

**Report prepared by:**

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**Report sponsored by:**

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**Health Board**

**30<sup>th</sup> March 2017**

**Agenda Item: 5 (vi)**

## **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 1<sup>st</sup> March 2017.

### **2. Joint Meeting with Equality and Human Rights Commission**

Prior to the regular SRG meeting on 1<sup>st</sup> March 2017 the Health Board hosted a joint meeting between the Equality and Human Rights Commission and stakeholders. Members of the SRG, Disability Reference Group and representatives of other equality groups were invited to attend. The session was used to discuss with individuals their experience of working with the Health Board and the extent to which equality issues were being addressed by the organisation. The meeting was attended by the Chair, Vice Chair, Director of Nursing and Patient Experience and Assistant Director of Strategy & Partnerships and the feedback from attendees was generally very positive, although it was recognised that much had been achieved, although there was more to do. The Commission has since thanked the Board for their hospitality and support in setting up the joint meeting.

### **3. Key Issues from SRG on 1<sup>st</sup> March 2017**

#### **a. Patient Story**

Debbie Bennion and Jock Andrew from Princess of Wales Hospital, Bridgend attended the SRG to present a patient story about the experience of a patient's family in 2013 and 2017 at the hospital. In 2013 the family raised concerns about the care provided to a member of their family but in 2017 the same family wrote a letter of compliment to the Chief Executive complimenting the hospital for the care received.

#### **b. Nurse Staffing Levels (Wales) Act 2016**

Padraig McNamara from Welsh Government attended the meeting to present on the guidance for the Nurse Staffing Levels Act, which would be open for consultation until 7<sup>th</sup> April 2017. SRG members were particularly asked to consider their view on the “Informing Patient Section” of the guidance and the SRG agreed it would put a response into the consultation around this issue.

#### **c. Recovery and Sustainability**

The SRG received a presentation on the challenges facing the Health Board, both in financial terms but also in the need to change services going forward so that they are sustainable as well as affordable. The SRG asked to be kept updated on progress and informed about what service changes were being considered.

#### **d. Health Board’s Digital Strategy – Destination Digital**

The SRG had received a summary document of the Health Board’s Digital Strategy. Whilst it was noted it contained a clear vision, it was noted that the group would like to be clearer about the exact deliverables, in plainer English and against set timescales.

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

At the previous SRG the proposals had been outlined and the group had been asked to circulate details of the drop in sessions / public meetings to their groups. An update was given outlining that the responses to the engagement process had largely been positive and that the Community Health Council (CHC) had considered the responses in detail recently and would be writing to the Health Board with their views. Based on the CHC views, the engagement responses and the Equality impact assessment the Health Board would be deciding at their meeting on 30<sup>th</sup> March 2017 whether the proposed changes should be implemented, if there should be any conditions to this or whether any further engagement or consultation was required. The main issue raised by the SRG had also been raised throughout the engagement - how to make the public aware of the changes to opening hours and to use 111 as the way of finding the best service to meet their needs.

#### **f. Audit Report – Stakeholder Engagement**

A copy of the draft internal Audit Report 2016/17 on the Stakeholder Engagement and Communication – Stakeholder Reference Group was discussed by the group. The actions outlined in the report were considered and a response to the report agreed by the Group.

#### **g. Patient Feedback Reports**

The SRG considered the format for these reports prior to their involvement in overseeing this work in 2015 compared to the format used now. It was noted that there was a significant improvement in the reporting to make it more understandable but that further work was required to broaden the range and extent of feedback consistently across the Health Board.

#### **h. Preparation of SRG Annual Report**

The draft SRG Annual Report covering April 2015 to March 2017 was discussed by the group and will be approved at the next SRG meeting ready for submission to the Health Board at its May meeting.

#### **i. Planned Agenda Items for 2017-18**

A copy of the Health Board's schedule of items for its meetings in 2017 was circulated to the SRG. It was agreed that in future the SRG agenda would be organised into set sections reflecting the focus of the group and that a plan for the relevant items to be discussed at SRG would be brought back to the next meeting of the SRG in May for approval. This would ensure continued alignment between the SRG and Health Board agendas and give assurance that the Group was considering all relevant service change and stakeholder related issues, in line with the Audit report findings.

#### **j. Appointment of New Vice Chair of SRG**

With the end of Lynne Sanders term of office on the SRG there was a vacancy for a Vice Chairman. Marged Griffiths, representing Children & Young People on the SRG, was nominated and appointed to this role.

#### **k. Membership of SRG**

Two new members had been appointed to the SRG – one representing people with mental health problems and one representing Welsh language.

The SRG noted that the usual three year term of office for the Carers representative had run out. The Group agreed, as allowed in the Memorandum of Understanding between the Board and the SRG, to ask the Health Board to agree to the extension of the representative's term from 3 to 5 years.

#### **l. SRG Web page**

The SRG web page is now up and running. This will contain papers for the meetings as well as details of members of the group and a generic email address so that interested people can find out more about the group