

Specialist Advice & Guidance – All Welsh Implementation Group (SAG-AWIG)

Terms of Reference

1. Background

1.1. The delivery and availability of a reliable and accessible professional advice and guidance advice to primary care providers has been recognised as a requirement for:

- Ensuring continuity of care for patients during period of restricted access to secondary care routine care.
- Supporting decision making regarding referrals, admissions and managing a patient's care within primary care.
- Providing access to specialist advice and guidance to appropriate health care professionals

1.2. A decision has been taken to centrally implement Consultant Connect as the provider of this service across Wales for 12 months

1.3. Roll out of Consultant Connect to all health boards will commence in April 2020 and will be done in 3 phases:

- i. Standard help lines for primary care and COVID-19 support
- ii. Advice and guidance lines for others such as care homes, 111 and paramedics; and other specialty lines to support GPs.
- iii. Service transition into standard care delivery pathways.

2. Purpose

2.1. To review the effectiveness of the national implementation.

2.2. To share practice and align services throughout Wales to ensure equity of service provision where possible.

2.3. To develop an all Wales regional rota

2.4. Key objectives include:

- To support the implementation of a robust advice and guidance programme for Wales
- To provide a project support network.
- To support communication between health board project implementation teams in order to support cross boundary working.
- To share user evaluation of SAG helplines.
- To provide a link between health board and Welsh Government project management structures.

3. Membership

3.1. The work stream will be chaired by Olivia Shorrocks, Head of Major Conditions, National Planned Care Programme.

3.2. Membership will represent the Specialist Advice & Guidance Project Team from Welsh Government and health board project team representation.

3.3. Health boards will designate a specific project manager to act as its representative / link with the SAG-AWIG.

- 3.4. All health-boards should aim to provide deputies to represent the team if designated representative is unavailable.
- 3.5. The meeting will be quorate with 1 member of the Welsh Government team and representatives of 3 health boards.
- 3.6. Other members can be co-opted on to the group at the request of the membership or the Programme Board.

4. Secretariat

- 4.1. Secretariat duties will be fulfilled by the National Planned Care Programme team, Welsh Government.
- 4.2. The secretariat will support the chair in:
 - General secretariat duties, including circulating papers for meetings, monitoring and ensuring actions are completed;
 - Other ad-hoc support in relation to the delivery of the work programme

5. Meetings

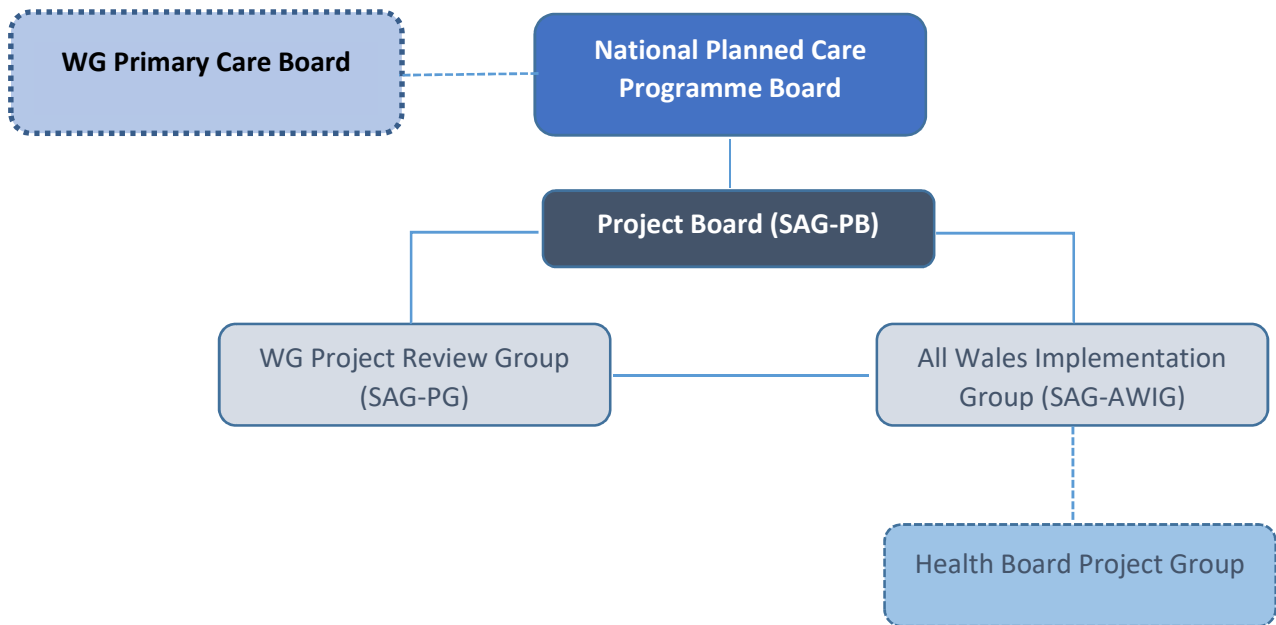
- 5.1. Meetings will be undertaken via MS Teams.
- 5.2. Meetings will occur every three weeks for maximum of 60 minutes.

6. Responsibilities

- 6.1. Members are responsible for representing their health board project team and will be expected to be able to share appropriate updates including project plans and risks
- 6.2. Members should have the authority from their health board to link with colleagues in other health boards to provide appropriate support / links to out of area services.
- 6.3. Members will support the dissemination of information from the Specialist Advice & Guidance Project Board (SAG-PB).

7. Accountability

- 7.1. The SAG-AWIG is a sub group of the SAG-PB.
- 7.2. Recommendations, queries and issues will be escalated or delegated, where appropriate, within the project reporting structure.



8. Review

8.1. The terms of reference for this group should be reviewed at six months intervals.