

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

Notes of the meeting held on 22 June 2020
Virtual Meeting

Present:	Representative of:
Mr Ffrancon Williams	Housing Associations (Chair)
Mr Gwilym Ellis Evans	Mantell Gwynedd (Vice Chair)
Mr Mark Wilkinson	Director of Planning and Performance, BCUHB – Lead Executive
Prof Robert Moore	North Wales Regional Equality Network
Mr Peter Rendle	Chair, North Wales Community Health Council
Cllr Mike Parry	One Voice Wales
Mrs Jackie Allen	Wrexham Third Sector
Mrs Ann Woods	Flintshire Voluntary Services Council
Mrs Fiona Evans	Conwy Voluntary Services Council
Ms Llinos Roberts	Carer's Outreach Service
Cllr Hilary McGuill	Flintshire Local Authority
Cllr Christine Marston	Denbighshire Local Authority
Mr Trystan Pritchard	North Wales Hospices
Mrs Sandy Highfield	Denbighshire Voluntary Services Council
Cllr Joan Lowe	Wrexham Local Authority
Mrs Sally Baxter	Assistant Director – Strategy
Mrs Katie Sargent	Assistant Director – Communications
Mrs Sian Purcell	Medrwn Môn Voluntary Services Council
Mrs Mary Wimbury	Care Forum Wales
In Attendance:	
Mr Jonathan Sweet	Area Operations Manager WAST
Mr John Darlington	Assistant Director Planning
Suzanne Didcote	Secretarial Support

Agenda Item		Action
S20/15	Welcome and Apologies	
S20/15.1	The Chair welcomed everybody to the meeting. He confirmed that his term of service has been extended due to the timing of the membership ending during the COVID-19 pandemic. The Vice Chair position has also been extended.	
S20/15.2	The Chair apologised for the lack of Welsh translation available on the skype package that we are using today.	
S20/15.3	The Chair welcomed Cllr Hilary McGuill, Flintshire Local Authority and Peter Rendle, Chair of the NWCHC to their first meeting. Sandy Highfield was also welcomed on behalf of Denbighshire Voluntary Services Council.	
S20/15.4	<u>The following apologies were noted:</u> Cllr Meurig, Gwynedd Local Authority Cllr Louise Emery, Conwy Local Authority	

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S20/16	Declarations of Interest	
S20/16.1	There were no declarations of interest raised.	
S20/17	WAST Strategic Direction	
S20/17.1	Jonathan Sweet, Area Operations Manager from the Welsh Ambulance Services Trust provided a presentation on WAST's long term strategic framework. The primary goals are to help patients to stay healthy, helping people to access services and providing the right care in the right place at the right time. WAST are utilising innovation and technology and are developing a digital framework. There are challenges in rural areas and increases in resources are being made in these areas. There are a number of advanced paramedic practitioners who support GP clusters across North Wales. This will increase from 8 to 16 over the coming months. There has been lots of work in conjunction with the Health Board and other Partners to continually improve. WAST have a low sickness absence rate and aim to support people to be the best they can be with a leadership and development strategy.	
S20/17.2	Prof. Robert Moore raised a question relating to equality policies. In terms of the recruitment that is currently underway, how are WAST reaching out to ethnic minority populations. Jonathan Sweet explained that recruitment is usually done nationally, but this time it is being done locally and WAST are running engagement events to ensure this reaches out to the localities. Prof. Moore is going to share with Jonathan the details from NWREN for linking in with this.	
S20/17.3	Mark Wilkinson congratulated the organisation on the sickness rate of 4.9%. He asked, in terms of working on pathways, how the local relationships with the Health Board are working. Jonathan Sweet confirmed that engagement with Health Board is excellent and has helped developed pathways. Jonathan used the example of the implementation of the temporary hospitals and the models for the transportation of patients which had to be developed very quickly.	
S20/17.4	Cllr Christine Marston asked about clinical notes being shared and whether information is shared both ways. Cllr Marston also asked whether the reduction of waiters in A&E will rise when normality resumes. Jonathan Sweet said that the Clinical Portal is used and if the information is on there they can access it. The 70% reduction in waiters was almost certainly due to the COVID-19 Pandemic and there is an expectation that this will rise as business as usual starts to return.	
S20/17.5	Fiona Evans asked about the learning and development strategy and how this fits with St Johns Ambulance and British Red Cross and working with them. Jonathan Sweet said they are building new relationships with providers with the aim of approving the approach to public accessibility and is in the learning and development strategy going forward.	

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S20/17.6	Cllr Mike Parry raised his concerns that Cardiff do not realise that the inefficiencies are costing more money. Jonathan Sweet explained that there is now more autonomy to develop services locally and they are in the process of developing things and reviewing where resources are placed. He offered that if Local Authority colleagues wanted to invite WAST to attend their Scrutiny Committees to explain what they are doing they would welcome the opportunity. He reiterated that delivery of equitable services across North Wales is a key priority.	SD
S20/17.7	Cllr Joan Lowe asked if she could share the presentation with other members of the Local Authority. Jonathan Sweet confirmed that this was acceptable.	
S20/17.8	The Chair summarised the discussion which he said gave reassurance that equitable services between rural and urban areas was being addressed. It was pleasing to hear that engagement with the Health Board is good. The Group welcome the direction the strategy is taking and hoped that it would continue to prioritise and develop. It was also reassuring to hear that equitable recruitment is being undertaken.	
S20/17.9	Future WAST engagement with the Group was discussed. It was suggested that six monthly updates be provided, which we will build into our forward work plan.	
S20/18	Working with Stakeholders to develop our Quarter 2 Plan	
S20/18.1	Mark Wilkinson introduced this item and explained that the current situation due to the pandemic has meant that Welsh Government have asked all Health Boards to submit quarterly plans rather than annual plans. Two papers have been shared with the Group. The Quarter 1 plan shows the overall road map for the organisation. The second paper is the development of the Quarter 2 Plan.	
S20/18.2	John Darlington provided a presentation on the development of the Quarter 2 plan. There is a difficulty in planning much further than several weeks ahead due to the changing scenarios at the moment. Winter planning versus COVID-19 planning and the need to bring back urgent care services will be a challenge. The key messages from Welsh Government (WG) on our Quarter 1 plan were that the Health Board had taken a number of positive actions and it was well received. WG acknowledged the risks around the uncertainty that is faced. WG gave us specific areas to focus on - around cancer, diagnostics and mental health, surge capacity and social care resilience (temporary hospitals), support to workforce and the capital and financial impact of our plans. WG guidance for Q2 Plans has been provided and weekly meetings are taking place to develop this. It is due to be submitted to WG by 3 rd July.	
S20/18.3	Trystan Pritchard raised questions around Planned Care, the financial position and transition of services / engagement. He wished to congratulate the Health Board on the establishment of temporary hospitals and changing services in exceptional circumstances. He	

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	<p>raised concern at the number of patients waiting longer for surgery and services due to the pandemic. John explained that it is difficult to put a timescale on when we can re-start everything and to ensure patients are not put at risk.</p>	
<p>S20/18.4</p>	<p>With regards to the financial position he asked what discussions have taken place with Welsh Government and what implications this will have. Mark Wilkinson responded that we have received excellent support from Welsh Government, especially around temporary hospitals. Greater financial scrutiny of decisions is now starting up again and there are consequences that are potentially disadvantageous for the Health Board. He explained that before the Pandemic started, the Health Board were putting together proposals for a multi year financial support package from WG to get on a more sustainable footing. A lot of this financial flexibility might have been used on the response to the pandemic, however, conversations are picking up again now.</p>	
<p>S20/18.5</p>	<p>In terms of the transition of services, there have been amazing opportunities to do things differently. One point is that of how we as a Group can help make swift transitions in how we work whilst maintaining engagement. Ffrancon proposed on behalf of the Committee that all members give this some thought and to send their thoughts through to us.</p>	<p>All</p>
<p>S20/18.6</p>	<p>Sandy Highfield raised a personal experience during the COVID-19 pandemic and the difficulties in getting updates and information on a family inpatient admittance. John Darlington acknowledged that there is a need to get better and we are receptive to further work that we can do and how we can utilise our volunteers to aid this.</p>	
<p>S20/18.7</p>	<p>Llinos Roberts raised concern about appointments being cancelled, especially for those in vulnerable situations. Mark Wilkinson said it was really important feedback. We are currently operating at a low level and will be continuing at this level whilst we balance essential services with COVID-19 safe areas. We can do no more than a third of the work that we did prior to the pandemic. This will cause a significant increase in the number of people waiting and there will be a need to identify those at the greatest risk of harm.</p>	
<p>S20/18.8</p>	<p>Prof. Robert Moore raised that there were difficulties for people accessing services before the pandemic started and that people will not be sympathetic that this is all down to the Pandemic. Ffrancon Williams acknowledged this and said that it is useful to get this feedback.</p>	
<p>S20/18.9</p>	<p>Peter Rendle asked whether slide 10 was in order of importance and priority. John Darlington confirmed that there is no order of priority, the slide covers every area that needs to be addressed and responded to.</p>	
<p>S20/18.10</p>	<p>Ffrancon summarised that the Group recognised the importance of communication with patients and families and looking at different ways of doing things. He reiterated that the Health Board are presented</p>	

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	with some really difficult messages in a continued challenging environment. The Group welcomed the focus on the plan and working in partnership with all.	
S20/19	Third Sector Priorities / Alignment to BCU Plans	
S20/19.1	Sally Baxter, Assistant Director of Strategy provided a presentation on where we are with the third sector strategy and how this links with the current Health Board plans. There is a need to look at how we can work with the third sector coming out of the pandemic. Partners have still been working together even though some meetings have been paused but are beginning to get going again. There have been new networks of volunteers that have come together to support the pandemic. There are specific issues relating to the support for volunteers. It was noted that there are different ways of working and the need for community networks is very much needed. The Health Board are working with partners to develop our plan and next stages. How can we work together to deliver our plans? How can we take advantage of this opportunity to adopt new ways of working?	
S20/19.2	Ann Woods said that they had been managing volunteers and supporting individuals in the best way possible. There had been calls for funding for phone counselling skills and this showed how services are being adapted. There had been an increase in street level volunteers from social media who were picking up medicines for shielding patients etc. It was acknowledged that there are barriers there and there is a learning which needs to be built upon. She wished to thank all of the partners around the table.	
S20/19.3	Jackie Allen reiterated that all volunteers are to be commended. However, she did raise an issue that safeguarding is an issue for the volunteers and the number of groups who have not got the backing of the voluntary sector behind them. Sally Baxter stated that it is important to ensure that safeguarding is in place. For those who do not have access to IT and how we reach those Groups is something that we are looking at a range of formats in order to do this.	
S20/19.4	Llinos Roberts said that they had been providing things from PPE, to bereavement services and would be able to provide further information or engagement information as necessary.	
S20/19.5	Mary Wimbury wished to flag the independent sector issues. Sally Baxter stated that lots of work has been undertaken, the risks are recognised and work will continue over the coming months.	
S20/19.6	Sandy Highfield asked what the plan is going forward to ensure proper communication for families of patients in hospital. It was confirmed that there are a number of initiatives that can be looked at, e.g. PALS have developed some services, that we can ensure we are linking to for future plans.	
S20/19.7	Prof. Robert Moore raised that the value of voluntary sector is recognised, but that it is highly reliant on European funding. He expressed concern at the potential difficulties that are yet to come	

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S20/19.8	<p>with access to this. Sally reiterated the need to ensure that this is addressed as plans are taken forward.</p> <p>Ffrancon summarised that the Group confirms the importance of the work carried out in this sector and the close links to Health Board activities. He acknowledged the complexities around co-ordinating the activity. The Group strongly reinforces this work in a creative and responsive sector, which requires resources to get maximum value which the Health Board could consider in its' future Plans. It was also important to flag future funding of a lot of organisations which will be under threat. There is a need to ensure the whole sector meet all the safeguarding needs.</p>	
S20/20	Draft Notes of previous meeting held 3rd March	
S20/20.1	The notes of the previous meeting were accepted as an accurate record.	
S20/21	Chair's Advisory Report to Board	
S20/21.1	The report was circulated to the Board and there were no comments raised. One of the items in the report was that Simon Dean was confirmed as the Acting CEO. Mark Wilkinson raised that the substantive recruitment of a substantive CEO was now underway.	
S20/22	Summary Action Log	
S20/22.1	Ffrancon presented the action log with all actions closed.	
S20/22.2	Mike Parry asked for an update on Ophthalmology and Urology, both of which were presentations at the March meeting. Mark Wilkinson confirmed that both are still being progressed. All work on the Business Cases was stopped as a response to the COVID-19 pandemic and there is no further update at this present time.	
S20/23	Items to be considered for next meeting & Forward Plan	
S20/23.1	<p>The following items were agreed for consideration at the next meeting with the Group content that the Chair in consultation with Mark Wilkinson determine the agenda for the next meeting:</p> <ul style="list-style-type: none"> • Digitally Enabled Clinical Services Strategy • Covid response linked to Q3 and winter planning • Special Measures work • Medicines Management • Business Cases • Annual Reports for information 	
S20/23.2	Cllr Parry asked about whether the Group should discuss the Vascular report findings. Mark Wilkinson reiterated that there had been a special Board Meeting dedicated to this and that there was a recording available on You Tube (Katie Sargent forwarded a link to the Group). Mark said that he wanted this Group to look at items which were going	

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	to inform the Board in future. He welcomed any comments that members may wish to pick up after viewing the You Tube recording.	
S20/24	Evaluation of Meeting	
S20/24.1	The meeting worked well for the majority. A couple of suggestions were made around other methods of holding a virtual meeting in the future. These would be explored recognising that not everybody is able to work on all of the platforms available.	
S20/25	Date of Next Meeting:	
S20/25.1	The next meeting is to be held on Monday 28 th September in Bryn y Neuadd Hospital, Llanfairfechan.	

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)	√	√		
Mr Mark Wilkinson	Director of Planning and Performance, BCUHB – Lead Exec	√	√		
Cllr Louise Emery	Conwy County Council	X	X		
Mrs Fiona Evans	Conwy Voluntary Services Council	√	√		
Cllr Llinos Medi Huws	Anglesey County Council	X	X		
Cllr Christine Jones	Flintshire County Council	X	X		
Cllr Joan Lowe	Wrexham County Council	√	√		
Cllr Christine Marston	Denbighshire County Council	√	√		
Cllr Dafydd Meurig	Gwynedd County Council	X	X		
Professor Roberts Moore	North Wales Regional Equality Network	X	√		
Cllr Mike Parry	One Voice Wales	√	√		
Mrs Sian Purcell	Medrwn Mon Voluntary Services Council	X	√		
Mrs Ann Woods	Flintshire Voluntary Services Council	√	√		
Ms Claire Sullivan	NEWCIS	X	X		
Mrs G Winter	Carers Trust	X	X		
Mrs Sally Baxter	Assistant Director Health Strategy, BCUHB	X	√		

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Mrs Debbie Thompson	Denbighshire Voluntary Services Council	√	√ Sandy Highfield		
Ms Llinos M Roberts	Carer's Outreach Service, BCUHB West Area	X	√		
Mrs Mary Wimbury	Care Forum Wales	√	√		
Mr Peter Rendle	NWCHC Chair	Garth	√		
Mrs Katie Sargent	Assistant Director – Communications, BCUHB	X	√		
Mr Trystan Pritchard	North Wales Hospices Rep	√	√		
Mrs Jackie Allen	Wrexham Third Sector	x	√		