



## Healthcare Professionals Forum (HPF)

Minutes of the meeting held on Friday 13<sup>th</sup> September 2019

<b>Present:</b>	
Mr G Evans	Therapies Representative (Chair)
Prof M Rees	Specialist & Tertiary Medicine
Mr A Murphy	Optometry Advisory
Mr A Thomas	Executive Director of Therapies and Healthcare Sciences (Lead)
Ms M Jones	Nursing
Mr Ian Douglas	Dental
Ms S Murphy	Hospital and Primary Care Pharmacy
Dr J Nankani	Primary Care and Community Medical
<b>In Attendance:</b>	
Mr M Wilkinson	Executive Director of Planning and Performance
Ms S Baxter	Assistant Director for Health Strategy
Dr J Newman	Director of Performance
Ms S Thomas	Head of Equality and Human Rights
Dr M Maxwell	Senior Associate Medical Director/1000 Lives Clinical Lead
Mrs D Platt	PA to Executive Director Therapies & Health Sciences – for minutes.
<b>H19/29 Welcome, Introductions and Apologies</b>	
<p><b>H19/29.01</b> Mr Evans opened the meeting and welcomed those present. Introductions were undertaken for Mr Ian Douglas, Dental representative.</p> <p><b>H19/29.02</b> Apologies received on behalf of Jane Wild, Fiona Giraud, Mandy Jones and John Speed</p> <p><b>H19/29.03 Mental Health representation.</b> It had been noted that the representative for Mental Health continued to be sought.</p>	
<b>H19/30 Declarations of Interest</b>	
<p><b>H19/30.01</b> No declarations of interest were made.</p>	
<b>H19/31 Draft minutes of the meeting held on Friday 14<sup>th</sup> June 2019 – for approval.</b>	
<p><b>H19/31.01</b> The minutes of the meeting held on 14<sup>th</sup> June were approved as a correct record.</p>	
<b>H19/32 Matters arising and summary action log</b>	
<p><b>H19/32.01</b> The Specialist and Tertiary Medicine representative provided a further update members on item H19/22.03 discussed at 14<sup>th</sup> June 2019 meeting and informed members that Dr K Clark has organised a meeting to look further into this in</p>	

relation to “deep dives” and the current workforce issues. A discussion ensued on whose responsibility this would come under and in particular the decision around advertising for substantive doctors.

**H19/32.02** Members noted this is currently being looked into by the Office of the Medical Director.

**H19/32.03** The Specialist and Tertiary Medicine representative wished to update on item H19/22.12, discussed initially at the 14<sup>th</sup> June 2019 meeting. Members were informed a Rheumatology Consultant has now decided to leave due to the bureaucracy of recruitment. Members were advised the importance of exit interview feedback and noted by those who are leaving and informed this is being taken forward by the Office of the Medical Director.

**H19/32.04** Updates were provided for incorporation into the summary action log.

### **H19/33 Introduction and Overview of Planning and Performance Directorate.**

**H19/33.01** The Executive Director for Planning and Performance, Mr Mark Wilkinson joined the meeting and introductions were undertaken by Members of the Forum. The chair gave a background to the forum informing that it is an Advisory Committee to the Health Board. Members of the group represent the following areas: Specialist and Tertiary Medicine; Community Pharmacy; Dental; Hospital and Primary Care Pharmacy; Scientific, Therapies; Optometry; Primary Care and Community Medicine.

**H19/33.02** It was noted that HPF is a very active advisory committee in North Wales and meets on a quarterly basis. A Chair’s report is generated after each meeting which is reported to the Health Board.

**H19/33.03** Members were advised the Estates and Facilities Department also come under the portfolio of the Executive Director of Planning and Performance.

**H19/33.04** The Executive Director of Planning and Performance then discussed with members his vision for Planning, Performance and Estates. Members were informed of the following:

- **Planning** it is important to ensure that our plans are SMART (Specific, Measurable, Achievable, Realistic, and Time). It is important to ensure our plans are “brought to life” that they are dynamic. It was noted that previously our plans have been Corporate, but ideally plans need to be built up from services and teams, which is the approach going forward.
- **Performance**, there is a need to focus on accountability to deliver and look at improving on managing money, delivering unscheduled care and improving access to planned care services.

A discussion ensued on how the Health Board is going to look into the areas that are being mis-represented. It was acknowledged the underdeveloped areas are Primary Care and Demand Management and the pressure seems to focus on what is in front of us but not what the bigger picture is.

- Estates and Facilities, members were informed the health board is addressing the immediate risks and the looking at the broader development as the condition of the estate needs to be addressed and prioritised. It was mentioned we should be looking across and out not looking upwards, need for collaboration and to take pride in the services the Health Board delivers, important to convey this and be aware of the possibility of what we can achieve in the future.

**H19/33.04** Members asked where we are with the development of Wrexham and advised a plan has been submitted to Welsh Government, this is a 5-10 year plan to ensure we are able to deliver on the site. The broader development of the site will be presented to Welsh Government by the end of this year. However, the immediate issues are the Business Continuity and experiencing Power Outages which are affecting the delivery of the service.

**H19/33.05** Members thanked the Executive Director of Planning and Performance for attending the meeting and for providing an informative overview.

*[Mr Mark Wilkinson left the meeting]*

### **H19/34 Corporate Planning Update**

**H19/34.01** The Assistant Director for Health Strategy gave an update to members on Developing our Clinical Services Strategy. The presentation incorporated the following:

- Reviewing our strategy
- Population Health
- Life expectancy at birth – trends (1) and trends (2)
- Review of current strategies and evidence
- Living Healthier, Staying Well
- A Healthier Wales: actions required to date
- Acute hospital care – current position
- Other major services – current developments
- What else will shape the future clinical services strategy
  - Quality and Outcomes
  - Better value approach
  - Interdependencies – e.g. Emergency Departments
  - High volume specialities – inpatients
  - High volume specialities – outpatients
  - Top 5 presentations at Emergency Departments
  - National Clinical Plan
  - Financial sustainability
  - Workforce sustainability
- Where does this take us?
- Priorities identified to date
- Clinical leadership
- Questions to consider.....
- Next steps

**H19/34.01** Members were advised by the Assistant Director for Health Strategy there are themes coming through, mainly round quality, training, research and information and digital health as well as Blue Light travel times and looking at the whole pathway to the service.

The question “how can we move this around” was asked and members advised of the following:

1. Make sure our senior leaders appropriately delegate and support
2. Important to have improvements in the Estates and Facilities, look at retaining our staff
3. NICE and All Wales Strategy, is this included in the work that Planning undertakes.

**H19/34.02** A discussion ensued and it was noted all have responsibility as members of the Health Board who may attend National Groups and important to disseminate the communication across the Health Board.

**H19/34.03** The Chair asked what is the current time frame for this and was informed the evidence will be discussed with Executives and the Board, once the review has been undertaken and it is hoped the document will be written up by December 2019/January 2020.

*[Sally Baxter left the meeting]*

### **H19/35 Performance Update**

**H19/35.01** Members received a presentation from Dr Jill Newman - Director Of Performance. The presentation incorporated the following:

- Performance Framework
- Key Performance Indicators
- RTT – Waiting List All BCU Patients
- Diagnostics – unvalidated over 8 week position
- Cancer
- Unscheduled Care
- Ambulance Handover and DTOC
- Quality Improvements – reducing Mortality
- BCUHB Reducing Harms – Collaborative Approach
- The Future of Performance

**H19/35.02** Members were informed the long-term objectives for performance is delivering a better outcome for Wales and the “A Healthier Wales” is a long-term objective for Welsh Government, the Health Board and the Population.

**H19/35.03** Members noted the Key Performance Indicators which had been highlighted as main area which the Health Board is working towards.

**H19/35.04** A discussion ensued on Dentistry E-Referrals into Secondary Care and how this has to be undertaken on-line and include Radiograph/Photograph, it was noted 1/3

of these referrals should be done in primary care and this is a saving for the Health Board. It was noted Optometry will have an E-referral by December 2019. It was acknowledged that there is not a robust triage/signposting in place, but the Health Board is moving towards a full e-referral system, which will have a shared care, treatment planning between Primary and Secondary Care.

**H19/35/05** This led onto a discussion around how we organise accountability, which would help with the change and a further discussion ensued around Physicians Associates in managed practices.

*[Dr Jill Newman left the meeting]*

## **Comfort Break**

### **H19/36 Development of Strategic Equality Draft Objectives**

**H19/36.01** The Forum welcomed Sally Thomas, Head of Equality and Human Rights to the meeting and members received a presentation on Strategic Equality & Human Rights Plan 2020-2024, which incorporated the following:

- Background to the Plan
- Our work to date
- Our draft Equality Objectives – detailing objectives, 1, 2, 3, 4, and 5
- Questions to HPF Members

The Developing BCUHB Draft Equality Objectives for Engagement 2019 had been distributed to Members prior to the meeting.

**H19/36.02** The Head of Equality and Human Rights attended to provide the background to the work that is taking place to revise the Health Boards Strategic Equality Plan and Equality Objectives as part of the 4yrly statutory review, the SEP is currently going through the internal approval process before a period of consultation in October. Wales has the strongest equality laws across GB and the Welsh Government are currently working to further strengthen the equality and rights protections afforded to individuals in Wales. This includes enactment of the Socio Economic Duty which places a Duty on the Health Board to consider socio economic issues in decision making. The objectives have been informed by a wide range of evidence including the Equality Human Rights Committee (EHRC) report *Is Wales Fairer 2018?* Which sets out the equality and human rights challenges for Wales and further shaped by engagement with a range of stakeholders representing people with protected characteristics. 8 high level objectives have been identified.

**H19/36.03** Members were advised that the consultation document containing more detail will be circulated in October and encouraged the Committee to respond.

Discussion took place about the principles of the social model of disability, gathering and analysing staff information including themes from exit interviews. Support for disabled staff was raised and in particular mental health in the workplace and if this support may be accessed by independent contractors, the Head of Equality and Human Rights advised she would raise with the Assistant Director of WOD. Equality training was also raised and members were advised BCU compliance is 85% currently and that training is also made available for primary care.

**H19/36.04** Members of the forum asked if the Equality training could be offered and asked if this could be raised with and circulated via LMC to encourage uptake.

*[Sally Thomas left the meeting]*

### **H19/37 Quality and Improvement Hub (QI)**

**H19/37.01** The Senior Associate Medical Director Dr Melanie Maxwell presented the BCU Quality and Improvement Hub (QI) and the presentation incorporated the following:

- What is the hub?
- Quality framework
- What are the hub aims
- The offer
- What have we achieved so far?
- What next?
- How will we judge success?
- Why get involved?

**H19/37.02** Members received an overview of the above presentation and informed the BCUQI Hub will be celebrating its first birthday on the 20<sup>th</sup> September 2019.

**H19/37.03** Members were advised all Health Boards are now required to have a Quality and Improvement Hub. The function of the Hub is to look at *“How do we work together to improve services”* and through the quality framework, it is hoped this will be the way forward, and the idea of networking will help to deliver this.

**H19/37.04** Members recognised the importance to make connections, and were informed the QI Hub has just launched a data base detailing what projects are being undertaken, what has been achieved and being promoted. The data base also allows its members to share ideas and hope to have in the long-term thematic groups.

**H19/37.05** The QI Hub has spent a lot of time visiting and talking to staff, and has developed a website, which details pages such as:

- BCU Priorities
- Events/Training
- Getting Involved
- Resources

**H19/37.06** The Forum were informed the Hub has a 143 members, representation on Social Media/Facebook and have just under 200,000 views on Twitter.

**H19/37.07** Members were advised of the following:

- Bronze Taster sessions have predominantly been undertaken in the Primary Care Sector
- Currently running a collaborative on Septicaemia, as in the past there have been concerns and now seeing signification reduction and showing improvement on Sepsis Management.

**H19/37.08** A discussion ensued in relation to Academi Wales and how improvement practice had been undertaken a few years ago. The Specialist and Tertiary Medicine representative asked why this has not been merged with the QI Silver Training, as those who have undertaken the process with Academi Wales do not have Silver Accreditation. It was reported many of the Academi areas are now aligned. This led onto a further discussion on allowing time for staff to undertake these projects within the work place.

**H19.37.09** The Chair raised “to what extent is the organisation committed to this skill?” It was reported the Health Board is committed to the quality and improvement arena and committed to developing the improvement culture.

*[Mrs Susan Murphy left the meeting]*

*[Dr Melanie Maxwell left the meeting]*

### **H19/38 Chair’s and members’ written updates**

**H19/38.01** Members received the Pharmacy and Medicines Management Summary report from Mrs S Murphy and noted the following:

#### **Student success**

- Betsi Cadwaldr University Health Board pre-registration Pharmacists have passed their registration exam in June and therefore joined the General Pharmaceutical Council for register on 1<sup>st</sup> August 2019. Eight of the eleven newly qualified pharmacists will continue to work for the Health Board
- All 8 of BCUHB’s Foundation Pharmacists undertaking their final year of the Postgraduate Diploma in Clinical Pharmacy at Cardiff University have passed and therefore gained their qualification

#### **Launch of the new Independent Prescribing for Acute Conditions Enhanced Service within Community Pharmacy.**

- Betsi Cadwaladr University Health Board (BCUHB) has a network of 154 community pharmacies, each with a registered pharmacist on site. Transformational change around the Community Pharmacy workforce will provide additional support of unscheduled care. An Unscheduled Care National Enhanced service Specification has been developed for Wales and piloted across 14 pharmacies in BCUHB. The implementation of the full unscheduled care National Enhanced Service is due to start rolling out in BCUHB West area from early August 2019.
- The first contractor provider will be the Fferyllwyr Llyn Cyf small chain pharmacy group. The service will be provided from all 3 of their pharmacies in Llanbedrog, Blaenau Ffestiniog and Nefyn, and the company employ 5 pharmacists who are qualified independent prescribers. Once the service is fully utilised the three pharmacies will provide 144 appointments per week, 48 per week in each pharmacy, these will be offered on 6 days per week including Saturdays. Community pharmacy will report outcome measures to support evaluation of the

new service.

**H19/38.02** Members received the Nursing Summary report from Ms M Jones and noted the following:

- Betsi Cadwaldr University Health Board (BCUHB) Health Care Support Workers (HCSW) development Annual Report
- Claims and Redress team members
- End PJ Paralysis Global Summit 20198
- Impact and Reach Report 2019-19 – Older People’s Commissioner
- Nursing Now

**H19/38.03** Members received the Healthcare Science Summary report from Ms J Wild and noted the following:

- The inaugural conference for Healthcare Scientists, Allied Health Professionals and Pharmacists is being held on the 26<sup>th</sup> November, the theme for the conference is “Healthier Wales: the value of person centred care. A joint abstract is being submitted by BCUHB Healthcare Scientists (Audiology), Therapies (Physio) and Pharmacy to present the “*first point of contact*” work being undertaken by these services within Primary Care.

**H19/38.04** The member for Optometry wished to raise again the issues around the Contact Lenses Service. Members were informed the situation does not seem to have improved, however, has been informed Mr B Williams will be leading on this. A discussion ensued around information patients are receiving which seems to be misleading and also the lack of communication.

**H19/38.05** Members agreed this was more an operational issue and it was agreed for the Optometry Representative to email the Lead Executive Director of this Forum, who would then forward the concerns onto the appropriate Operation Lead.

**H19/39 Summary of information to be included in Chairs report to the Board**

- H19/32 Matters arising and summary action log
- H19/33 Introduction and Overview of Planning and Performance Directorate.
- H19/34 Corporate Planning Update – Developing our Clinical Services Strategy
- H19/35 Performance Update
- H19/36 Development of Strategic Equality Draft Objectives
- H19/37 Quality & Improvement Hub (QI)
- Members’ Summary Updates
- Exit Interviews

**H19/40 Items for information**

**H19/40 a Quality, Safety and Experience Committee held on 19<sup>th</sup> March 2019**

**H19.40 a** The minutes were received and noted.

**H19/40 b Minutes of the Professionals Advisory Group held on 4<sup>th</sup> June and 30<sup>th</sup>**

<p><b>July 2019</b></p> <p><b>H19/40 b</b> The minutes of the 4<sup>th</sup> June were received and the forum noted the draft minutes of the 30<sup>th</sup> June.</p>	
<p><b>H19/40 c Cycle of Business</b></p> <p><b>H19/40 c</b> Members noted the Cycle of Business</p>	
<p><b>H19/40 d Team Briefing updates</b></p> <p><b>H19/40 d</b> Members noted the team briefing update from July 2019.</p>	
<p><b>H19/41 Date of next meeting noted as:</b></p> <p><b>H19/41.01</b> 13<sup>th</sup> December 2019 from 9:30am - 12:30pm in the Board Room, Carlton Court, St Asaph, LL17 0JG</p> <p style="padding-left: 40px;"><u>Please note this may change to the 6<sup>th</sup> December 2019, but will confirm.</u></p> <p><b>H19/41.02</b> Future meeting dates:</p> <ul style="list-style-type: none"> <li>• 13th March 2020</li> </ul>	