried how we can ensure any consultations with the public reach where they need to. The Conwy Voluntary Services Council representative made reference to the feedback loop, discussing the headlines and bullet points in terms of what has been heard across all areas and also the need for discussions to take place before consultations in terms of “you said, we did” to allow the SRG to provide feedback at an early stage. The Conwy Voluntary Services Council representative also highlighted that the SRG members have both personal</p>	

<p>and professional experiences within their own areas, this allows members to concur with the themes being discussed or provide feedback from their own areas. The Director of Partnerships, Communications & Engagement agreed stating that the only way to highlight whether we are listening to the views of the public is through providing feedback, ensuring there is a connection with the local public.</p> <p>S22/17.3 The Conwy Voluntary Services Council representative referred back to the discussion on attendance and the influence members can have in their roles via the public which is an important part of this discussion. The Denbighshire Voluntary Council Services representative confirmed that various groups such as the patient representative and carer groups provide small sample sets and are a snap shot of those using the services. There is also a need for simple engagement from medical professionals as they don't always provide a full understanding to patients at a comprehensive level therefore better engagement from professionals is required. The North Wales Regional Equality Network representative highlighted that the general population are not often aware of the strategic and policy issues which are being dealt with. Work is also required with the minority population as ethnic minorities don't understand all the services which are available for access therefore a different form of engagement may be required for specific groups.</p> <p>S22/17.4 The Chair queried whether the engagement network focuses on primary or secondary services. The Director of Partnerships, Communications & Engagement confirmed the work is around engagement as a function across the Health Board taking into account patients, public, stakeholders and staff and the need to bring together a set of principles to apply to every part of the Health Board. The Director of Partnerships, Communications & Engagement was happy to capture the comments made by the members and made reference to the need to listen to and capture the views from all people within all of the communities which exist and make every effort possible to take all of the comments on board. The Chair queried whether there is a need to capture feedback post treatment, the Director of Partnerships, Communications & Engagement confirmed that the team are trying to gather feedback from patients, families and carers and Matthew Joyes is leading on this piece of work.</p>	
<p>S22/18 Advisory Group Chair's Report to the Board</p> <p>S22/18.1 The Chair gave an overview of the main areas discussed under each items. In terms of the Planning Update, the Chair thanked the Director of Partnerships, Communications & Engagement for stepping in to cover the items on behalf of Sally Baxter, Assistant Director for Health Strategy and hoped Sally Baxter was well soon. The Chair highlighted the "plan on a page" and welcomed the progress of the RTCs to date and going forward. The Third Sector was discussed highlighting that work has commenced with engagement from the carer services as part of the implementation element and a request was made for volunteers from the SRG to provide input. Conversations have started around the socio economic duty as well as major schemes within the IMTP such as Vascular and Mental Health. A</p>	

<p>recommendation has been made for the Chair to contact Mark Polin and request he makes contact with the Local Authorities to address the lack of attendance and determine why the SRG is not functioning as it should. The comments and suggestions made by the North Wales Regional Equality Network will also be taken on board.</p> <p>S22/18.2 In relation to the Clinical Strategy, the Chair confirmed that this is a blueprint for large scale service redesign and stated the importance of members to provide input and make comments. There is a need to strengthen the inclusion of the ambulance service and the Chair was grateful for the input provided by the WAST Locality Manager. The Chair also highlighted issues which have been raised including staffing problems across BCU and also the geography of services. In terms of the Partnership Strategy, the Chair highlighted the importance of having strategic partnerships and engagement with partners. Consultations with the public and third sector are important as there is a need to recognise what we are doing right and wrong. The comments made by the North Wales Regional Equality Network in relation to engagement with minority ethnic groups will be taken on board.</p>	
<p>S22/19 Any Other Business</p> <p>No issues were raised.</p>	
<p>S22/20 Date of next meeting</p> <p>Monday 5th September 2022</p>	

Attendance Register

Name	Organisation Represented	20.9.21	6.12.21	07.3.22	06.6.22
Clare Budden	Shadow Housing Providers (Chair)	✓	✓	✓	x
Mike Parry (Cllr)	One Voice Wales (Vice Chair)	✓	✓	✓	✓
Fiona Evans	Conwy Voluntary Services Council	✓	✓	✓	✓
Gwilym Ellis Evans	Mantell Gwynedd	✓	✓	✓	✓
Jackie Allen	AVOW Wrexham Third Sector	x	✓	x	x
Sherry Weedall	Denbighshire Voluntary Services Council		✓	✓	✓
Sian Purcell	Medrwn Mon Voluntary Services Council	✓	x	✓	x
Ann Woods / Kate Newman	Flintshire Voluntary Services Council	✓KN	✓KN	✓	✓
Robert Moore (Prof)	North Wales Regional Equality Network	✓	x	✓	✓
Christine Marston (Cllr)	Denbighshire County Council	x	✓	x	x
Hilary McGuill (Cllr)	Flintshire County Council	x	✓	x	x
Llinos Medi Huws (Cllr)	Anglesey County Council	x	x	x	x
Dafydd Meurig (Cllr)	Gwynedd County Council	x	x	x	x
Frank Bradfield (Cllr)	Conwy County Council		✓	✓	✓
John Pritchard (Cllr)	Wrexham County Council		✓	x	x
Trystan Pritchard	North Wales Hospices	✓	x	x	x
Clive Nadin	Care Forum Wales		x	✓	x
Llinos Roberts / Catrin Curig-Jones	Carer's Outreach Service, BCUHB West Area				
Steve Sheldon / Steve Williams	Welsh Ambulance Services Trust	✓SW	✓MT	✓SW	✓SW
Jackie Allen / Adrian Drake-Lee	NWCHC Chair / NWCHC Vice Chair	x	✓	x	x
Helen Stevens-Jones / Clive Caseley	Interim Director of Partnerships, Communications & Engagement – BCU Lead Executive	✓ CC	✓ CC	✓ HSJ	✓HSJ

Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB	✓	✓	✓	x
Mrs Katie Sargent	Assistant Director – Communications, BCUHB	x	x	x	x