

Swansea Bay University Health Board

Unconfirmed

**Notes of the Annual General Meeting of the Health Board
held on 23rd July 2019
in the Millennium Room, Health Board HQ, Baglan**

Note No.	WELCOME	Action
01/19	Emma Woollett welcomed everyone to the annual general meeting (AGM), the first for Swansea Bay University Health Board, and an opportunity to look back of the work of the last year of ABMU Health Board. She thanked the members of the public for attending, adding it was pleasing to see so many non-board members.	
02/19	SHOWCASE: DIGITALLY ENABLED CARE IN THE COMMUNITY	
	<p>A presentation setting out the work to provide digital solutions to community-based staff to support their patient care was received and highlighted the following points:</p> <ul style="list-style-type: none"> - There had been a number of drivers for change including limited access to IT systems away from bases, information unavailable at the point of care electronically and too much reliance on paper-based solutions; - Funding was secured through the Welsh Government 'Efficiency Through Technology Fund' and a clinically-led project was established which equipped community clinical staff with tablets and mobile applications; - The entire community workforce (2,400 staff) now used mobile working; - Some of the benefits included: <ul style="list-style-type: none"> • Total patient appointments increased on average by 17% - 46,283 to 54,189, which was an increase of 7,906 more patient contacts; • Average number of returns-to-base reduced from eight to two per day; • A significant decrease in travel expenses claimed; • Staff experience rating improved, especially in areas of value and personal safety - A video providing staff feedback was also shown. 	

03/19	QUESTIONS FROM THE PUBLIC	
	<p>Members of the public were invited to ask questions on the showcase presentation and the following was asked:</p> <p>(i) <u>How secure was the system – was there a risk of patients' notes being accessed by non-staff?</u></p> <p>Matt John (Interim Chief Information Officer) explained that patient confidentiality was taken very seriously and no information was stored on the device, it was held on a secure server. He added that no-one else could access the information other than the person who was meant to and the project fully complied with information governance and IT security regulations.</p> <p>(ii) <u>Did many community staff have an anxiety towards changing to digital working?</u></p> <p>Tanya Sprigs (Head of Community Nursing) advised that digital champions were appointed in each team to provide support to colleagues who were less confident.</p>	
04/19	SUMMARY OF THE YEAR	
	<p>A summary of the progress, achievements and areas to improve on from 2018-19 was received and highlighted the following:</p> <ul style="list-style-type: none"> - Tribute was paid to the previous chair, Andrew Davies, for his hard work and commitment during his term of office; - It was important that the organisation had a focus on population health as people were living longer, so needed help to remain healthy, especially in terms of preventable diseases; - The health board was nothing without its people and regular visits were made by the Chief Executive to various services; - A number awards had been won throughout the year, including Professor Farah Bhatti who was the first female cardiothoracic surgeon to be elected to the Council of The Royal College of Surgeons in England; - An overview of quality and safety, performance, finance, estates and environment and workforce achievements and areas of focus was outlined; - The priorities for 2019-20 were shared which included focusing on delivering a balanced financial plan, a three year plan and strategic plans through the transformation portfolio and new 	

	operating model; making progress against the nine quality and safety priorities and recruitment.	
05/19	QUESTIONS FROM THE PUBLIC	
	<p>Members of the public were invited to ask questions on the summary of the year presentation and the following was asked:</p> <p>(i) <u>Were pre-emptive (extra beds) still being put on wards during high operational pressures?</u></p> <p>Gareth Howells (Director of Nursing and Patient Experience) explained that there had been a key change since 2017-18 in that a risk assessment was carried out for each pre-emptive bed and fewer were available this year, but all were staffed. He added that while the process had not stopped, there was more control in place and site managers were more comfortable.</p> <p>(ii) <u>Were the levels outlined in the Nurse Staffing Levels (Wales) Act 2016 being achieved despite the UK-wide nursing shortage?</u></p> <p>Gareth Howells advised that the health board was taking all the necessary steps to ensure that it complied with the Act and it had achieved this in 2018-19 with a £3.9m investment. He added that 118 newly qualified nurses had recently been recruited and would take up post in September 2019.</p> <p>(iii) <u>The best use of resources was needed more than ever in order to provide more care in the community therefore how would this be embedded in every day practice?</u></p> <p>Tracy Myhill explained that there needed to be a board-wide approach in order to move more services away from hospital sites but more work was needed in this regard. Hilary Dover (Service Director, Primary Care and Community Services Unit) added that a co-production approach was being encouraged through the transformation board, which was the start of the journey to getting people to work together, and lessons could be learned from some of the service leads who were embracing the process.</p> <p>(iv) <u>Within the managing attendance policy there was provision for rapid access to services but the speed with which staff were being seen in some areas was not timely.</u></p> <p>Hazel Robinson (Director of Workforce and Organisational Development (OD)) stated that 'invest to save' monies had been put into the wellbeing service which had reduced the waiting time for occupational health from eight weeks to between two and five days for an initial phone call and rapid access was available for counselling or physiotherapy from this.</p>	

	<p>Nearly 1,400 staff had accessed the service and a number felt supported to stay in work without further intervention. While the rate of sickness absence was reducing, there was more work to be done.</p> <p>(v) <u>Thank you</u></p> <p>A member of the public thanked the organisation for the care and treatment provided to her husband who was living with dementia and she felt he had been treated with more dignity and respect over the past year, making him happier to attend appointments.</p>	
06/19	CLOSING REMARKS	
	<p>Emma Woollett thanked everyone for attending. She noted that the past year had demonstrated important progress and stressed that the organisation was determined to continue that progress with a focus on providing the highest quality of care. She added that the organisation could not deliver its ambitions without working closely with its partners and local communities. She concluded that she was proud of the staff and their achievements, as well as the work they did day in and day out, both clinical and non-clinical, and she was looking forward to celebrating the upcoming successes at next year's AGM.</p>	

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 Emma Woollett (Interim Chair)

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