



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

**Notes of the meeting held on 14.12.20
Virtual meeting**

Present:	Representative of:
Mr Ffrancon Williams	Housing Providers (Chair)
Mrs Jackie Allen	Wrexham Third Sector
Mr Andy Burgen	Community Health Council
Ms Clare Budden	Housing Providers (shadow)
Mr Gwilym Ellis Evans	Mantell Gwynedd
Cllr Louise Emery	Conwy County Council (part meeting)
Mrs Fiona Evans	Conwy Voluntary Services Council
Cllr Christine Marston	Denbighshire Local Authority
Cllr Hilary McGuill	Flintshire County Council (part meeting)
Prof Robert Moore	North Wales Regional Equality Network
Cllr Mike Parry	One Voice Wales (part meeting)
Mr Trystan Pritchard	North Wales Hospices
Mrs Sian Purcell	Medrwn Môn Voluntary Services Council
Mr Stephen Williams	Welsh Ambulance Services Trust (part meeting)
Mrs Ann Woods	Flintshire Local Voluntary Council
In Attendance:	
Mr Mark Wilkinson	Executive Director Planning and Performance
Mrs Katie Sargent	Assistant Director - Communications
Mr John Darlington	Assistant Director Corporate Planning (part meeting)
Mr Andrew Kent	BCU Interim Head of Planned Improvement (part meeting)
Miss Teresa Owen	Deputy Chief Executive / Executive Director Public Health (part meeting)
Mr Iain Wilkie	Interim Director Mental Health & Learning Disabilities (MHL) (part meeting)
Dr Alberto Salmoiragi	Medical Director MHL (part meeting)
Mrs Jill Timmins	Programme Director Ablett redevelopment (part meeting)
Mrs Clare Darlington	Assistant Director Primary and Community services (part meeting)
Ms Diane Davies	Corporate Governance Manager

Agenda item	Action
<p>S20/40 Welcome and Apologies</p> <p>S20/40.1 The Chair welcomed Clare Budden to her first meeting of the SRG as shadow representative of Housing Associations. It was understood that Clare Budden would be the nominated representative following Mr Ffrancon Williams' departure in April 2021 having undertaken maximum tenure.</p>	

<p>S20/40.2 Apologies were received from Joan Lowe, Dafydd Meurig, Llinos Medi Huws, Mary Wimbury and Liz Wedley WAST for whom Steve Williams deputised.</p>	
<p>S20/41 BCUHB planning update</p> <p>S20/41.1 The Executive Director of Planning and Performance advised on the recent step down from Special Measures status and reduced capacity in Planned Care due to the Covid19 pandemic response. Whilst activity was currently at approximately 50-60% this had resulted in growing waiting lists. Much work was necessary to mitigate harm including for those whom were suffering economic and mental health issues due to lockdown regulations. He also advised that the Board had received the significant news that Welsh Government (WG) had agreed a 3-year resource settlement instead of 1 year which would help the Health Board to better plan for the future. In addition, £82m had also been provided over the next 3 years but not further. He referred to the presentation provided to members which included strategic priorities from WG, BCU's refreshed core priorities 2021/22, Outcomes required 2021/24, Ministerial priorities 2021/22, 2021/22 Commissioning intentions within Planned Care, Safe Unscheduled Care, Mental Health and safe and secure environment for our people in addition to the planning governance and timetable.</p> <p>S20/41.2 The Hospices representative acknowledged BCU's de-escalation from special measures and questioned whether the additional monies would be utilised across North Wales. The Executive Director Planning and Performance advised that this would be utilised to ensure delivery of balanced financial plans which would allow more work to be done and shift the debate from the deficit to a more positive agenda of service improvement with robust financial plans.</p> <p>S20/41.3 The Conwy County Council representative questioned whether addressing health inequalities was included in the strategic priorities which was confirmed by the Executive Director of Planning and Performance. It was acknowledged that addressing the variety of issues in this area also involved Local Authorities and partnership space. The Conwy County Council representative also questioned what support patients were provided with whilst facing extended waiting times for planned care during the pandemic. The Executive Director of Planning and Performance provided examples such as non-surgical alternatives and resources such as Apps to assist patients, he also referenced prevention that could assist people to make healthy choices.</p> <p>S20/41.4 The Shadow Housing Associations representative observed that BCU's focus remained on health issues rather than wider issues and questioned what more could be done in building on existing partnerships, changes in the partnership working space and how that might that affect the SRG. The Executive Director of Planning and Performance referenced</p>	

areas currently being supported by transformation funding, which involved LAs and other partners, and the need to move them to a sustainable footing. He commented on the potential to develop pooled budgets and exploring joint commissioning, as in other areas of the UK, to provide better services for the community. In relation to the broader perspective he also commented that health services needed to be less hospital centric.

S20/41.5 The NWREN representative volunteered to signpost literature available regarding health inequalities and Covid19 on request. He also drew attention to access issues to Primary Care, citing examples encountered by disadvantaged groups. The Executive Director of Planning and Performance provided assurance that Primary Care was operating during the pandemic and was providing the bulk of support in relation to Covid19. He acknowledged this service to be crucial in providing 90% of care for 10% of BCU's budget and emphasised the importance of ensuring delivery in a safe manner. The Executive Director of Planning and Performance took on board the NWREN representative's comment regarding the disproportionate effect that Covid19 had on the BAME community which BCU was addressing.

In summary the SRG

- recognised the challenges the Health Board faced in the current climate, as well as the funding made available to address the deficit and delivering on non-deficit plans going forward
- were concerned regarding health inequality issues which the pandemic had further highlighted for disadvantaged groups
- raised concern that access to primary care was perceived to be difficult for face to face appointments, especially for some groups
- noted BCU was addressing socio economic duty and those whom were disproportionately affected with BAME characteristics

S20/42 Development of Diagnostic Treatment Centre (DTC) model

S20/42.1 BCU Interim Head of Planned Care Improvement's presentation outlined the challenges, actions, progress to date and risks currently within Planned Care. He stated that Planned Care was one of the largest casualties of Covid19. Planned care recovery would require a number of enablers to be moved forward between 2020-23 in order to transform services and benefit the north Wales population. He referenced BCU's six point plan to move forward a transformative ambulatory care model with an improved inpatient facility utilising a value based healthcare system. The Interim Head of Planned Care Improvement pointed to ideally supporting 2 DTCs and emphasised the need to ensure there was an early effective critical interface with primary care in order to release capacity within secondary care. The service specification at September 2020 was outlined within the presentation however this had not yet been agreed. The ambition to be able to 'do this week's work in this week' was shared with members as he outlined the facilities and services envisaged

to provide a state of the art facility which could provide significant benefits for the population of north Wales.

S20/42.2 The AVOW representative questioned the level of grass root engagement undertaken to date and how BCU would address staffing levels, including the resources required to deal with the accumulating large backlogs. The Interim Head of Planned Care Improvement advised that the development was currently at a conceptual stage and that a phased approach would be required in the meantime. Workforce modelling was being developed and he highlighted the positive potential of involving partners in the transformative journey which would require different roles and skills. The new ways of working could also attract new candidates. He advised that these areas would be explored in greater detail should the DTC proceed as an outline business case.

S20/42.3 The Conwy Voluntary Services Council representative acknowledged the potential opportunities for training and upskilling staff. In response to her question on whether patients would require GP referral to access DTC services, it was confirmed this would be necessary in line with what was deemed best practice.

S20/42.4 The Flintshire County Council representative also questioned when staff upskilling would take place. It was advised that this detail would be included in the Strategic Outline Case stage. It was also confirmed likely that GPs would be supported to develop additional skills within specialisms.

In summary the SRG

- supported this exciting project which is at the Strategic Outline Case development stage
- recognised the opportunities for upskilling staff and redesigning Referral to Treatment and the one stop, value-based pathway approach
- supported the Interim Head of Planned Improvement in his assessment for the need for 2 centres given BCU's geography, whilst recognising this had not been defined further than at a centre east and a centre west location at present

S20/43 Update on Mental Health & Learning Disabilities services

S20/43.1 The Deputy Chief Executive / Executive Director Public Health, Interim Director MHL, Medical Director MHL and Programme Director Ablett redevelopment joined the meeting for this item.

MH update

S20/43.2 The MHL Medical Director guided members through a presentation which encompassed strategic framework for Mental Health, current system, allocation of resources, limitations and issues, future provision, principles driving strategy implementation, cultural changes,

update on Winter plan and future developments, priorities and national issues in delivering essential services.

S20/43.3 The Flintshire Voluntary Services Council representative emphasised the importance of multiagency working and reflected that current forums with LITs, whilst pivotal to strategy delivery, were not meeting effectively currently. The MHLD Medical Director referred to current high sickness rates which were also impacting attendance, however he sought to re-establish and move this forward.

S20/43.4 The WAST representative commented on WAST collaborative work nationally and pilot work with the central area.

S20/43.5 The AVOW representative reflected that expectations in provision of Care Closer to Home would have associated impacts on community and primary care. She questioned how much communication and commitment there was for MH in this area and how it could impact on families. The MH Medical Director pointed to increasing MH specialism within GP clusters and shared national experience in relation to GP burden. He also highlighted the intention to pursue greater support for carers.

Ablett Redevelopment

S20/43.6 The Programme Director Ablett Redevelopment outlined key progress to date. It was noted that a strategic outline case had been approved in May 2019 however the preferred option to demolish and rebuild had been halted due to a number of additional considerations. The new preferred option would be on a larger footprint and therefore built at a different location on the YGC site. She shared details of additional capital and resources which needed to be addressed. It was also understood that planning issues could affect the new timeline of providing an Outline Business Case by March 2021.

S20/43.7 The Denbighshire LA representative questioned the numbers of car parking spaces that would be lost to the larger build footprint. It was noted that there would be adequate replacement car parking spaces made available along with an improved transport strategy. Discussions were taking place with the hospital management team in relation to use of the existing building including the storage of medical records.

S20/43.8 The AVOW representative questioned whether any disruption would be envisaged within ED should a Post Intensive Care Unit (PICU) be introduced. It was noted that work was ongoing to consider this.

In summary the SRG

- supportive of the Mental Health Strategy developments outlined, including progress of the Ablett redevelopment strategic and outline business case
- acknowledged that BCU had been taken out of special measures however there remained work to do.

<ul style="list-style-type: none"> acknowledged challenges in respect of staffing levels, including increased sickness through the pandemic, and welcomed opportunities for more partnership working that also embraced the voluntary sector. reflected on the need to explore a communication plan which also explained how the wide range of mental health services available could be accessed as the current plethora of resources were difficult for members of the public to effectively navigate 	
<p>S20/44 Primary Care Update</p> <p>S20/44.1 The Assistant Director Primary and Community services provided a presentation which outlined the strategic programme for Primary Care and its implementation, national Primary Care operating framework priorities, response to Covid19, planning for Winter, Primary and Community Care Academy and future focus.</p> <p>S20/44.2 The NWREN representative sought assurance on access during covid19 pandemic as patients, especially over 55s, were expressing anxiety around not being able to access the same physician and the ensuing lackof continuity of care which potentially raised other issues. The Assistant Director Primary and Community services acknowledged the current GP workforce instability in some areas of the Health Board, however this was not across north Wales. She described the advantages of seeing the most appropriate healthcare practitioner which had been introduced in many managed practices and acknowledged that improved communication of this way of working could be beneficial.</p> <p>S20/44.3 The Conwy Voluntary Services Council representative questioned progress of the new Academy and whether there would be linkage with DTC training. The Assistant Director Primary and Community services advised that the Academy was supporting new practitioners as a priority and work was progressing to support the primary and secondary interface. The Conwy Voluntary Services Council representative welcomed development of the Academy and its continuance during the pandemic.</p> <p>S20/44.4 The One Voice Wales representative raised concern on general access to GP practices, citing individual examples of negative experiences i.e. a stroke patient and also blood testing within a carpark. The Assistant Director Primary and Community services welcomed the comments and also requested further detail regarding prescription ordering issues that had been raised in orderthat these could be followed up. She advised that GPs were being supported to follow national guidance which was changing in relation to clinical triage during the pandemic.</p> <p>In summary the SRG</p> <ul style="list-style-type: none"> generally supportive for the changes and adaptations introduced during the Covid19 pandemic 	

<ul style="list-style-type: none"> reflected a tangible concern amongst various areas of the community that they perceive an inability to access various primary care services sought reassurance on what services were available to access; important to reassure the public of delivery “in the here and now” 	
<p>S20/45 Draft notes of the meeting held on 28.9.20 matters arising and summary action plan</p> <p>The notes were agreed subject to an amendment to be provided by the One Voice Wales representative re public ‘perception’ of accessibility S20/28.8</p>	MP
<p>S20/46 Advisory note to the Board 28.9.20 meeting</p> <p>S20/46.1 The report was positively received by the Board.</p> <p>S20/46.2 The Board agreed the co-opting of the Shadow Housing Association representative.</p> <p>S20/46.3 In respect of the North Denbighshire Community Hospital, the Board took onboard the SRG’s concern regarding the planning timetable. It was noted that the programme business case had been submitted to WG, and the name had reverted to Royal Alexandra.</p> <p>S20/46.4 The Board noted the SRG’s comments in respect of engagement regarding BCU’s developing Clinical Strategy.</p>	
<p>S20/47 Items to be considered at next meeting and forward plan</p> <p>Following discussion, the SRG suggested the following areas</p> <ul style="list-style-type: none"> BCU 3 Year Plan / Corporate Planning update Update on Digitally Enabled Strategy Engagement Clinical Services Strategy development progress Vaccination rollout Business cases in development 	
<p>S20/48 Date of next meeting</p> <p>22.3.20 venue/virtual platform to be advised</p>	

Attendance Register

Name	Title / Organisation	3.3.20	22.6.20	28.9.20	14.12.20
Mr Ffrancon Williams	Housing Associations (Chair)	✓	✓	✓	✓
Mr Gwilym Ellis Evans	Mantell Gwynedd (Vice Chair)	✓	✓	x	✓
Cllr Llinos Medi Huws	Anglesey County Council	x	x	x	x
Cllr Louise Emery	Conwy County Council	x	x	x	✓
Cllr Christine Marston	Denbighshire County Council	✓	✓	✓	✓
Cllr Hilary McGuill	Flintshire County Council	x	✓	✓	✓
Cllr Dafydd Meurig	Gwynedd County Council	x	x	x	x
Cllr Joan Lowe	Wrexham County Council	✓	✓	✓	x
Cllr Mike Parry	One Voice Wales	✓	✓	✓	✓
Mrs Sian Purcell	Medrwn Mon Voluntary Services Council	x	✓	✓	✓
Mrs Fiona Evans	Conwy Voluntary Services Council	✓	✓	✓	✓
Mrs Debbie Thompson	Denbighshire Voluntary Services Council	✓	✓ SH	x	x
Mrs Ann Woods / Mrs Millie Boswell	Flintshire Voluntary Services Council	✓	✓	✓ MB	✓
Mrs Jackie Allen	AVOW Wrexham Third Sector	x	✓	✓	✓
Ms Claire Sullivan	NEWCIS	x	x	x	x
Mrs G Winter	Carers Trust	x	x	x	x
Ms Llinos M Roberts	Carer's Outreach Service, BCUHB West Area	x	✓	✓	x
Mrs Mary Wimbury	Care Forum Wales	✓	✓	✓	x
Professor Robert Moore	North Wales Regional Equality Network	x	✓	✓	✓
Mr Trystan Pritchard	North Wales Hospices	✓	✓	x	✓
Ms Clare Budden	Shadow Housing Associations				✓
Mr Wayne Davies	Welsh Ambulance Services Trust	x	x	✓	✓ SW
Mrs Jackie Allen / Mr Andy Burgen	NWCHC Chair / NWCHC Vice Chair	✓GH	✓PR	✓ AB	✓AB
Mr Mark Wilkinson	Director of Planning and Performance, BCUHB – BCU Lead Executive	✓	✓	✓	✓
Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB	x	✓	x	x
Mrs Katie Sargent	Assistant Director – Communications, BCUHB	x	✓	✓	✓