Swansea Bay University Health Board

Hospital Managers Power of Discharge Committee

Notes of Meeting held on Tuesday 23rd February 2021

Present:

Jackie Davies (JD)– Chair

Maggie Berry (MB) – Vice Chair (Independent Member)

Janet Williams (JW) – Head of Operations

Penny Cram (PC) – Interim MHA Manager

David Barton (DB) – Associate Hospital Manager

Kathryn Crabbe (KC) – Associate Hospital Manager

Christine Castle (CC) – Associate Hospital Manager

John Copley (JC) – Associate Hospital Manager

Margaret Pritchard (MP) – Associate Hospital Manager

Sue Abbott (SA) – Associate Hospital Manager

Kenneth Morgan (KM) – Associate Hospital Manager

Rosemary Morgan (RM) – Associate Hospital Manager

1.	**Preliminary Matters**
	   I. **Apologies for Absence**
	       No apologies were received
	
	   II. **Declaration of on interests**
	       No declarations of interest were made	

2.	**Matters for Consideration** **JD** & **JW** noted the groups thanks following the resignation of Associate Member David Cooper. Letters sent from Committee and from **JD**. **Accuracy and matters arising from minutes of meeting held 18/09/2020** **JD** asked whether any Quality Checks had taken place. **JW** confirmed that no physical checks had taken place. Vaccinations have been offered to the team in order to prepare for checks to begin on the wards again. Plans have been delayed due to Covid outbreaks in Cefn Coed, preventing external parties attending the wards. Getting ready plans continue. **CC** asked whether Quality Checks could be carried out electronically.	

JW said that checks of electronic notes and systems were happening however, no checks are currently happening where there are patients notes that are not electronic.

JW & **PC** to discuss opportunities for quality checking remotely

KM asked about how progress on the paper being prepared by Pam Wenger would be communicated to the Committee. (Remuneration for Hospital Managers)

JD explained that the paper is being prepared for the Legislative Committee and an update provided later in this meeting

MB (referring back to quality checks) stated that she is carrying out governance visits at GP surgeries with Primary Care in the coming weeks, which may provide useful examples of processes for virtual checks.

JD asked **JW** about the Future Ways of Working and the current plans to provide iPads for use by members. **JW** repeated the pre-Covid background to the situation, and asked for comments:

KM asked whether the iPads would be for the exclusive use within the Swansea Bay Health Board

KC said that if there is a return to face to face meetings an iPad would be needed for the secure electronic transfer of reports, etc

MB highlighted the Data Protection and Information Governance protocols for the use of remote devices, which allow use for other means.

CC highlighted the importance of security of patient notes, and a secure portal would be the best option

JD and **JW** agreed that the use of Admin Control on the iPads seems to be the best option

JC agreed with **CC** that discussions have been lengthy and action needs to be taken. Also asked about insurance for devices. JW said that new users of iPads are provided with training on all aspects of use, including Information Governance, and personal use protocols. Insurance is also provided. Usage is monitored by the Health Board IT Department.

JD suggested that iPads are ordered for all members – and asked whether iPads with larger screens may be available

KM asked that minutes from the last meeting were re-circulated

JD suggested that minutes are not embedded in the meeting invite

JW asked that we do both embedding and sending separately

SA asked about a reference to Section 6 of the MHA – link did not work – to be re-sent

JD declared the minutes as accurate

Report on the use of the MHA

PC presented the report on the use of the Mental Health Act between 1st October 2020 – 31st December 2020

KC raised a query regarding discharged and conditionally discharged patients following MHRT – and whether the patients had recently had a managers hearing and the reasons for their not being discharged.

KC asked about the proposals in the Governments White Paper regarding abolishment of the role of nearest relative. This is following events at a recent hearing where it was disclosed that the patient did

not want their NR informed, however, practitioners went ahead and informed the NR.

KM asked if the Health Board was submitting a report to the consultation on the reform of the MHA

JD reported that in the recent Legislative Committee it was discussed circulate consultation questions

JC stated that Cwm Taff have circulated comprehensive questionnaires, to which he is coordinating a managerial response

JD asked **JC** if he would prepare a similar response for SBUHB managers

KM asked why managers activity was no longer included in the MHA activity report

JC said that they were to be consulted on their views regarding **KM's** comment above – this has not yet happened

JW reported that this information was withdrawn because of Information Governance reasons – PC to re-issue an email to all managers asking for their views on this

SA raised concerns regarding GDPR – in terms of personal emails being shared on emails

Terms and Conditions for Hospital Managers

JD reported from the November 2020 Legislative Committee that the Health Board has undertaken a review of its non-substantive positions in terms of bringing hospital managers posts into line with others., such as independent board members. The Legislative Committee made 3 recommendations:

1. Members agreed that payments made to associate hospital managers should be increased to £45 per hearing for panel members, and £50 per hearing for Chairing, effective from 1st January 2021.
2. Tenure of Associate Hospital managers needs to be brought in line with Independent Board Members – to be no longer than 2 terms of 4 years, subject to satisfactory appraisals. **JD** commented that a number of managers have already been in post for 8 years or longer and this will be discussed at annual appraisals which are happening in the coming weeks.
3. 1-year period of handover to allow for recruiting and training of new managers

JC asked if tenure of service begins now, or it is based upon past service, to which **JD** responded that her understanding is that it is based upon time already served.

MP asked if this is a new arrangement which was confirmed by **JD**, who added that a period of 1 year would allow for recruitment and training and mentoring of new managers.

SA asked if managers could return after a significant period of time, and also asked about recruiting at a time when the role is under review in the Governments reform of the MHA

CC raised concerns regarding the quality and timeliness of training for managers if tenure is to succeed

JD acknowledged that bespoke training is needed for managers

KM asked if this is an all Wales arrangement

There followed a general discussion regarding transition periods and training of new managers

3.	**Matters arising from Hospital Managers Hearing**
	
	PC explained that the purpose of this section is to provide a response to issues that managers raise following hearings.
	
	    I. Information Governance
	Following observations from managers that non-involved parties were present in rooms where hearings were taking place, participants were having non related conversations off-line with non-involved parties, and patient information could clearly be viewed in the background in one instance.
	PC reported that all participants are now reminded of their duties in terms of confidentiality when hearing invites are sent out.
	    II. Decision forms
	Following concerns from managers that our current decision form does not allow for a comprehensive summary of the hearing, and a recommendation that we review it in line with the forms being used by Cardiff and Vale Health Board
	JC commented that a 'digital' form would allow managers to expand upon their reporting, and raise any concerns from hearings to be followed up – a better opportunity to report on the overall hearing
	KC commented that the digital decision report allows for more time, after the hearing to reflect , and should face to face meetings return, a request that the Chair is afforded the opportunity to prepare a detailed decision report away from the hearing, as opposed to immediately afterwards whilst still at the hearing venue.
	This approach was supported by the group.
	    III. Patient Experience Questionnaire
	Following the decision by other Health Boards in Wales to survey patients since the move to holding hearings remotely since the Covid pandemic.
	KM raised concerns regarding support for patients to complete the questionnaire
	CC supported the idea however, advised caution in terms of ensuring that action is taken following survey findings, and that this is fed back to patients
	MP asked that survey questions be relevant to the objectives, and with regard to the patient experience
	KC commented on the style of the C&V questionnaire in terms of language and format and this needs to be appropriate for the audience/patient
	JD commented that if the aim of a survey is to establish whether patients prefer face to face, or remote hearings, and what their reasons are for their choice – the goal should be to give patients a choice of what type of hearing they wish to have.
	MB stated that the Stakeholder Reference Group could critique the patient survey forms, with assistance from the communications team
	CC stated that SBUHB are working with Hafal and Public Health Wales on patient experience surveys - perhaps this could dovetail
	
	PC agreed to do this
	
	RM left the meeting	

4.	**Training & CPD** A reminder to the group of the potential face to face managers training in May, in Mid Wales **JW** asked whether this would happen virtually **JC** raised concerns regarding virtual training for such a large group	
5.	**AOB** **JD** confirmed with **JC** that he would garner views of hospital managers and prepare a report for submission to the Health Board. **KM** raised the matter of delays with and non-payment of expenses **JW** gave an explanation of the reasons for the failure to make payment **KM** asked for confirmation of the correct system for submitting expenses **JD** suggested that the process will be simplified with the iPads **JC** asked whether SBUHB could use the SEL system for this process as it is used for managers in Cardiff & Vale and Cwm Taff **JW** to look into this **KC** asked if the MHA Team would accept submission of electronic expenses. **PC** agreed that this was acceptable **JD** officially confirmed Maggie Berry as Vice Chair **MP** wanted to minute the managers thanks to the Mental Health Act Team for their assistance, support and professionalism in such difficult times	
6.	**Meeting dates for 2021/22** Several requests to vary the days of meetings for the coming year **PC** to send out new dates for agreement	

Action Table

Agenda Item	Action	By whom	progress
2	**JW** & **PC** to discuss opportunities for quality checks to be done remotely	**JW / PC**	
2	IPads to be ordered for all managers - consider larger screen models	**JW**	
2	Confirm links to legal updates given in last meeting	**PC**	
2	Provide supporting information where the MHRT has discharged a patient following a managers hearing	**PC**	
2	Circulate White Paper Consultation questions	**PC**	**Completed**
2	Include data on individual hospital managers activity in MHA Activity Report	**PC**	**By next meeting**

2	Ensure that hospital managers personal email addresses are not shared, in line with GDPR	**PC**	**Completed**
3	Produce enhanced digital decision report form, to include all matters arising during hearings	**MHAT PC**	
3	Liaise with Stakeholder Reference Group, Hafal and Public Health Wales in order to discuss opportunities for patient questionnaire/survey	**PC**	
4	Establish date and arrangements for next All Wales training event	**PC**	
5	Arrange Teams meeting to scope views of hospital managers on the Reform of the MHA White Paper	**JC/PC**	**Completed**
5	Clarify position with Hospital managers expenses to be claimed via SEL system	**JW**	
5	Convey thanks to MHA Team for supporting and assisting managers during the Covid pandemic and making the transition to remote hearings	**PC**	**Completed**