



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

**Notes of the meeting held on 28.06.21
virtual via Zoom**

Present:	Representative of:
Ms Clare Budden	Housing Providers (Chair)
Cllr Mike Parry	One Voice Wales (Vice Chair)
Mrs Jackie Allen	Wrexham Third Sector (AVOW) / North Wales Community Health Council (NWCHC)
Mr Gwilym Ellis Evans	Mantell Gwynedd
Mrs Fiona Evans	Conwy Voluntary Services Council
Cllr Christine Marston	Denbighshire County Council
Cllr Hilary McGuill	Flintshire County Council
Prof Robert Moore	North Wales Regional Equality Network (NWREN)
Ms Anne Woods	Flintshire Local Voluntary Council
Ms Sian Purcell	Medrwn Mon Voluntary Services Council
Mr Trystan Pritchard	North Wales Hospices
In Attendance:	
Mr Mark Wilkinson	Executive Director Planning and Performance
Mr Mark Polin	Chairman (Observer)
Ms Jo Whitehead	Chief Executive (part meeting)
Mrs Katie Sargent	Assistant Director of Communications and Engagement
Ms Sally Baxter	Assistant Director – Health Strategy
Ms Bethan Jones	Area Director – Central
Ms Nicola Eatherington	Assistant Area Director
Ms Clare Higgins	Conwy County Borough Council
Mr Steve Grayston	Assistant Area Director of Therapy Services
Ms Laura Jones	Corporate Governance Officer

Agenda item	Action
<p>S21/13 Welcome and apologies</p> <p>S21/13.1 The Executive Director of Planning and Performance reported that since the last meeting of the SRG, the tenure of Mr Ffrancon Williams as Chair and Mr Gwilym Evans as Vice Chair has come to an end. An election has taken place and Ms Clare Budden has been appointed as Chair and Cllr Mike Parry as Vice Chair of the SRG. The posts are still subject to confirmation from the Minister however Ms Clare Budden agreed to chair the SRG meeting today.</p> <p>S21/13.2 Apologies were received from Cllr Louise Emery, Cllr Dafydd Meurig and Steve Williams, WAST</p>	

<p>S21/14 Declarations of Interest</p> <p>None were raised.</p>	
<p>S21/15 Draft notes of the meeting held on 22.03.21 matters arising and summary action plan</p> <p>S21/15.1 The notes were agreed as an accurate record.</p> <p>S21/15.2 The following areas were highlighted in relation to the summary action plan:</p> <ul style="list-style-type: none"> • S21/4.8 – In relation to this action, the Flintshire Local Voluntary Council representative requested more detailed feedback in relation to the commissioning of Mental Health services and also offered involvement from the organisation from a multi agency perspective in relation to Mental Health and Community Mental Health services. The Executive Director of Planning and Performance welcomed the input and agreed to arrange a virtual introduction with the leads of Together for Mental Health and the Council. • S21/5.6 – In relation to this action, the Chair confirmed that vaccination uptake by the homeless has varied across different areas of North Wales and agreed to pick this up on behalf of the Housing Association in all areas. The Executive Director of Planning and Performance agreed to pick this up with Graham Ruston and ask him to make contact with the Chair. 	<p style="text-align: center;">MW</p> <p style="text-align: center;">MW</p>
<p>S21/16 2021/22 Annual Plan</p> <p>S21/16.1 The Executive Director of Planning and Performance stated that the Health Board approved the draft plan at the end of March and the revised version of the plan will go to the Board on 15th July for approval.</p> <p>S21/16.2 The Executive Director of Planning and Performance took the group through the presentation highlighting the focused priorities, the transformation progress and the potential harms in relation to the Covid 19 response. The current critical priority is recovering access to timely planned care as the number of people waiting continues to rise. There are continuing challenges in relation to unscheduled care and this remains a focus, there is also a need to invest in same day emergency care. The Health Board are working through the Targeted Improvement phase and there is a long way to go to develop a fully effective organisation.</p> <p>S21/16.3 The SRG Chair highlighted the development of social movement for change through community connectors and suggested it would be helpful to understand how this will be taken forward. The Executive Director of Planning and Performance confirmed that there is currently a 3D model – Discover, Design, Deliver. We are currently in the discovery phase which is due to be completed in the next 2-3 months and</p>	

<p>suggested this is a potential topic for a future meeting due to the need for engagement with partners and agreed to invite Sue Green or Chris Stockport to a future meeting.</p>	MW
<p>S21/16.4 The Mantell Gwynedd representative highlighted the unscheduled care challenges in relation to the increase in tourism in the area and also concerns regarding Dolgellau hospital, the removal of staff from the site and concerns regarding the minor injuries services. The Executive Director of Planning and Performance highlighted the need to differentiate between temporary and permanent changes and the pressures faced in relation to the pandemic forcing the temporary closure of minor injuries services. The temporary changes can cause difficulties and work is ongoing with the CHC. The Executive Director of Planning and Performance gave assurance that changes cannot be made permanent unless they have been through a strict change process.</p>	
<p>S21/16.5 The North Wales Hospices representative queried the information relating to the Covid response and also the urgent Primary Care centres. The Executive Director of Planning and Performance confirmed that 4 harms in relation to Covid have been highlighted with the primary concern being from reduction in non Covid activity which has resulted in a high number of patients on waiting lists, patients waiting for outpatient appointments and the critical need for early detection of patients requiring Cancer treatment. The harm from Covid itself is low as there are currently a low number of patients in beds and in Critical Care. In relation to the Primary Care centres, The Executive Director of Planning and Performance confirmed that pilot services have been set up in the East and Central areas and additional funding is being sought from Welsh Government to set these up permanently. The Assistant Director for Health Strategy agreed to gain further information from the lead for Primary Care to share with the Group.</p>	SB
<p>S21/16.6 The North Wales Regional Equality Network representative highlighted the lack of reference to race and equality within the plan. The Executive Director of Planning and Performance confirmed that a range of equality and socio-economic areas are considered as part of the planning process. A new socio-economic duty was introduced on the 1st April and there is an active equalities team in place to complete equality plans.</p>	
<p><i>Jo Whitehead, Chief Executive joined the meeting</i></p>	
<p>S21/16.7 The Flintshire County Council representative raised concerns regarding school children testing positive and the knock on effects for schools and also the lack of immunity in young children born during the pandemic and the possible future impact on ED. The Executive Director of Planning and Performance confirmed that the Health Board are following Welsh Government policy in relation to the vaccination of young people however there is a concern in relation to seasonal flu and winter pressures. The Executive Director of Planning and Performance also</p>	

<p>confirmed that the childhood immunisation service has now restarted which is very positive. The Chief Executive apologised for joining late due to a meeting with Welsh Government regarding the Delta variant. The Chief Executive confirmed that the JCVI were due to pass comment on the vaccination of children earlier this month however this has been delayed. There may be a movement towards vaccinating older children but not the very young. Plans may need to be in put in place to deal with a potential increase in the number of childhood chest infections and also a potential busy flu season. The Chief Executive reported on the Delta variant confirming that there has been an increase in community transmission however hospital admissions still remain low.</p> <p>S21/16.8 The Vice Chair highlighted that in the past it has been difficult to get people to take ownership and accountability for initiatives within the plan and queried what is being done to ensure people are accountable. The Executive Director of Planning and Performance confirmed that a new performance and accountability framework is being embedded and there is a need to ensure the right balance in terms of delegation and empowerment. The North Wales Community Health Council representative commented on the current tired and stressed workforce and queried whether any contingencies or assurances have been built into the plan to address these concerns. The Executive Director of Planning and Performance recognised that the Health Board have an exhausted workforce in many areas and support is being put in place in relation to staff well being. There has been an investment in additional management capacity in certain areas and plans have been developed however additional capacity is needed to implement those plans.</p> <p>In summary the SRG</p> <ul style="list-style-type: none"> • acknowledged the need for further understanding in relation to the development of the social movement for change • reflected on the need to include detail in relation to the Race Equality action plan • recognised that there may be an increase in Covid related chest infections and seasonal flu particularly in relation to younger children and queried how the Health Board may respond to those pressures • acknowledged the need for engagement and accountability in terms of staff engaging in delivery of the plan, how the plan is managed and how the Health Board can support a workforce who are tired and exhausted 	
<p>S21/17 Living Healthier Staying Well Refresh and Clinical Services Plan</p> <p>S21/17.1 The Assistant Director of Health Strategy’s presentation highlighted the need to refresh the strategy and address a healthier Wales as a long term goal for the future. The strategy content has previously been developed and the refresh aims to question whether the goals are still valid. The team are keen to ensure the strategy fits with the</p>	

partnership priorities and also addresses equality across the Health Board.

S21/17.2 The Chair queried the timescale of the refresh, the Assistant Director of Health Strategy confirmed that engagement will take place over the Summer months which will allow for an additional refresh before being presented to the Board in September. The Assistant Director of Health Strategy stated that the strategy can be shared virtually with the SRG before going to the Board. The Vice Chair raised concern in relation to consultation and queried whether the refresh will include a cross section of representatives. The Assistant Director of Health Strategy confirmed the need to ensure responses are captured from different groups of people and suggested if there are gaps in the feedback then further specific groups or leaders who are working with certain groups can be targeted to provide feedback.

S21/17.3 The Flintshire County Council representative queried whether the strategy is reaching the population of workers from the EU for examples those working in the local factories who are service users of the Health Board and also young people who may have been affected by Covid in terms of their mental and physical health. The Assistant Director of Health Strategy confirmed that the Local Authorities have established good networks with young people however there is a need to address the involvement of this group within the strategy. There is a need to establish connections with workers from the EU and this is an ongoing engagement issue which will form part of the Targeted Improvement work.

S21/17.4 The North Wales Community Health Council representative highlighted the difficulties in engaging with certain groups within the community and the need for further engagement in this area. The Assistant Director of Communications and Engagement acknowledged that there are different community languages within North Wales and also harder to reach groups. Many of those people do not have access to social media and websites therefore flyers and handouts have been produced in 12 different languages to ensure information is shared with people from different community groups. There is a plan in progress which focuses on an integrated approach in terms of engagement and will also take into account partner and public perception.

S21/17.5 The Chair was reassured that engagement is taking place in relation to the refresh however raised concern regarding the short 8 week timescale and queried how the SRG can get involved outside of the group. The Assistant Director of Health Strategy agreed to share the document and links with the group for members to provide feedback before the strategy goes to the Board for approval.

SB

In summary the SRG

- identified a broad spectrum of people who could get involved and contribute to the refresh

<ul style="list-style-type: none"> • discussed the groups who are more challenging to engage with and highlighted a request for these groups to be engaged going forward • a request for additional time to contribute towards important schemes, such as the refresh in future <p><i>Trystan Pritchard, North Wales Hospices representative left the meeting and Bethan Jones, Area Director - Central, Nicola Eatherington, Assistant Area Director, Clare Higgins, Conwy County Borough Council and Steve Grayston, Assistant Area Director of Therapy Services joined the meeting.</i></p>	
<p>S21/18 Dinerth Road Business Case</p> <p>S21/18.1 The Area Director for Central gave a presentation highlighting that the development has been proposed as an integrated health and social care facility which will include purpose built rooms and a therapy led unit. The facility will be based at Dinerth Road which is adjacent to Llandrillo College and will provide a teaching and learning centre so will work closely with the college. There will be capacity for approximately 1086 patients per year and the facility will give staff the ability to work more closely with family members. The ethos is to get individuals home and maintain their independence.</p> <p>S21/18.2 The Vice Chair queried how this will impact on GP and Primary Care services and also how the team will deal with bed blocking issues. The Area Director for Central confirmed that Primary Care are currently struggling across the Board post pandemic and Conwy has a higher proportion of older people. GPs will be able to admit patients into the unit for reablement and the unit will work closely with Community resource teams. GPs currently have limited choices therefore the unit will enable patients to be admitted for thorough assessment rather than being admitted to hospital. The Area Director for Central also confirmed that the emphasis will be on selecting the right type of patients for the unit to ensure patients move through the system rather than cause bed blocking. The Assistant Area Director of Therapy Services added that the average length of stay will be 10-14 days with a cap of 6 weeks, if care is needed beyond that time then the team will identify a different package of care for the patient.</p> <p>S21/18.3 The Vice Chair queried whether the GPs are on board with the proposal, the Assistant Area Director of Therapy Services confirmed that it has been well received by the Conwy GPs and there will be some GP provision for the unit. The North Wales Regional Equality Network representative highlighted that the project takes into account the problems in the region but queried recruitment issues and whether there will be any staffing issues. The Area Director for Central stated that the unit will provide integrated training therefore part of the unit will help with part of the solution. Workforce is a concern however there are currently initiatives in place to support growth in this area. The Assistant Area Director of Therapy Services highlighted the courses coming on line over the next</p>	

<p>few years therefore there should be a steady increase of staff by 2025 when the unit is proposing to open.</p> <p>S21/18.4 The Flintshire County Council representative highlighted that patients will be discharged from hospital into the unit and queried what support is available after patients leave the unit. The Assistant Area Director of Therapy Services confirmed that the unit will be the colocation of the community resource team and will provide a key link to provide ongoing care. The North Wales Community Health Council representative highlighted a concern in relation to patients who are not able to go home who will then be transferred out of the unit to local care / nursing homes. The Area Director for Central confirmed that patients will need to be selected as people who will benefit from reablement with the aim being a reduction in the number of people needing a care home and an emphasis on getting patients home to their own beds. The Conwy County Borough Council representative highlighted that there are currently 72 care homes in Conwy and work is ongoing to ensure these homes are supported financially however the team want patients to go back home if possible therefore there is a need to build on the work of the until to make this happen.</p> <p>In summary the SRG:</p> <ul style="list-style-type: none"> • agreed this is an exciting project and requested to be kept informed of any future developments • highlighted potential issues in relation to staffing in particular attracting and keeping staff in North Wales 	
<p>S21/19 Items for inclusion within the SRG’s report to the Board to be agreed and submitted for inclusion on the Health Board agenda on 15th July</p> <p>S21/19.1 The Chair gave a summary, in relation to each of the main agenda items, of the matters to be included in the report to the Board.</p>	
<p>S21/20 Items to be considered at next meeting and forward plan</p> <p>S21/20.1 Following discussion, the SRG put forward the following suggestions for inclusion on the September agenda:</p> <ul style="list-style-type: none"> • Mental Health Investment • Socio-economic duty focusing on the race and equality plan • Possible update on the implementation of the 111 system <p>S21/20.2 The Chair highlighted a request which has been sent to the SRG for nominations to support the Targeted Improvement work requesting members to form part of the Evidence and Outcomes Groups. The Executive Director of Planning and Performance confirmed that the aim of the request is to gain views from Partners as to whether the Health Board have made progress in relation to the Targeted Intervention Improvement Framework in the 4 main domain areas of Mental Health, Strategy,</p>	

<p>Engagement and Leadership. The North Wales Community Health Council representative requested to get involved in this group.</p> <p>S21/20.3 The Denbighshire County Council representative discussed the contribution made by Captain Tom Moore and queried whether the Health Board have gained from the funds raised querying whether it would be appropriate for the Health Authority to remember Captain Tom Moore. The Executive Director of Planning and Performance confirmed that the Health Board have received a significant amount of money from this fundraising and agreed to take the suggestion to the Charitable Funds Committee.</p>	<p>MW</p>
<p>S21/12 Date of next meeting</p> <p>Monday 20th September 2021 (via Zoom)</p>	

Attendance Register

Name	Title / Organisation	22.6.20	28.9.20	14.12.20	22.3.21	28.6.21
Ms Clare Budden	Shadow Housing providers (Chair)			✓	✓	✓
Cllr Mike Parry	One Voice Wales	✓	✓	✓	✓	✓
Mr Gwilym Ellis Evans	Mantell Gwynedd	✓	x	✓	✓	✓
Cllr Llinos Medi Huws	Anglesey County Council	x	x	x	x	✓
Cllr Louise Emery	Conwy County Council	x	x	✓	x	x
Cllr Christine Marston	Denbighshire County Council	✓	✓	✓	✓	✓
Cllr Hilary McGuill	Flintshire County Council	✓	✓	✓	✓	✓
Cllr Dafydd Meurig	Gwynedd County Council	x	x	x	✓	x
Cllr Joan Lowe	Wrexham County Council	✓	✓	x	✓	✓
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	x	x
Mrs Ann Woods / Mrs Millie Boswell / Kate Newman	Flintshire Voluntary Services Council	✓	✓ MB	✓	✓KN	✓KN
Mrs Jackie Allen	AVOW Wrexham Third Sector	✓	✓	✓	✓	✓
Ms Claire Sullivan	NEWCIS	x	x	x	x	x
Mrs G Winter	Carers Trust	x	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	✓	✓	✓	✓	✓
Mr Trystan Pritchard	North Wales Hospices	✓	x	✓	✓	✓
Mr Wayne Davies	Welsh Ambulance Services Trust	x	✓	✓ SW	✓SW	x
Mrs Jackie Allen / Mr Andy Burgen	NWCHC Chair / NWCHC Vice Chair	✓PR	✓ AB	✓AB	✓JA	✓JA
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	✓	✓	✓	✓	✓