CARDIFF AND THE VALE UNIVERSITY HEALTH BOARD

Stakeholder Reference Group Meeting

9.00 – 11.30 Tuesday 24th September 2013
Meeting Room 1, Planning, Estates and Operational Services Department, 2nd Floor, Lakeside Offices, University Hospital of Wales

SRG Members Present:

John Harrison  Environment Manager – Natural Resources Wales (Acting Chair)
Cllr Pamela Drake  Vale of Glamorgan Council
Cllr Mohammad Javed  Cardiff Council
Paula Martyn  Care Forum Wales
Linda Pritchard  Vale Council for Voluntary Services
Bob Tooby  Welsh Ambulance Services NHS Trust

Apologies:

Sue Cox  One Voice Wales
Kevin Rahman-Daultrey  Cardiff Third Sector Council
Paul Warren  Diverse Cymru

Observers in Attendance:
1. Welcome and Apologies for Absence

Abigail Harris the UHB’s new Director of Planning was introduced and welcomed to the Group.

John Porter was welcomed to the meeting.

2. Appointment of Chair and Vice-Chair

Abigail Harris explained that the UHB Board Secretary, Alison Gerrard, had written to Group members seeking expressions of interest for becoming the Chair of the Group. The only expression of interest received had been from John Harrison. In addition, Paula Martyn had informally expressed an interest in the position of Vice Chair.

The SRG agreed to recommend the appointment of John Harrison as Chair and Paula Martyn as Vice Chair. Abigail Harris thanked them for putting themselves forward for these positions. Their appointments would now be formally considered by the UHB Board prior to AG.
recommendation to the Minister for Health.

3. Notes of the Last Meeting

The notes of the meeting held on 28 May 2013 were RECEIVED and APPROVED as a true and accurate record.

4. Matters Arising

South Wales Programme (SWP)
Abigail Harris reported that the SWP public consultation had now concluded. There had been a far greater response than had been anticipated with in excess of 61,000 responses being received. The majority of responses had been from those areas that were likely to be most affected by the outcome of the SWP. At the local meetings held in Cardiff and the Vale there had been considerable concern about the potential consequences of the proposals on those services that had not formed part of the consultation.

The independent Opinion Research Service had been commissioned to analyse the responses. The SWP Programme Board would receive a feedback on the findings on 4 October which would be shared with the CHCs and Health Board’s later that month. It was anticipated that Health Boards would receive recommendations for decision during November 2013.

Francis Report
The Chair reported that Ruth Walker had presented a paper on the publication of a Citizens Report to the UHB Board. The paper proposed publishing a minimum of four Citizens’ Reports each year on a rolling programme of Healthcare Associated Infection, themes from Patient Feedback, themes from concerns and complaints and Patient Safety Issues and key health issues. The UHB
Board had commented on the proposals and suggested that a revised paper be referred to the SRG. Ruth Walker or a member of the Patient Experience Team would be invited to present the proposals at a future meeting of the SRG.

5. **Health and Social Care Integration**

The SRG received a presentation from Abigail Harris on recent developments in the Health and Social Care Integration Programme.

It was noted that:

- Welsh Government was keen to accelerate the pace of integration and had issued a consultation document. The UHB would be producing a joint response with key partners by the end of September 2013.
- Welsh Ambulance Service NHS Trust figures indicate that approximately 30% of those admitted via the Emergency Unit could have remained at home or received treatment more appropriately elsewhere.
- There had been an exponential increase in people aged 75 years and over. Over 80% of acute hospital beds were occupied by persons aged 80 or over.
- Although patient flows and the amount of time that patients were waiting on trolleys in the UHW Emergency Unit (EU) had improved, this was often because patients were now waiting in ambulances before being admitted to the EU. At one point the previous day, 11 of the 12 emergency ambulances in Cardiff and the Vale had been outside the EU waiting for their patients to be admitted. It was important to be transparent about the position.
- Inpatient lengths of stay had been reduced.
The SRG then discussed the presentation and made several observations:

- Ambulance staff would require additional training to enable them to help patients remain at home. Abigail Harris indicated that this was being considered.
- Provided individuals receive the quality care in a safe and timely manner they do not mind who delivers the service
- Commissioning, particularly in social services, has been task orientated with less of a focus on outcomes.
- Although the performance of WAST in providing timely transport for patients attending appointments was generally good, there were problems with delays in patients being taken home following appointments. The SRG was advised that the Minister was aware of this problem and it was the subject of an ongoing review that was expected to conclude before Christmas 2013.
- There were some excellent examples of preventative models in the independent and third sector. There was also a very good preventative model ‘Passion for Life’ from Sweden. Some of this best practice could be adopted by the public sector
- A coherent, shared model with clear easily understood principles would be essential.
- Investment in the community infrastructure would be key to the success of the integrated model and in preventing unnecessary admissions to hospital. Community services were not necessarily a cheaper option but the model would fail if insufficient community resources were provided. The challenges this would present, not least the identification of necessary funding, was noted. The SRG was advised that the UHB would be holding a Board Development Session on 1 October at which
there would be a debate about shifting resources to the community.

- There was a suggestion that a mobile unit could be established to treat patients in the community. Abigail Harris explained that the Community Resource Teams (CRTs) provided such a service. They are comprised of UHB, Social Services and third sector staff. If a GP identifies a patient requiring substantial input, the CRT will go and assess their needs. There is also a procedure in place within the UHW Emergency Unit whereby patients are assessed and if deemed appropriate sent home and visited by a member of the CRT.

- John Porter offered the support of the Vale 50+ Forum for future integration work

It was agreed that hard copies of the 2012 Annual Report of the UHB’s Director of Public Health be sent to SRG members.

6. Supportive Communities around Wyn

The SRG received a presentation from Cheryl Williams and Linda Pritchard on a project that aims to equip people in contact with frail elderly people with a toolkit that will enable them to support an older person to remain at home.

The SRG discussed the presentation and made several observations.

- It would be helpful if there were a mechanism for identifying regular attendees at EU so that community resources could be diverted to them in order to prevent such attendances. The SRG was advised that this was part of the work of the CRTs although it was still in the developmental stage.

- The former Cardiff Partnership Operations Group
had been extremely successful and should be invigorated. Partners had contributed to a central budget and duplication was reduced which resulted in a 25% increase in productivity. The SRG was informed that the Cardiff Leadership Group would meet that afternoon and would be considering integration of the Cardiff and Vale Local Service Boards.

- A number of discussions with groups of older people were helping to shape the project. Cllr Drake provided a further contact detail for the Castaways group
- GP and clinic appointments should be available during the evening and weekend. The SRG was advised that work was being undertaken on 24/7 systems including the provision of more evening appointments in primary care.
- Mechanisms must be in place to ensure quick action is taken when urgent intervention is required.
- The use of new technology including ‘apps’ which facilitate community involvement in supporting older people could be considered although security issues would have to be thoroughly assessed.
- Sustainability would be the key to the success of the project. The pilot would be looking at impact on a range of services and capacity to deliver.

The SRG was informed that an over 50s health check was being piloted in a number of Community First areas across Wales including Butetown/Grangetown, with a view to rolling out to other areas during December 2013.

In addition, Cardiff and Vale of Glamorgan Councils had signed up to the Dublin Declaration Age Friendly Communities initiative. Any work undertaken can be pledged and registered nationally. John Porter agreed to provide the link.
It was agreed that Cheryl Williams would come back to the SRG if further advice/assistance was required from partner organisations, once the pilot had been evaluated.

7. **Natural Resources Wales Horizon Scanning**

This item was deferred until the next meeting.

John Harrison explained that Natural Resources Wales had an increasingly diverse agenda. It had been tasked with being more community focused than its predecessor organisations and there may be opportunities to promote some of the initiatives on public health and the use of the environment in health promotion that had been discussed during the meeting as part of its wider communities work.

8. **Summary of Issues to be Reported to the Board**

- Health and social care integration was moving in the right direction although some areas of concern remained. It would be important to ensure that all partners/agencies agree and work towards the implementation of a coherent, shared model with clear easily understood principles. Investment in the community infrastructure would be key to the success of the integrated model and in preventing unnecessary admissions to hospital. Community services were not necessarily a cheaper option but the model would fail if insufficient community resources were provided.
- Key issues relating to the Supportive Communities around Wyn project are sustainability and the quality of the signposting. The SRG would like to remain involved in the project to ensure that opportunities for partner organisations to support the project are maximised.
9. **Next Meeting**

2pm-4.30pm on Tuesday 26 November, 2013. Venue to be confirmed.

SRG members were invited to attend the UHB’s Annual General Meeting that would commence at 18.30 on Thursday 26 September, in City Hall, Cardiff.

It was agreed that feedback from Board meetings should be a short standing item on the SRG agenda to improve linkage and communication between the business of the Board and that of the SRG.

It was agreed that items for future meetings could include:
- The UHB’s plans to cope with winter pressures
- The UHB’s Integrated Business Plan
- An update on the UHB’s response to the Francis Report and the Citizens’ Report
- Emergency planning and planning for big events affecting all partner agencies

It was highlighted that the SRG should focus on those areas/ issues that would add value rather than duplicating the work of other fora.

Following discussion on membership, it was agreed that Fire and Rescue Service should be invited to join the SRG. In addition, the existing SRG membership would be sent out with the Minutes and that members should forward any suggestions for new members to the Chair and Anne Wei.

24 September 2013