



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



		<b>Agenda Item</b>	<b>3.10 (ii)</b>
<b>Freedom of Information Status</b>		Open	
<b>Reporting Committee</b>	Stakeholder Reference Group		
<b>Author</b>	Joanne Abbott-Davies, Asst Director of Strategy & Partnerships Catrin Evans, Strategy and Partnership Officer		
<b>Chaired by</b>	Apologies received from Chair and Vice Chair. However the meeting went ahead as there were no decision making requirements.		
<b>Lead Executive Director (s)</b>	Gareth Howells, Director of Nursing & Patient Experience		
<b>Date of last meeting</b>	5 <sup>th</sup> November, 2019		

**Summary of key matters considered by the committee and any related decisions made.**

**Presentation 1**  
**Patient Story – Joel’s Story**  
**Eirlys Thomas, Head of Children Services**

Currently services for the acute in-patient care for children and young people is only up to the age of 16 years (the UNCRC states a child is a child up to the age of 18 years), however this is the case across the UK. Any young person above the age of 16 years are admitted to an adult ward. However young people with additional needs and still under the care of a Paediatrician should remain under children’s services up to the age of 18 years.

Eirlys Thomas presented a story of a 17 year old young person called Joel, who required a tonsillectomy. He was scheduled to attend an adult Ward T at Morriston Hospital, following adult pre-assessment. Joel has additional needs and was known to be needle phobic. His in-patient care had previously been provided within Paediatrics.

Joel had attended the paediatric area to have distraction for his pre-operative blood tests on the request of his mother. This was undertaken with support from the Plan team within the paediatric ward. The issue that Joel was scheduled to be admitted to an adult area was not picked up at this time. Fortunately when he attended for admission to the adult ward Joel and his family’s concerns were picked up and he was admitted to the paediatric ward which more appropriately met his needs.

The Patient Experience Nurse and Head of Nursing worked intensively on the pathway which identified that;

- The management of young people will be addressed in any re-configuration of services for CYP in the future. This has been identified as a key issue for the Children’s strategic group.

- There is a Welsh Government T&F Group to address issues around transition. Swansea Bay has representation on this group. It will be up to each individual Health Board how they implement the guidance.

The Group thanked Eirlys Thomas for the presentation, for highlighting this gap in services and identifying an interim way forward. The group looked forward to receiving the Welsh Government guidance when it is produced and learning about the Health Board's plans to implement this.

#### **Equality Objectives 2020/24**

A draft questionnaire to capture the Health Board's Equality Objectives for the next four years was circulated to the Group for review. Some amendments were suggested which included the production of an Action Plan.

#### **Patient Feedback Report**

An update on the progress the Health board has made in its patient experience work and they key patient experience outcomes achieved since the last meeting of the Stakeholder Reference Group was circulated.

The number of feedback forms completed for Friends and Family for August and September were 6% lower than the previous report. The department has historically seen a reduction in the number of Friends and Family returns during this period.

#### **Annual Quality Statement**

The text and final public facing Annual Quality Statement was shared with the Group for comments.

#### **Service Change**

The Group were provided with an update on the:

- Major Trauma Network
- Adult Thoracic Services
- Cwmllynfell – Amman Tawe Practice
- Singleton Minor Injuries Unit

### **Key risks and issues/matters of concern of which the board needs to be made aware:**

#### **Accessible Letters**

The lack of provision of letters in accessible formats because of national constraints, means that the Health Board is not meeting its statutory requirements under the Equality Act 2010. This is a problem across all Health Boards in Wales but has been raised with NWIS to identify a solution for this.

#### **Delegated action by the committee:**

None.

#### **Main sources of information received:**

Health Board reports.

#### **Highlights from sub-groups reporting into this committee:**

None.

<b>Matters referred to other committees</b>	
No matters were referred to other committees.	
<b>Date of next meeting</b>	28 January, 2020