

Cyfarfod Bwrdd/Board Meeting

Briff Cyfarfod/Meeting Brief

Medi 2021 / September 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.

Welsh Ambulance Service Trust (WAST)

The Chair welcomed Martin Woodford, Chair and Rachel Marsh, Director of Strategy, Planning & Performance to the meeting.

Through a slide presentation, Board members were given an update on the current pressures being experienced by the Welsh Ambulance Service and how it is responding.

The Board heard that:

- WAST responded quickly to the COVID-19 pandemic, increasing capacity and managing demand



- System pressures in the 3rd / 4th wave of COVID-19 are building which is affecting WAST's ability to respond in a timely way to patients who call 999 or 111
- A number of planned and additional actions are in place for this winter
- Plans are being developed for the longer term to transform into a modern and more sustainable ambulance service.

Through a number of graphs, WAST highlighted the current system pressures – increased demand for the 111 service, response rates to red calls, lost hours per vehicle and staff rotas.

Board members shared their concerns about the impact of the pressures on patient experience and outcomes across Wales, and asked for further information on the actions being taken to deal with the situation.

WAST told the Board about the actions being taken to better manage the current demand for ambulances and its plans to increase the numbers of vehicles going forward. This included working together with other NHS organisations to tackle the challenges together.

The Chair thanked Martin and Rachel for their presentation and agreed that continued discussion with WAST was needed.

It was agreed that a copy of the presentation would be circulated to all CHCs.



Private session of the Board

CHC movement recruitment strategy

The Board held a private session to discuss the CHC movement recruitment strategy.

The Board meeting closed.



Board development session

A new citizen voice body (CVB)

Update from Welsh Government meetings – it was noted that the Welsh Government CVB workstream arrangements are now being finalised, with the appointment of CVB workstream chairs and agreement on meeting arrangements.

Decisions on external membership of the CVB workstreams rest with the CVB workstream chairs. Early indications are that CVB workstream chairs are keen for CHC involvement in their workstreams.

The Board discussed the capacity challenges faced by CHCs and the increasing demand for CHC representation on NHS planning and working groups set up to respond to the next stage of the pandemic and beyond.

Taking this into account, it was agreed with the senior management team that, in the first instance, the Board's Chief Executive and Chief Officer should represent the CHC movement at CVB workstream meetings.

The Board's Chief Executive advised members that she had attended the first meeting of the Welsh Government's Duty of Quality and Candour Steering Group.

The meeting had been well structured with clear terms of reference.



The next Quality and Candour steering group meeting is scheduled for the end of September. Meeting notes will be shared with the Board at its next meeting.

The Board's Chief Executive also attended a meeting of the CVB governance and finance workstream.

Having had 2 internal meetings already with only Welsh Government staff in attendance, this workstream has now decided to extend an invitation to external members. This includes representation from the CHC movement.

Discussions at the CVB governance and finance workstream meeting focussed on the production of a project outline. This was helpful in indicating the scope of its activities. This will also be useful in informing our own workstream meetings.

Much of the work completed so far by the workstream has focussed on developing the arrangements for the appointment of the chair and independent members of the CVB Board.

A first draft of the recruitment strategy, including role descriptions and specifications for these roles have been produced. Welsh Government has said it is keen for comments or suggestions from us in taking this work forward.

We raised some key issues at the meeting, particularly around the importance of ensuring that the independence of the chair is properly reflected within the role description. Welsh Government has agreed to amend the wording.



Another key aspect identified within the Chair's role description is around the knowledge, skills and experience of potential board members. We said it was important that the focus is on demonstrating understanding of representing people and communities.

Board members agreed to send any further comments on the documents to the Board office for feedback to Welsh Government. Once feedback has been collated, this will be shared with Board members.

The Board also discussed how representation on the Welsh Government workstreams may impact on the capacity of board office staff and stressed this should be monitored carefully.

It was suggested that it would be useful to share and discuss Welsh Government workstream papers with CHC staff and members. It was agreed to check with Welsh Government on whether this was appropriate.

The Board agreed with these proposals as a way forward.

CVB CHC workstreams update – it was noted that a forthcoming meeting with Welsh Government will look at the CHC complaints case management system (currently Datix), to inform consideration of needs for the new citizen voice body.

The lead for the Welsh Government ICT (now renamed as Digital, Data and Technology (DDAT)) workstream. The appointee is from the third sector and has a rural background. A programme manager has also been appointed and will be responsible for



coordinating all parts of the Health and Social Care (Quality and Engagement)(Wales) Act implementation.

Due to on-going capacity challenges, the senior management team has identified a need to move the workstream groups forward in a more blended way.

This will mean that some workstream groups will continue to meet regularly where others may only meet when needed. Others may agree reports/documents electronically with no meetings taking place.

The senior management team also proposed that each group should continue to produce monthly reports which will be shared with all staff and members.

The Board agreed with this approach.

It was noted that following today's discussions, the terms of reference for each CHC workstream group will need to be amended.

ICT draft baseline report – the Board noted this report.

Discussion document: communications – the senior management team intend to meet in October to develop a communication strategy, setting out in more detail the “who, what, why, when and how” of our communications relating to the CVB.



The strategy will build on the approaches already in place to communicate with CHC staff and members.

The senior management team also proposed that the Board office seeks nominations from staff to join the CHC workstreams, following a similar process to that used to appoint the staff member of the Board.

The Board agreed with this proposal.

Staff and member feedback – the Board noted feedback received from staff and members through the online feedback form and meetings, and the responses provided.

Issues log – the Board noted that no new issues had been identified since the last meeting.

Feedback from staff TUPE meetings and next steps – the Board heard that Chris Davies, the CVB HR lead in Powys Teaching Health Board has produced a guide for Board and CHC staff on TUPE arrangements which has been agreed by Welsh Government.

Following the distribution of this guide to staff, a series of meetings were arranged to provide a further opportunity for staff to raise questions or give feedback.

All of the scheduled meetings between CHC staff, our Chief Executive and CVB HR lead have now taken place. A number of 'mop up' sessions are planned for those staff who were unable to attend. A further round of meetings with PTHB are planned for October.



Consultations and calls for evidence

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

Responses to national reports

The Board noted the responses received to our national reports.

CHC representation on external groups

The Board noted the following reports on attendance at external groups:

- ☺ Thoracic Services report
- ☺ All Wales Screening report
- ☺ Welsh Health Specialised Services Committee (WHSSC) Quality and Patient Safety Committee.

Senior Management Team

The Board noted the agendas for the August and September senior management team meetings.

Date of next meeting

It was noted that the next meeting of the Board will take place on Wednesday, 20 October at 10am.



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



