

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

**Notes of the meeting held on 10 September 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
Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB
Mrs Mair Davies	Denbighshire Voluntary Services Council
Mrs Fran Hughes	Flintshire Voluntary Services Council
Mrs Sian Purcell	Medrwn Mon Voluntary Services Council
Prof Robert Moore	North Wales Regional Equality Network
Mr Garth Higginbotham	NWCHC
Mrs Katie Sargent	Assistant Director – Communications, BCUHB
Cllr Mike Parry	One Voice Wales
Mr Trystan Pritchard	North Wales Hospices
Mrs Sherry Weedall	AVOW Wrexham
<b>In Attendance:</b>	
Mrs Lesley Singleton	Director Partnership, Mental Health & Learning Disabilities <i>(part meeting)</i>
Mr Steve Forsyth	Director of Nursing and Operations, MH&LD <i>(part meeting)</i>
Mr Alberto Salmoiraghi	Consultant Psychiatrist / Medical Director, MH&LD <i>(part meeting)</i>
Mrs Joanna Garrigan	Chief Finance Officer, MH&LD <i>(part meeting)</i>
Mrs Sally Thomas	Head of Equality, Diversity & Human Rights <i>(part meeting)</i>
Mr Mike Townson	Senior Equalities Manager <i>(part meeting)</i>
Ms Suzanne Didcote	Secretariat for SRG

<b>Agenda Item</b>		<b>Action</b>
S19/33	<b>Welcome and Apologies</b>	
S19/33.1	The Chair welcomed Trystan Pritchard to his first meeting as the North Wales Hospices representative. Cllr Mike Parry was welcomed to his first meeting as the new representative for One Voice Wales. Sherry Weedall was welcomed as the representative for Wrexham AVOW.	
S19/33.2	<u>The following apologies were received:</u> Cllr Penny Andow, Conwy County Council Cllr Joan Lowe, Wrexham County Council Mrs Fiona Evans, Conwy Voluntary Services Council Cllr Dafydd Meurig, Gwynedd County Council Cllr Gladys Healey, Flintshire County Council Cllr Christine Marston, Denbighshire County Council Mrs Ann Woods, Flintshire Voluntary Service Council	
S19/33.3	The Chair noted the on-going lack of attendance by Local Authorities and it was agreed that the Health Board should write to the Local Authorities requesting that attendance at the SRG is prioritised.	<b>FFW</b>

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<p>S19/33.4</p> <p>S19/33.5</p>	<p><u>The Chair provided an update on Membership:</u>          Professor Robert Moore has been confirmed as the continuing representative for NWREN.</p> <p>Sian Purcell has been confirmed as the continuing representative for Medrwn Mon Voluntary Services Council.</p> <p><u>Chairman and Vice Chair Positions:</u>          The Director of Planning and Performance confirmed that the Health Board have extended Ffrancon Williams' position as Chair of the Stakeholder Reference Group for a further 12 months. Nominations had been sought for the position of Vice Chair, but as none were received, the Health Board have also confirmed Gwilym Ellis Evans to this position for a further 12 months. These tenures will come to an end in June 2020.</p>	
<p>S19/34</p> <p>S19/34.1</p>	<p><b>Declarations of Interest</b></p> <p>There were no Declarations of Interest</p>	
<p>S19/35</p> <p>S19/35.1</p> <p>S19/35.2</p> <p>S19/35.3</p>	<p><b>Mental Health Update</b></p> <p>The Chairman introduced representatives from the Mental Health and Learning Disabilities Division; Mrs Lesley Singleton, Director Partnership; Mr Steve Forsyth, Director of Nursing and Operations; Mr Alberto Salmoiraghi, Consultant Psychiatrist / Medical Director and Mrs Joanna Garrigan, Chief Finance Officer. The Service is in Special Measures and a lot of work has been ongoing in response to this. The service is also contributing to an overspend for the Health Board.</p> <p>A presentation was delivered to the Group. This highlighted that the Mental Health Service had developed a Strategy as part of the response to Special Measures. Partners are signed up to the Strategy. It focuses on patient need and diagnosis:- a lot of work was done on looking at the patient journey. A new model of care is being developed which is based on Primary Care / Community Care Hub / Bed Based Provision. This is linked to the ICAN pathway which is an alternative to statutory services. This has been tested in Unscheduled Care and has received a huge amount of praise from Service Users. The service is building priorities up, looking at what can be done differently, measuring success and finances. A lot of work was done in shifting the culture of Mental Health staff confidence following the Tawel Fan incidents and being placed in Special Measures. An emphasis is placed on valuing staff time and patients' time with their loved ones. There are proposals for additional investment in Primary Care Practitioners, Crisis Intervention and Rehabilitation.</p> <p>Mental Health and Learning Disabilities' budget account for 10% of the overall Health Board spend. The overspend has reduced and it is forecast that the Division will break even at the end of the financial year. This would compare favourably with a £10M overspend 2 years</p>	

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	ago. One of the big areas of spend is on out of area placements. Savings have been made by reviewing the packages of care and ensuring placements are appropriate. The number of out of area placements has reduced significantly as a result of reviews carried out.	
S19/35.4	Fran Hughes raised a query relating to the appropriateness of referrals made into the Service. It was confirmed that there are some inappropriate referrals made.	
S19/35.5	Sian Purcell asked what the response from GPs had been to the changes to referral pathways. Lesley Singleton confirmed that there were different pilots carried out in different areas as what may work in one area might not work in another. There was a scheme with one of the Colwyn Bay GP practices, with Clinicians working alongside GPs that had resulted in a 68% decrease in referrals. Across North Wales, there is at least one GP service in each area on the ICAN Pathway.	
S19/35.6	Cllr Mike Parry asked how patients who may be challenged by the front desk about the urgency of the need to be seen, who may be told they have to wait, how are these people being captured. It was explained that there is work ongoing with drop in centres being held, with practitioners available which helps people being referred on unnecessarily. There is also a call helpline.	
S19/35.7	The Vice Chair raised the issue of the lack of Consultants in Bangor. There is an historical vacancy level, and it was noted that this is unfortunately in line with the rest of the UK. There is also an issue with the uneven distribution of consultants across North Wales. Clinical Nurses or Pharmacists are used more widely so as to ensure efficiency of the Consultants time.	
S19/35.8	The Vice Chair also raised the issue around the costs associated with police detentions, as a recent news report had highlighted the high costs in Dyfed-Powys. This is high for North Wales, but the Service are working with them and there are plans to have Mental Health Practitioners in police control rooms. There is also a plan to have this in place with North Wales Ambulance Service.	
S19/35.9	The Chairman summarised that the work on the Pathway approach is encouraging with the projection of savings to break even. It is pleasing to hear of the effectiveness of the referral process and the Community Care Hub. He was encouraged to hear about the use of Mental Health Practitioners working with the Police.	
S19/36	<b>Service Strategy Update</b>	
S19/36.1	The Assistant Director – Health Strategy delivered a presentation on developing our clinical services strategy. This is building on the work undertaken for Living Healthier, Staying Well which was adopted by the Board in 2018. It is a requirement of Welsh Government that we have a Clinical Services Strategy as part of our 3 year planning process. It will give the Health Board direction and clear focus. Work	

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	<p>to develop the Strategy is going on with service users, groups and carers. Population and life expectancy trends are being considered. This fulfils the Welsh Government quadruple aim “A Healthier Wales”. Engagement with the Regional Partnership Board has taken place and there have been successful bids made for transformation funds. Current developments are taking place in concentrated hubs, i.e., Cardiac Care; vascular. This aids recruitment and is better supported. A better value approach is being adopted to look at maximising value for the population and across the whole pathway, to ensure resources are used efficiently and decisions are made on things that matter to the patients. Access and travel times are recognised within this work. An All Wales National Clinical Plan has been developed, which this work will link to, and priorities have been identified for discussion. The work will address financial sustainability to contribute to the recovery plan. It was noted that workforce sustainability is an issue. Current work is undergoing to engage with the relevant Forums, before public engagement takes place.</p>	
S19/36.2	<p>Garth Higginbotham raised a query relating to the Wrexham Maelor Redevelopment and whether it would be a better option to completely re-build. In response, it was explained that there will be a bid made to Welsh Government for funding in the form of a business case which includes a number of options, one of which will be to completely re-build. These bids will be competing against other Health Boards for the money available. In the short term, it was explained that there is an immediate focus on the high risk threats to clinical service delivery.</p>	
S19/36.3	<p>Trystan Pritchard reiterated the need to address access times and the importance of public engagement around changes to key services. Evidence is being looked at for service consolidation and improved outcomes. This is part of the pathway approach. It will address where concentration is not needed and the balance of services across North Wales. Workforce issues can also be a challenge and this may drive some measure of centralisation of certain services.</p>	
S19/36.4	<p>Cllr Mike Parry raised the issue of the time for an ambulance to get to the patient, on top of the travel time especially in some more remote or rural areas. There are potential eventual adverse outcomes if people are not getting to hospital quickly enough and possible further rehabilitation costs. The development of the strategy will take into account the necessary links with and required performance of the Welsh Ambulance Service.</p>	
S19/36.5	<p>Sian Purcell reiterated that transport and travel times are a huge area of concern. There is a need to balance the needs for people in remote access areas with a limited number of use, against wider population needs.</p>	
S19/36.6	<p>Professor Robert Moore said that transport and travel times is an all Wales issue. He informed the Group that the EHRC (Equality and Human Rights Commission) are placing emphasis on this.</p>	
S19/36.7	<p>In summary, the Chair emphasised the importance of public engagement that will be needed around the changes to services.</p>	

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	Transport links to access services and WAST performance (Welsh Ambulance Services Trust) needs to be taken into account and the whole issue needs be prioritised in some way.	
S19/37 S19/37.1	<b>Development of draft objectives to inform Strategic Equality Plan</b>  The Chair welcomed Sally Thomas, Head of Equality, Diversity & Human Rights and Mike Townson, Senior Equalities Manager to the meeting and they delivered a presentation to the Group. The Strategic Equality Plan is being developed and is currently going through internal procedures. Formal consultation on the Plan will follow. There is a duty on the Health Board to produce this Plan as part of the Equality Act. Work includes looking at research and publications, including the Wales Fairer report and engaging with a wide range of stakeholders. This has led to the development of a number of draft objectives: Identify and mitigate the impact of poverty; Reduce health inequalities; Protected characteristics; Advance gender equality; Personal security. This will all link to the Improvement Group structure work. The full consultation document will be sent to all Group members for review when it is available.	<b>Sally Thomas</b>
S19/37.2	Garth Higginbotham asked whether we are bound by UK law or European Law, and what impact leaving the EU might have on legislation. It was confirmed that we are bound by UK and Welsh laws. These laws would be strengthened even more in relation to socioeconomic duty by the end of the year.	
S19/37.3	Trystan Pritchard asked where our biggest challenges are. Poverty and inequality and disadvantaged older persons were confirmed as our biggest issues. This is our third Strategic Equality Plan and we have strong networks to drive this forward. We work closely with the Local Authorities and North Wales Police.	
S19/38 S19/38.1	<b>Third Sector Strategy</b>  The Assistant Director – Health Strategy gave a verbal update relating to the Third Sector Strategy. A summary of engagement feedback was reported to the Strategy, Partnership and Population Health Committee on 3 <sup>rd</sup> September, which would be shared with members of the Group. Themes are communication, trust, recognition, time and wealth of experience. Revised principles and actions to improve areas are being developed.	<b>Sally Baxter</b>
S19/38.2	Sian Purcell asked if there would be formal consultation on the Strategy. It was confirmed that this would be distributed in due course.	
S19/38.3	The Vice Chair raised a query relating to devolving the third sector budgets. It was confirmed that the Executive Team had approved devolved budgets for the Area Teams and Mental Health Teams where decisions can be made locally.	

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S19/38.4	Sally Baxter reported that a forum would be established over the coming year. This would follow a strategic commissioning approach and decisions would be made locally with necessary strategic co-ordination.	
S19.39	<b>Well-Being of Future Generations Act - update</b>	
S19/39.1	The Assistant Director – Health Strategy gave a verbal update relating to the Well-Being of Future Generations Act. This featured as a section within the Health Board Annual Report this year. Work is ongoing with the Office of Future Generations Commission and Wales Audit Office, with assessments taking place. Draft reports have been received and are being worked through. There is positive feedback, with some areas identified for developing further, notably environmental sustainability.	
S19/40	<b>Draft Notes of Previous Meeting held 4<sup>th</sup> June 2019</b>	
S19/40.1	The minutes were approved as an accurate record.	
S19/41	<b>Chair’s Advisory Report to Board</b>	
S19/41.1	This was presented to the July Health Board meeting and is circulated to SRG members for information.	
S19/41.2	Cllr Parry asked whether this could be shared with members in advance of being submitted to the Board. The Chair explained that due to the tight timeframe to submit these, it would not be possible.	
S19/42	<b>Summary Action Log</b>	
	The Group noted the updates that had been provided.	
S19/43	<b>Items to be considered for next meeting &amp; Forward Plan</b>	
S19/43.1	The following items were agreed for the next meeting: <ul style="list-style-type: none"> <li>• Social Prescribing and Health and Well Being Hubs</li> <li>• Three Year Plan update (from Cycle of Business)</li> <li>• Primary Care Updates (from Cycle of Business)– Chris Stockport to attend</li> </ul> <p>With the following items in reserve:</p> <ul style="list-style-type: none"> <li>• Any Business Cases (from Cycle of Business)</li> <li>• Workforce Strategy update</li> </ul>	
S19/44	<b>Evaluation of Meeting</b>	
S19/44.1	The Chair asked the Group for feedback on the meeting. The only comment raised was concerning the visual quality of some of the presentations, which was agreed would be flagged to future presenters.	<b>Suzanne Didcote</b>

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S19/45	<p><b>For information – Items circulated between meetings</b></p> <ul style="list-style-type: none"> <li>• HMP Berwyn Annual Report – emailed on 18/6</li> <li>• Third Sector Strategy Presentation – emailed on 18/6</li> <li>• Workforce Strategy – emailed on 5/7</li> <li>• Engagement Survey Results – emailed on 1/8</li> </ul>	
S19/46	<p><b>Items circulated to members for information</b></p> <ul style="list-style-type: none"> <li>• Health Board Annual Report</li> <li>• Equality Annual Report</li> <li>• Financial Update Presentation</li> </ul>	
S19/47	<p><b>Date of Next Meeting:</b></p> <p>Tuesday 17 December 2019 @ 10:00, Conference Hall, Conwy Business Centre, Llandudno Junction LL31 9XX</p>	
S19/48	<p><b>Any Other Business</b></p>	
S19/48.1	<p>Cllr Mike Parry has raised a query relating to the Advisory Committee on Borderline Substances and whether BCU has accepted the proposal to remove 35 conditions from its formulary. The Director of Planning and Performance will provide a response to this query.</p>	<b>MW</b>
S19/48.2	<p>The Vice Chair flagged to Committee members, a questionnaire developed by the Hearing Loss Collaborative and urged them to complete it. The Assistant Director, Health Strategy agreed to source the link to this electronic survey and circulate to members.</p>	<b>SB</b>
S19/48.3	<p>Cllr Marston from Denbighshire County Council raised a query (by email) relating to the possible withdrawal of contact lenses service for patients with complex needs. A response to this is being sought via the Area Director responsible.</p>	<b>SD</b>

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		
Mrs Fiona Evans	Conwy Voluntary Services Council	x	x		
Cllr Llinos Medi Huws	Anglesey County Council	x	x		
Cllr Christine Jones	Flintshire County Council	x	x		

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Mr Andy Long	WAST – Area Manager North	x	x		
Cllr Joan Lowe	Wrexham County Council	x	x		
Cllr Christine Marston	Denbighshire County Council	x	x		
Cllr Dafydd Meurig	Gwynedd County Council	x	x		
Professor Robert Moore	North Wales Regional Equality Network	x	√		
Cllr Mike Parry	One Voice Wales	x	√		
Mrs Sian Purcell	Medrwn Mon Voluntary Services Council	x	√		
Helen Wilkinson	Denbighshire Voluntary Services Council	x	x		
Mrs Ann Woods	Flintshire Voluntary Services Council	x	x		
Ms Claire Sullivan	NEWCIS	x	x		
Mrs G Winter	Carers Trust	x	x		
Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB	√	√		
Mrs Julie Pierce	Denbighshire Voluntary Services Council	√	√ Mair Davies attended		
Mrs Fran Hughes	Flintshire Voluntary Services Council	√	√		
Ms Llinos M Roberts	Carer's Outreach Service, BCUHB West Area	√	x		
Mrs Mary Wimbury	Care Forum Wales	√	x		
Mr Mark Thornton	NWCHC Chair	√	√ G Higginbotham attended		
Mrs Katie Sargent	Assistant Director – Communications, BCUHB	√	√		
Mr Trystan Pritchard	North Wales Hospices Rep		√		
Mrs Sherry Weedall	AVOW		√		