



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



		Agenda Item	5.6 (iv)
<b>Freedom of Information Status</b>		Open	
<b>Reporting Committee</b>	Stakeholder Reference Group		
<b>Author</b>	Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships		
<b>Chaired by</b>	Alison James, Chair, Stakeholder Reference Group (SRG)		
<b>Lead Executive Director (s)</b>	Gareth Howells, Director of Nursing & Patient Experience		
<b>Date of last meeting</b>	05 March 2018		

**Summary of key matters considered by the committee and any related decisions made.**

**Patient Story**

Head of Pharmacy (Acute Services) at ABMU, Roger Williams gave two presentations to the group, the first being - **Sue's patient story**.

One in five cancer patients develop a venous thromboembolism (VTE) during their cancer treatment. The risk of VTE is as high as 10% within the first six months of a cancer diagnosis. Patients who develop a Cancer Associated Thrombosis (CAT) historically have found that they have encountered delays in accessing services, have not been given enough support to manage their condition independently, and are often left feeling anxious as a result. ABMU have developed a pharmacy led service to run a 'one stop' clinic which supports patients and enables them to manage their condition. Work is also evolving by working with industry to develop a 'cancer clot' website.

**Discharge Prescriptions – Why am I waiting?**

When discharging patients from hospital one of the delays often cited is waiting for TTO's (Tablets Take out). Although not always the case, Pharmacy recognise it is one of the many reasons that can lead to a delay in discharge. To improve this service Pharmacists and Technicians, many of whom are also prescribers are now embedded into ward teams and will accompany the Multidisciplinary Team on ward rounds. This ensures that there is ward based medicines management and the service is more patient facing. A 7 day pharmacy service now operates across all ABMU hospitals.

**Presentation 3 – Health Board Website**

A member of the Communications Team presented to the group and gave a demonstration of the new Health Board Website which is being developed with NHS Wales Informatics Service (NWIS). ABMU is an early adopter of the new website along with Public Health Wales. There was a great deal of enthusiasm within the group with several suggestions put forward as to how improvements could be made, such as links to Public Service Boards (PSB's), the voluntary sector, transport and improvements to the website around accessibility features such as text colour and font size. It was agreed that the suggestions and concerns would be taken to the next website development meeting in the next week. There was consensus and significant concern amongst the SRG that colour contrasts as one example were not currently

compliant with accessibility guidelines and this needed to be addressed before the site goes live.

### **Update on Membership**

The group welcomed new members, Reena Owen, Non Officer Member of ABMU Health Board and Mark Lewis from South Wales Police (SWP). The SRG also said a sad farewell to Marged Griffiths, Vice Chair and Children & Young People's representative and Rob Quinn from the Mid & West Wales Fire & Rescue Service who will be retiring at the end of the month. Roger Thomas also attended the SRG as the Fire & Rescue Service replacement representative on the SRG. It was reported to the group that Probation services have been contacted and have declined an offer to join the SRG, Natural Resources Wales have also deferred their invitation at the current time. The representative on the SRG from the Disability Reference Group (DRG) has been unable to attend a few meetings due to ill health and in light of this it was agreed that the DRG would be approached at their next meeting to nominate a named deputy to attend.

Vacancies on the SRG are still available for the following protected characteristics:

- Faith - although ABMU Chaplaincy has been approached and once the vacant Health Board Chaplain position had been filled they would become a member of the SRG.
- Transgender – no nominations received.
- Sexual Orientation – no nominations received.
- Mental Health – a nomination was expected for this representative.
- As this was Marged Griffiths' final meeting a vacancy for a new Vice Chair now exists and nominations were requested from the group. As Marged is also the representative for Children and Young People this will also be vacant and so will be advertised.

### **Report on reforming Fire and Rescue Services**

Robb Quinn updated the group that 54 responses were received by WG to the consultation document – however since the consultation was launched there has been a change in Minister and any changes proposed for the Fire & Rescue service remains unclear at the current time.

### **Memorandum of Understanding**

An updated draft version has been completed and was shared but as it will need to reflect the new HB name, it will be brought to the next SRG meeting for final approval and sign off. It will then be submitted to the Health Board in May for formal approval.

### **Patient Feedback Report**

Helen Griffiths presented the patient feedback report to the group. An exploratory discussion followed as the group felt that in future the report should contain more 'depth and substance, Mark Lewis from SWP offered his time to share learning as he does a similar report for SWP. It was also felt that compliments in addition to complaints should also be captured to give a more balanced perspective. Information on the number of complaints received by ABMU Health Board compared with other Health Boards was also requested to be included.

### **Annual Quality Statement (AQS)**

Helen Griffiths reported that in line with Welsh Government guidance there is a requirement to complete the AQS by 31<sup>st</sup> May 2019. The previous proposal from the SRG to develop a technical document which met the requirements of Welsh Government with a separate public facing document which addressed the concerns which the public had and the issues they wanted to receive updates on from the Health Board is being taken forward. To ensure that

the public facing document addresses the issues of importance to the public, the Health Board has used its ongoing engagement mechanisms with the public, service users, Carers and the voluntary sector and has asked them what are the top 10 issues / topics they would like to receive updates on progress from the Health Board within the public facing AQS document. A list has been compiled and was shared – the SRG had no additional suggestions to add. To complement the public facing AQS document it has also been agreed that a digital story would be produced which would include some of the 'Top 10' to demonstrate to the public the progress being made by the Health Board on the issues which matter to them.

### **Integrated Medium Term Plan (IMTP)**

JAD suggested that the Organisational Strategy / Clinical Services Plan / IMTP be presented to the next meeting of the SRG to update the group on the Health Board's plans going forward. This was agreed.

### **Maesteg Day Hospital**

It was explained that communication has been received from Cwm Taf University Health Board to propose that further engagement be deferred until after the boundary change, this has been taken to the CHC who have agreed to this.

### **Bridgend Boundary Change**

The group were informed that work is nearing completion on the transfer of staff from ABMU to Cwm Taf UHB and the agreements between the two organisations to ensure that services transition smoothly.

Local Authority, Health Board and Third Sector members of the group stated that they were already feeling the impact of the loss of colleagues due to the Boundary change.

Alison James (Chair) stated that a meeting is scheduled for 26<sup>th</sup> March 2019 between the SRG Chairs of ABMU & Cwm Taf to ensure a smooth transition in arrangements between the two organisations.

### **Health Board Matters**

- Welsh Language report will be circulated once available
- Forthcoming items for discussion at the Board listed and members were informed papers are available should anyone want them.

### **SRG Annual Report**

A draft copy of the Annual Report was circulated for comment – a completed version would be brought to the next meeting for approval. It would then be submitted to the Health Board in May for approval.

### **Key risks and issues/matters of concern of which the board needs to be made aware:**

Significant concerns were raised by the SRG about the new Health Board's website and its lack of accessibility. There are a number of key accessibility features which were considered by the group to be basic requirements which hadn't been incorporated and the website's accessibility had not been checked externally to ensure appropriate standards were met. The Health Board offered to use its established mechanisms to ensure such an external validation was carried out and this offer has been extended to NWIS.

### **Delegated action by the committee:**

None.

<b>Main sources of information received:</b>	
<ul style="list-style-type: none"> <li>• Updates on service change</li> <li>• Update on Bridgend Boundary Change</li> </ul>	
<b>Highlights from sub-groups reporting into this committee:</b>	
None.	
<b>Matters referred to other committees</b>	
No matters were referred to other committees.	
<b>Date of next meeting</b>	07 May 2019