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Health Board

26th January 2017

Agenda Item: 5 (ii)

Key Issues – Stakeholder Reference Group (SRG)**1. Purpose**

To update the Board on issues considered at the Stakeholder Reference Group (SRG) at its meeting on 4th January 2017.

2. Key Issues from SRG on 4th January 2017**a. Patient Story**

A formal arrangement has now been put in place so that each of the patient stories presented to the Board at each of their meetings will be reviewed in advance by the SRG so that any additional questions / perspectives can be built into the Board session. Steve Pascoe from Audiology attended the SRG to present a patient story about an older person's experience of dementia and how improving hearing problems had improved the patient's life significantly.

b. Engagement on Proposed Changes to Urgent Care Services at Neath Port Talbot and Singleton Hospitals

The proposals were outlined to the SRG and it was agreed that details of the drop in sessions and public meetings would be circulated to the group for dissemination to their links. A number of issues were raised, including:

- The feasibility of more limited hours of opening and how the Board would make sure that the public were aware of the revised opening times.
- Need for the Board to outline to the public what the response time should reasonably improve to be in Minor Injuries Unit when the changes have been implemented.
- Transport arrangements where transfers are necessary need to be formalized.

- The environment of the Surgical Assessment Unit at Singleton should be improved as part of these changes.

Individuals / groups were asked to respond to the engagement by 10th February 2016.

c. Presentation on One Year Plan / HB's Financial Outlook

The SRG were given an overview of the financial outlook for the Health Board and the difficulties it faced, plus the work which was underway to prepare a One Year Plan as it was unlikely that a balanced 3 year plan could be delivered. Further briefings would be given to the SRG once available.

d. Arrangements for SRG Workshop on 1st March 2017

The SRG confirmed arrangements for its annual workshop to agree its work plan and preparation of its annual report.

3. Recommendation

The Board is asked to note the report.