

Cyfarfod Bwrdd/Board Meeting

Briff Cyfarfod/Meeting Brief

Gorffennaf 2021 / July 2021

This Board meeting took place via MS Teams

Board meeting

Minutes of the previous meeting and progress on agreed actions

The Board agreed the minutes of the previous meeting as an accurate record, and noted the progress on agreed actions.

It was noted that as some members were not able to confirm receipt of the recent presentation from Public Health Wales, this would be circulated again.

Cancer services in Wales

A presentation and discussion with the NHS Collaborative, Wales Cancer Network & Welsh Government

The Chair welcomed a number of colleagues from the NHS Collaborative, Wales Cancer Network and Welsh Government to the meeting.

Through a slide presentation, the Board were provided with an update on the following:



- 🕒 Key data around cancer in Wales
- 🕒 Impact of COVID-19
- 🕒 On-going policy agenda
- 🕒 Supporting recovery, including the role of the Wales Cancer Network

If staff or members would like a copy of the full slide presentation, this is available from the Board office.

Chair & chief executive's report

Feedback from recent activity – the Board Chair advised members that he, CHC Chief Officers and the Chief Executive are continuing to meet with Welsh Government on a weekly basis. At the last meeting, there was a useful opportunity to raise collective concerns directly with Welsh Government primary care policy leads about what we are hearing from people about GP access.

The Welsh Government has recently published plans to address GP and wider primary care access, but it is not yet clear whether this will deliver what is needed. The matter will be discussed again at the next available meeting.

A national report on GP access is planned. Capacity challenges are impacting on the timescales for production and publication. In the meantime, some CHCs have published their own local reports.

A national report on 'telephones, tablets and technology: hearing from people using digital ways of getting health care' was published earlier this month.



The Board's Chair and Chief Executive are due to attend the first meeting of the Welsh Government's Citizen Voice Body (CVB) Steering Group. Officials have asked us to present to the meeting.

The Board noted this will be a good opportunity to set out again the agreed position of the Board and the 7 CHCs in terms of the elements necessary to create a stronger, independent new body:

- Operating locally, regionally and nationally
- right of access
- right of response
- duty of co-operation
- independent mechanism to deal with any disputes between the CVB and an NHS body or local authority.

It is hoped that the Welsh Government's CVB Steering Group will produce its own summary of the meeting. If this is not available, the board office will pull together a high level summary and provide to Board members for information.

Board members discussed the lack of media attention our national reports are attracting. The Board's Chief Executive explained that we continue to use media specialists to handle our publications. Discussions with other bodies has also shown the unpredictability of what is likely to be picked up by the media at this time.

It was noted that the Board's Chair and Chief Executive would be meeting with the Minister for Health and Social Services the following week.



A recent meeting with the British Medical Association (BMA) provided us with an opportunity to raise concerns around GP pressures and how this feels from a patient perspective.

The BMA shared with us what they have been doing to enable/support patient access to GP services. It was agreed that on-going discussions are needed moving forward.

It was noted that our concerns around GP access have also been discussed with the General Medical Council (GMC).

Staff conference – the Board heard that a second ‘virtual’ staff conference was held in early July. There had been a good representation from staff across all CHCs, with over 65% attendance.

Following suggestions from staff, the focus on the conference was on maintaining our wellbeing, and progress with the developments our developments relating to the new citizen voice body (CVB).

The conference was attended by Chris Davies, the HR advisor from Powys Teaching Health Board who has been appointed to advise on the HR aspects and transfer arrangements for the new CVB. This was an opportunity for staff to meet Chris.

He explained that staff could raise any employment related questions they may have with him directly.

Those staff who attended the conference were asked for feedback on how they felt the day had gone. A total of 22 responses have



been received to date. Feedback has been largely positive with many respondents having enjoyed the armchair yoga session in particular.

A summary of the feedback and agreed actions in response will be reported to the Corporate Governance Committee meeting in September.

It was suggested that it may be helpful for staff to meet our Board members. It was noted that the proposed Christmas staff conference may be an ideal opportunity for this to happen.

Citizens Voice Body – the Board’s Chief Officer provided an update from the recent workstream meetings. It was noted that the majority of workstream groups have now met at least 3 times. The following were noted:

- ❧ The terms of reference (TOR) for all of the workstream groups have been updated. This will ensure that all groups pro-actively consider equality and diversity implications when developing or considering any proposal. So far TORs have been finalised by the Legislation and Training workstreams.
- ❧ All workstreams have identified their objectives going forward.
- ❧ As requested at the last Board meeting, an internal engagement schematic has now been developed.
- ❧ The Senior Management Team (SMT) has developed a SWOT analysis. Working with the Deputy Chief Officers, they considered the strengths and existing challenges within the CHC movement and the opportunities and potential challenges related to the establishment of the CVB. It was



agreed that if members wished to offer any thoughts or input on the document, they should send these electronically to the board office.

The Chief Executive provided an update on the potential issues log. The following points were highlighted:

- ⌚ An earlier identified issue remains live. This relates to which Welsh Government workstream will pick up the policy development/thinking around the 'patient safety commissioner' function being taken on by the CVB.

We do not have a definitive answer on this yet but a response is expected soon.

- ⌚ The response from the Welsh Government to our query about access to premises for complaints advocates relies upon different pieces of legislation. SMT will consider the response in more detail, and provide advice to the Board at its next meeting.
- ⌚ The communications workstream has identified as a risk the potential for the CVB to contract out its complaints advocacy service to another body.

The Board noted that as existing CHC complaints advocacy staff will be transferred over to the new body, it would seem very unlikely that the CVB would opt to contract out the service given the employment related implications.



The assumptions made by the Welsh Government have been that the CVB would appoint more staff to meet the expected additional demand from social care complaints.

- Workstream discussions have identified a continued lack of clarity about the functions of the new CVB. SMT has discussed this and will pick this up with their staff and members locally.
- Some workstreams have reported issues with staff and members attendance. This is due to current capacity challenges.

The Board was concerned to understand whether the current model is sustainable, and agreed that SMT should be asked to review the current arrangements and make proposals to the next meeting of the Board.

- The Locations workstream has suggested a 'frequently asked questions' be developed. The Chief Executive confirmed that this was currently being looked at by the communications workstream. The capacity challenges referred to earlier may mean it will take a little while to produce.

BCHCW committee briefings

The committee noted the briefings from the June Corporate Governance and Standards and Performance Committee meetings.



Plans & progress 2021-2022

BCHCW progress against annual plan quarter 1 (April to June) – members heard that the installation of the new integrated telephony system has been delayed. Discussions have taken place between the board office, our telephony provider and our ICT provider Digital Health & Care Wales (DHCW). Weekly progress meetings have now been agreed.

A project plan is in place and it is hoped that the system will be installed and operational in the Board and all CHCs by the end of September 2021.

Updated board work programme – the updated work programme was noted.

Annual reporting 2020-2021

Board and CHC Equality Report – the Board considered the content of the draft Equality Report. The report summarises the actions taken by the Board and CHCs during the past year – setting out what we said we would do, and what we did.

The Board agreed that the Equality Report should be published, once translated.

BCHCW Welsh language standards annual report – the Board considered the draft BCHCW Welsh language standards annual report. Members commended the actions taken by the Board and CHCs during the year to further develop our arrangements to support the use of the Welsh language.



The Board agreed the annual report, which will now be translated and published on the website.

All 7 CHCs have completed their individual reports and these will be published on CHC websites by 30 September.

Staff diversity report – it was noted that this is the first time a CHC movement wide report has been produced.

This information is only collected once by Powys Teaching Health Board (PTHB) - as employers of all Board and CHC staff. This is at the point of recruitment, and staff may opt not to provide the requested information.

SMT has proposed that staff be asked, again on a voluntary basis, to complete an equality and diversity return annually, in the same way as we currently do for CHC member.

Agreement is awaited from Powys Teaching Health Board to this approach. The Board agreed that SMT should introduce these arrangements, subject to PTHBs approval.

BCHCW Annual Report update – the Board noted progress in the development of the Annual Report 2020-2021.

CHC member recruitment & assessment update

Member vacancies – the Board noted that there remains a substantial number of member vacancies across CHCs. We are



still waiting to hear from Welsh Government on their member recruitment launch date. The Board will be kept updated.

Member assessments – as requested by the Board at its July meeting, SMT considered how member assessments are carried out across all CHCs. Based on the information provided, SMT have recommended the following:-

- 🕒 All CHC Chairs and Vice Chairs should receive a member assessment discussion
- 🕒 All CHC member assessment meetings should be conducted within a consistent timeframe to inform the development of learning and development plans.

The Board agreed with SMT's recommendations.

Our governance framework

Update on our accountability framework/hosting

agreement – the Board noted that no further progress had been made by the Welsh Government. A further update will be provided at the September Board meeting.

Review of CHC policies and procedures – the Board agreed the proposed updates to the following policies and procedures:

- Updated schedule of Board and CHC policies and procedures
- Supporting your well-being during coronavirus
- Staff well-being conversations
- Covid-19 extraordinary home working policy



- Covid-19 display screen equipment (DSE) workstation self-assessment/checklist
- Powys Teaching Health Board's HR & Finance policies and procedures – adaptations and amendments for CHCs

Finance

Budget outturn 2020-2021- the Board noted the budget outturn for 2020-2021. Members agreed that considering the particularly challenging period, an underspend of £566 was a significant achievement, and thanked everyone concerned.

Budget position 1st quarter (April-June 2021) – it was noted that an end year underspend is forecast at the end of the first quarter. The projected underspend is partly due to staff savings resulting from vacancies.

Action is underway to confirm priorities for budget reallocation. This will include an unexpected and urgent funding need notified to us within the past few weeks by our ICT providers. The Board and all CHCs will need to replace their network switches. No prior notice had been given by our ICT providers of this need.

Assurance has been sought that no further ICT infrastructure upgrades will be needed within the year or later. The Board noted that this additional cost, expected to be C£28k could be funded from the projected underspend.

BCHCW risk register

The Board discussed and agreed the addition of 2 new risks on the risk register, and the actions being taken to mitigate all risks.



NHS Wales strategy and developments, including COVID-19 latest position

The Board noted the latest position in relation to NHS Wales strategy and developments.

Hearing from people across Wales – a national focus

Our reporting timetable – this was noted by the Board.

National themed activity plans – this was noted by the Board.

How decision makers are responding to our reports update – the update was noted by the Board.

Consultations and calls for evidence

The Board noted the consultations and calls for evidence produced and submitted on behalf of the CHC movement.

Reports from CHC representation at NHS committees and workgroups

CHC representation has been requested on the national Hearing Loss Framework Project Board. Jackie Allen was nominated and agreed to become the CHC representative on this group.



Correspondence

The Board noted the following correspondence:

- ċ Letter to the Minister for Health and Social Services accompanying our national report 'Telephones, tablets and technology: hearing from people using digital ways of getting health care.
- ċ Letter received from the Minister for Health and Social Services in response to the above.

Date of next meeting

It was noted that as no meeting will take place in August, the next meeting of the Board will take place on Thursday, 16 September at 10am.

The agenda and papers for this meeting are available to CHC staff [here](#).



