

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

**Notes of the meeting held on 17 December 2019**  
**In the Conference Hall, Conwy Business Centre, Llandudno Junction**

<b>Present:</b>	<b>Representative of:</b>
Mr Ffrancon Williams	Housing Associations (Chair)
Mr Gwilym Ellis Evans	Mantell Gwynedd (Vice Chair)
Mr Mark Wilkinson	Director of Planning and Performance, BCUHB – Lead Exec
Prof Robert Moore	North Wales Regional Equality Network
Mr Garth Higginbotham	NWCHC
Cllr Mike Parry	One Voice Wales
Mrs Jackie Allen	Wrexham Third Sector
Cllr Louise Emery	Conwy County Council (part meeting)
Mrs Fiona Evans	Conwy Voluntary Services Council
Ms Llinos Roberts	Carer's Outreach Service
Mrs Ann Woods	Flintshire Voluntary Services Council
<b>In Attendance:</b>	
Dr Chris Stockport	Director of Primary & Community Care (part meeting)
Mrs Kamala Williams	Head of Strategy (part meeting)
Mr Glynne Roberts	Programme Director – Well North Wales (part meeting)
Suzanne Didcote	Secretarial Support

<b>Agenda Item</b>		<b>Action</b>
S19/49	<b>Welcome and Apologies</b>	
S19/49.1	The Chair welcomed Jackie Allen to the meeting as the new Wrexham Third Sector representative. Cllr Louise Emery was welcomed as the new Conwy County Council representative.	
S19/49.2	<u>The following apologies were received:</u> Sian Purcell, Medrwn Mon Voluntary Services Council Trystan Pritchard, North Wales Hospices Cllr Joan Lowe, Wrexham County Council Cllr Dafydd Meurig, Gwynedd County Council Mrs Katie Sargent, Assistant Director - Communications Mrs Sally Baxter, Assistant Director – Health Strategy Cllr Christine Marston, Denbighshire County Council Cllr Llinos Medi Huws, Anglesey County Council	
S19/49.3	It was noted that Local Authority attendance remained low, but there were valid reasons for most of the apologies received for today's meeting.	
S19/49.4	It was noted that Fiona Evans, Conwy Voluntary Services Council's tenure on the Group is due to end and her host organisation have been contacted to confirm whether she will continue as the representative or if a new member will be put forward.	<b>Suzanne Didcote</b>

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S19/50	<b>Declarations of Interest</b>	
S19/50.1	The Chair noted that his organisation, Adra, is one of the developers in a Health and Wellbeing hub scheme that Glynne Roberts would be presenting on as part of the Well North Wales Programme. As there are no decisions to be made and the item is being received by way of update, there is no reason for the Chair to be excluded for this item.	
S19/51	<b>Primary Care Update</b>	
S19/51.1	Dr Chris Stockport, Director of Primary and Community Care was welcomed to the meeting to give a presentation on General Practice. In North Wales there are 14,000 GP consultations per day. 95% of these consultations remain in primary care, 4% result in onward referral, 1% result in an emergency admission. There are 105 GP practices in North Wales, 75% are GMS contractors, 16% are single handed practices, 14% are Health Board managed practices.	
S19/51.2	Recruitment is an issue across the country. There are a higher number of female GPs joining the profession. Retirement ages differ. The two main problems are the need for a flexible working environment and the model of care. Junior Doctors can be put off wanting to work in an independent practice, whereas a managed practice can sometimes be more attractive.	
S19/51.3	There are two principal solutions. The first is the multidisciplinary workforce model, which sees professions working in Teams, and not all consultations having to go to the GP. The second is the Social model of care which promotes self-care and social inclusion which can help address root concerns. This is part of a national journey and there is a strategic programme moving GP practices into MDT (multi disciplinary team) working. The term GP clusters has also been replaced by Health and Social Care Localities. The Health Board is working with the Regional Partnership Board to develop the Localities. A Health Board Academy has been created which helps to share good practice, support practices before they reach the point of resigning and is attractive to new doctors with the flexibility it offers.	
S19/51.4	Cllr Louise Emery asked what is being done to address access to services after 6pm and at weekends. Dr Stockport explained the difficulties since contracts had been negotiated to a 6:30pm working day. Urgent care can be accessed through the Out of Hours service. Work to understand if there is an opportunity to extend the working day is ongoing, but how this is manned alongside providing day time cover remains an issue.	
S19/51.5	Jackie Allen asked what capacity modelling is being undertaken, with all the new housing developments that are happening and the increased patient ratio that this will bring. Jackie also asked whether the new model of care adds an additional strain on pharmacists. Dr Stockport explained that there is no official data on GP hours. NHS Wales started to collate this information last year looking at retirements and new GPs coming in. The patient ratio per GP can be alleviated with the new MDT care model of working. It was noted that	

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<p>S19/51.6</p> <p>S19/51.7</p> <p>S19/51.8</p> <p>S19/51.9</p>	<p>there have been problems across the UK with pharmacy cover. The minor ailments scheme works well but is dependent on having a trained pharmacist in place to take this forward.</p> <p>Llinos Roberts raised the need for Third Sector involvement to be shown within the MDT working model.</p> <p>Garth Higginbotham asked how far along with this work we are. Dr Stockport explained that there is still a lot of work to be done.</p> <p>Cllr Mike Parry felt that access to services has worsened and asked about triaging processes and demography indication. Dr Stockport explained that the medical workforce is changing. Smaller practices can have challenges. Offering salaried contracts is one of the solutions, whether that is within an independent practice of a Health Board managed practice. When a practice becomes vacant it is first offered as an independent practice, before it is taken on as a managed practice. There will continue to be a mix of practices. With regard to triage processes, an explanation of what each individual can do will help address this. It was noted that North Wales statistics show that access to GP services has not worsened.</p> <p>Mark Wilkinson confirmed that the feedback to the Health Board includes the issues around workforce implications, the MDT working model that is being developed, shaping public expectations and emphasising third sector working relationships.</p>	
<p>S19/52</p> <p>S19/52.1</p> <p>S19/52.3</p> <p>S19/52.4</p>	<p><b>Orthopaedic Business Case</b></p> <p>Kamala Williams, Head of Strategy was welcomed to the meeting to give a presentation on Orthopaedic Programme. There is increasing demand for Orthopaedic services and work is ongoing to look at prevention, earlier intervention and care closer to home. There is a need to reduce waiting times and work is aligned to the Welsh Government national implementation plan. There were a number of increased procedures undertaken in 18/19. Services are currently provided across 5 sites but there are issues with Abergele Hospital and its limited support service infrastructure. The number of consultants has been increased and improvements to referrals are being made to promote new ways of working, and not all about just access to a consultant.</p> <p>A Programme Business Case is being finalised aiming to secure Welsh Government funding to implement the transformation programme.</p> <p>Professor Moore asked whether the prospects of delivering the outcomes are realistic. Kamala explained that there remain major challenges, but the programme management approach gives us a chance to achieve this. Mark Wilkinson understood the level of scepticism but explained that with the successful recruitment of an additional 6 consultants across North Wales, taking the number up to 41 in total, this can be achieved. The Chair said it should be noted that demand is up year on year.</p>	

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<p>S19/52.5</p> <p>S19/52.6</p> <p>S19/52.7</p> <p>S19/52.8</p>	<p>Cllr Mike Parry asked for clarity as to whether the National Standards were Welsh Government or UK related. It was confirmed these were Welsh Government standards. He asked about the cost for procedures undertaken outside North Wales and what this would have cost if undertaken within North Wales. Mark Wilkinson explained that some complex cases have always happened outside North Wales, but this has been exacerbated due to issues around changes to Consultant pensions, resulting in a reduction of waiting list initiative schemes.</p> <p>Garth Higginbotham asked whether there is a confidence that things will change. He said that it will be important to consult on the planned changes with moving services from Abergele and the need to move Urology to Bangor from YGC as a result of this. With the knock on effect of moving Vascular Services from Bangor. Kamala Williams explained that there are no definite decisions relating to Urology, but the impact was recognised. Mark Wilkinson reiterated that there are lots of changes that could happen which will all need to be consulted on and addressed.</p> <p>Jackie Allen asked whether additional theatre time had been addressed and beds ring-fenced. Kamala Williams explained that a capital investment bid to Welsh Government is being made to re-provide beds and theatres.</p> <p>The Chair summarised that whilst there is a want to support the initiative, there is a clear message to the Health Board that the outcomes need to be delivered.</p>	
<p>S19/53</p> <p>S19/53.1</p> <p>S19/53.2</p> <p>S19/53.3</p>	<p><b>Planning Update</b></p> <p>Mark Wilkinson, Executive Director of Planning and Performance presented an update on planning. Work is ongoing to develop a Plan for 2020/23. The Health Board have been unable to submit a Plan for 2019/20 due to not being financially balanced and the ability to deliver timely access. There is a commitment to develop an approvable IMTP for submission to Welsh Government. The Plan will link to A Healthier Wales. We are strengthening our approach by working on a Health Economy basis, rather than BCU wide. The three year plan will be presented to the Health Board in January, before onward submission to Welsh Government by the end of January 2020.</p> <p>Cllr Louise Emery raised that whilst winter pressures are an issue, it should be noted that for North Wales, with the tourist season, summer pressures are also an issue.</p> <p>Jackie Allen asked whether the Health Board would have a 10 year plan. Mark Wilkinson explained that the Board's approved Living Healthier Staying Well was the 10 year plan and that the Clinical Strategy will build upon this. Jackie asked about the transparency of plans. Mark explained that the Board always looks at the needs of the population to inform the plan.</p>	

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S19/54	<b>Well North Wales Programme</b>	
S19/54.1	Mr Glynne Roberts, Programme Director – Well North Wales was welcomed to the meeting to give a presentation on the Well North Wales Programme. Glynne explained that this programme is part of the overall Board’s Strategy and fits with the Health Improvement and Health Inequalities part of the work. It is a framework for local communities and organisations to work together to improve health and well-being and reduce inequalities. It focuses on networking, housing and homelessness, food poverty, health and well-being hubs and social prescribing. It is noted that 3 out of 10 areas of deprivation in Wales are in North Wales.	
S19/54.2	There are links to A Healthier Wales with a focus on prevention. Health and Well-being centres are being developed. Work on homelessness continues. There are community based projects. Work is ongoing with partners around food banks and with educating and training the public. Social prescribing aims to bring people out of isolation. An example of this is with the Arts in Health, bringing people together. The Health Board is working closely with the Local Authorities and there remains a challenge co-ordinating this across such a large Health Board.	
S19/54.3	Garth Higginbotham expressed shock at some of the statistics featured in the presentation around poverty and how this can be. Glynne Roberts said that creating these infrastructures does make a difference.	
S19/54.4	Ann Woods said that the pressures on the Health Service could be greatly reduced if this Programme is done right. She noted that social prescribing is also undertaken within other sectors.	
S19/54.5	Gwilym Ellis Evans asked about funding for night shelters. Glynne Roberts said that there is no Health Board funding for them. Homelessness is not just about those on the streets. Welsh Government are looking at the whole issue and there is cross party support in Wales to address the homelessness issue.	
S19/54.5	Jackie Allen said that people from a community first area, would not always acknowledge the deprivation. There are also people that abuse the system and how do we identify the genuine cases. This was acknowledged and it was agreed that no one person can achieve this alone.	
S19/54.6	Professor Moore said that we are in a society that can seem to promote poverty and cited universal credit as a potential example.	
S19/54.7	The Chair summarised that the Group value the work that is being done and that it is pleasing to hear it is well connected with the Local Authorities. The Group support the work that is being done, but have concern about increased deprivation and poverty, and addressing health inequalities.	

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S19/55	<b>Draft Notes of previous meeting held 10<sup>th</sup> September</b>	
S19/55.1	The Minutes were approved as an accurate record.	
S19/55.2	It was agreed that the membership list should be refreshed and circulated to the Group for confirmation, following some noted changes.	<b>Suzanne Didcote</b>
S19/56	<b>Chair's Advisory Report to Board</b>	
S19/56.1	The Chair confirmed that the advisory note was reported to the Board and the Group's concerns were understood and received.	
S19/57	<b>Summary Action Log</b>	
S19/57.1	The Group received the Action Log, of which there are currently no open actions.	
S19/58	<b>Items to be considered for next meeting &amp; Forward Plan</b>	
S19/58.1	The following items were agreed for the next meeting: <ul style="list-style-type: none"> <li>• Ophthalmology business case</li> <li>• Urology business case</li> <li>• Medicines Management update</li> <li>• Finance update</li> <li>• Annual Quality Statement</li> <li>• Chair and Vice Chair election process</li> </ul>	
S19/58.2	Cllr Mike Parry asked whether Welsh Ambulance Services could be invited along to the meeting to give an update on ambulance delays. The Chair confirmed that this would be considered.	<b>Suzanne Didcote</b>
S19/59	<b>Evaluation of Meeting</b>	
S19/59.1	The Chair asked for any feedback on the meeting. Garth Higginbotham congratulated the Chair on his exemplary Chairmanship. A discussion took place around whether the agenda should feature more presentations from other Stakeholders and whether this would help improve the attendance at the meeting by Local Authorities and other partners. The Chair and Mark Wilkinson explained that the Stakeholder Reference Group, which is a sub-committee of the Health Board focuses on the strategic issues for the Health Board and uses this forum as a way of consulting with our Stakeholders.	
S19/59.2	Jackie asked whether consideration should be given to the Local Authorities to devolve their membership to others to ensure attendance. The Chair confirmed that this would not be an issue and that recent communication regarding lack of attendance had suggested this approach. It was suggested that where there are items on the agenda that require Local Authority feedback, this should be flagged when papers are sent out.	

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S19/60	<p><b>For information – Items circulated between meetings</b></p> <ul style="list-style-type: none"> <li>• Hearing Loss Survey and Engagement Feedback from SPPH</li> <li>• Draft Strategic Equality Plan Consultation</li> <li>• Contact Lens Service Update</li> <li>• YGC Park and ride Update</li> <li>• Third Sector Relationships Paper</li> </ul>	
S19/60.1	Gwilym Ellis Evans reported that funding bids are being considered for the hearing loss work.	
S19/60.2	The Chair asked all to send any comments on the third sector relationships paper to Sally Baxter.	
S19/61	<p><b>Items circulated to members for information</b></p> <ul style="list-style-type: none"> <li>• Welsh Language Services Annual Monitoring Report</li> <li>• Director of Public Health Annual Report</li> </ul>	
S19/62	<p><b>Date of Next Meeting:</b></p> <p>The next meeting is to be held on Tuesday 3<sup>rd</sup> March 2020 at 10am, in Preswylfa, Mold.</p>	

Attendance Register:

Name	Title / Organisation	4/6/19	10/9/19	17/12/19	3/3/20
Mr Ffrancon Williams	Housing Associations (Chair)	√	√	√	
Mr Gwilym Ellis Evans	Mantell Gwynedd (Vice Chair)	√	√	√	
Mr Mark Wilkinson	Director of Planning and Performance, BCUHB – Lead Exec	√	√	√	
Cllr Penny Andow	Conwy County Council	x	x		
Cllr Louise Emery	Conwy County Council			√	
Mrs Fiona Evans	Conwy Voluntary Services Council	x	x	√	
Cllr Llinos Medi Huws	Anglesey County Council	x	x	x	
Cllr Christine Jones	Flintshire County Council	x	x	x	
Mr Andy Long	WAST – Area Manager North	x	x	x	
Cllr Joan Lowe	Wrexham County Council	X	x	X	
Cllr Christine Marston	Denbighshire County Council	X	x	X	
Cllr Dafydd Meurig	Gwynedd County Council	X	x	X	
Professor Roberts Moore	North Wales Regional Equality Network	X	√	√	

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Cllr Mike Parry	One Voice Wales		√	√	
Mrs Sian Purcell	Medrwn Mon Voluntary Services Council	X	√	x	
Helen Wilkinson	Denbighshire Voluntary Services Council	X	x	x	
Mrs Ann Woods	Flintshire Voluntary Services Council	X	x	√	
Ms Claire Sullivan	NEWCIS	X	x	x	
Mrs G Winter	Carers Trust	X	x	x	
Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB	√	√	x	
Mrs Julie Pierce	Denbighshire Voluntary Services Council	√	√ Mair Davies attended	x	
Mrs Fran Hughes	Flintshire Voluntary Services Council	√	√	X	
Ms Llinos M Roberts	Carer's Outreach Service, BCUHB West Area	√	x	√	
Mrs Mary Wimbury	Care Forum Wales	√	x	x	
Mr Mark Thornton	NWCHC Chair	√	x G Higginbot ham attended	x GH attended	
Mrs Katie Sargent	Assistant Director – Communications, BCUHB	√	√	x	
Mr Trystan Pritchard	North Wales Hospices Rep		√	x	
Mrs Sherry Weedall	AVOW	n/a	√	x	

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