

**Betsi Cadwaladr University Health Board (BCUHB)**  
**Minutes of the Annual General Meeting held**  
**on 27 September 2023 at Trinity Community Centre, Llandudno**

<b>Board Members Present</b>	
<b>Name</b>	<b>Title</b>
Dyfed Edwards	Chair
Karen Balmer	Independent Member
Jason Brannan	Deputy Director of People Services
Clare Budden	Independent Member
Russell Caldicott	Interim Executive Director of Finance
Gareth Evans	Acting Executive Director of Therapies & Health Science
Dyfed Jones	Independent Member
Prof Mike Larvin	Independent Member
Dr Nick Lyons	Executive Medical Director/Deputy Chief Executive
Phil Meakin	Acting Board Secretary
Dylan Roberts	Chief Digital and Information Officer
Carol Shillabeer	Interim Chief Executive Officer
Helen Stevens-Jones	Director of Partnerships, Engagement & Communications
Dr Chris Stockport	Executive Director of Transformation and Strategic Planning
Rhian Watcyn Jones	Independent Member
Gareth Williams	Independent Member
Angela Wood	Executive Director of Nursing and Midwifery

<b>In Attendance</b>	
Muthu Ganapathi	Consultant Orthopaedic Surgeon
Eira Parry	For translation
Rachael Page	Assistant Director Primary Care
Alberto Salmoiraghi	Consultant Psychiatrist/ Medical Director Mental Health and Learning Disability Services (MHLDS)
	Communications Team
Diane Davies	Corporate Governance Manager (minutes)

<b>Observers and services presented at the Health Fair session</b>	
Dave Harries	Head of Internal Audit
Members of the Public	
Services	Stroke services Smoking cessation service Child and Adolescent Mental Health services

	<p>Mental Health and Learning Disability services</p> <p>Transformation and Improvement service</p> <p>Sign, sight and sound</p> <p>Patient Advice and Liaison service (PALS)</p> <p>Equalities</p> <p>Digital, Data and Technology services</p> <p>Dementia services</p> <p>Community Pharmacy</p> <p>Orthopaedic and Musculoskeletal Network</p>
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Agenda Item	Action
<b>AGM23/1 OPENING BUSINESS</b>	
<p><b>AGM23/1.1</b> The Chair welcomed everyone and noted apologies from:</p> <ul style="list-style-type: none"> <li>• Adele Gittoes, Interim Executive Director of Operations</li> <li>• Teresa Owen, Executive Director of Public Health</li> <li>• Fôn Roberts, Associate Member</li> <li>• Jane Wild, Associate Member</li> </ul> <p><b>AGM23/1.2</b> The Chair was pleased that the alternative approach in holding its AGM was well attended and that many different services were present to share their positive contributions with the public and Board members in a 'health fair' setting. The Board was keen to emphasise its message that it wished to maximise opportunities to reach out and listen within BCU's communities. Whilst BCU's current journey was challenging, the Chair welcomed the very positive improvements being developed and showcased at the meeting.</p> <p><b>AGM23/1.3</b> The Chair thanked Carol Marubbi and the Trinity Community Centre Team for hosting the event and the important role they play in the Llandudno community.</p>	
<p><b>AGM23/2 An overview of the year 2022/23, including presentation of the Annual Report and including the Annual Governance Statement.</b></p> <p><b>AGM23/2.1</b> The Interim Chief Executive Officer (CEO) presented this item. She strongly echoed the Board's commitment to listen to different communities across North Wales and centre itself at their heart. The enthusiasm of the services present and opportunity to share this positivity with Board members and members of the public was very welcomed.</p> <p><b>AGM23/2.2</b> The Interim CEO presented the Annual report 2022/23, drawing attention to the concise hard copy version provided for members of the public present. In briefly outlining the diversity and huge volume of health care related</p>	

services to the population of North Wales she emphasised the integrated nature of the system and the high level of partnership working being undertaken. She acknowledged the key challenges in year which had culminated in Welsh Government (WG) placing the Health Board in Special Measures highlighting the areas of greatest concern.

**AGM23/2.3** It was important to acknowledge that financial accounting was a key challenge in BCU's improvement journey and BCU was well aware of its duty as a custodian of public money. She thanked staff whom she had met during the past five months for the pride they had demonstrated within their services. The Board was very grateful to staff members for their commitment. Ambitious plans would be developed to deliver sustainable services going forward.

**AGM23/2.4** It was noted that full copies of the Annual Report in both Welsh and English were available online and in the venue.

**AGM23/3 Presentations from colleagues from orthopaedic services, mental health services and community services.**

**AGM23/3.1** Mr Muthu Ganapathi, Consultant in Trauma and Orthopaedics (T&O) provided an extremely positive presentation on developments which had resulted in patients receiving knee and hip replacements resulting in same day discharges or much shorter hospital admissions. He emphasised that these improvements had been implemented safely and supported by great team work. The approach was to undertake everything better, faster and with co-ordination. Many positive patient examples were shared with those present.

**AGM23/3.2** The Chair sincerely thanked Mr Ganapathi and supporting teams on being creative and doing things differently to make significant improvements for patients and also positive efficiencies within a high demand service.

**AGM23/3.3** Dr Alberto Salmoiraghi, Consultant Psychiatrist/ Medical Director Mental Health and Learning Disability Services (MHLDS) stated his pride in working with BCU colleagues in a very challenging service that had been subject to greater demand due to the covid epidemic and the increase in financial pressures that people were dealing with. He described the emergence of neurodiversity and BCU's plans to address them. Several other developments and positive improvements were highlighted within the presentation.

**AGM23/3.4** The Chair thanked him for sharing the positive progress made and future developments being progressed in MHLDS.

**AGM23/3.5** Rachael Page, Assistant Director Primary Care, provided a presentation on Health Board managed practices and the positive improvements implemented which had benefitted patients and staff. Very positive feedback from Health Inspectorate Wales visits were shared with those present. Community Occupational Therapy improvements aligning with primary care settings were highlighted which had resulted in significant reduced waiting times for patients in the East area. Two Advanced Nurse Practitioners within District Nursing presented the Red Bag Scheme which they had developed and was proving very successful for Care Home patients accessing and being discharged from acute services providing all necessary patient's records for individuals. They reported that other services were also exploring adopting a similar scheme for their patients.

**AGM23/3.6** The Chair thanked those present for their insightful presentations and sharing with members of the public, colleagues and Board members many great examples of improvements taking place for BCU patients.

#### **AGM23/4 Annual Financial Accounts and Auditor Opinion**

**AGM23/4.1** The Interim Executive Director of Finance presented this item. He advised that the Auditor General for Wales had issued an adverse qualified "true and fair" audit opinion. The qualification being in two parts i.e. part 1 - the opening balances of accruals and payables from the 2021-22 financial year and part 2 – a regulatory qualification in regards to an interim Executive appointment requiring Welsh Government approval. It was noted that Audit Wales stated the balance sheet closing position for 2022/23 represented a true and fair view (clean bill of health) with the Health Board also achieving the 1st key financial duty of being in surplus over the three financial years.

**AGM23/4.2** The Interim Executive Director of Finance highlighted how expenditure was divided between BCU's services & resources and contextualised the enormous volume of invoices processed whilst meeting its statutory targets. He advised that estate maintenance costs would need to be considered going forward. Whilst the 2023/24 deficit forecasts across Wales' Health Boards were indicated at £648m, BCU accounted for £134m of this sum. It was also noted that, along with many other Health Boards in Wales facing financial challenges, BCU did not have in place an Integrated Medium Term Plan, though an Annual Plan had been approved.

**AGM23/4.3** In conclusion, the Interim Executive Director of Finance advised that the Health Board would seek to deliver a clean set of accounts for 2023/24 (an unqualified opinion) noting the plan articulating a deficit of £134.1m for the financial year

## **AGM23/5 Questions and answers to the Health Board**

**AGM23/5.1** The Chair welcomed questions from the public in general or in regard to the presentations provided. He also outlined that the Health Board would be keen to receive questions throughout the year, not just at Board meetings or AGMs.

**AGM23/5.2** A member of the public questioned Mental Health nurse staffing levels, given that BCUHB had received adverse reports on this same area over 10 years before. He referenced the Holden report along with recent Health Inspectorate Wales (HIW) reports. In response the Chair stated that nurse staffing was a huge matter which the Board was actively engaged in addressing. The Interim CEO concurred that workforce was the biggest of the NHS's challenges, she had not encountered such difficult recruitment issues throughout her career. She also advised that BCU was encouraging local engagement in the service and, whilst there was more work to do, it was her hope that more would consider the joys and challenges of working in this area in the development of their careers within health care in North Wales. The Chair also commented that, following the impact of the Covid pandemic, more people were seeking careers in Mental Health services. Work was also underway with the local University to develop this further.

**AGM23/5.3** A member of the public questioned the Health Board's progress in regard to the 35 recommendations put forward in a HASCAS report undertaken in 2018. The Interim CEO advised that a review was currently being undertaken of the report, and learning would be reported on with transparency when concluded.

**AGM23/5.4** A member of the public sought greater detail on the future of Llandudno Hospital. The Chair and Interim CEO were pleased to advise that the Health Board would be considering a business case the following day to invest in Orthopaedic Services on the site, members of the public were encouraged to attend the discussion.

**AGM23/5.5** A member of the public commended the potential development of Llandudno Hospital, having lamented previous decisions to reduce community beds which she felt to be a factor in current 'bed blocking' at acute sites. She was encouraged by the new Board and wished it success moving forward into the future.

**AGM23/5.6** The Chair acknowledged the many challenges ahead but reiterated the Board's commitment to reach out and work with many of BCU's communities. He emphasised that working in partnership was very important to him and the

<p>Board and that this event would be the first of many which would enable the Health Board to go out into the Community to listen.</p>	
<p><b>AGM23/6 Round table discussions</b></p> <p>Round table discussions took place with members of the public and Board members and that output of these would be collated by the Communications and Engagement team at the Health Board.</p>	