

Board meeting & development session

Meeting Brief

November 2021

This meeting took place in a blended way

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.

Chair & chief executive's report

Feedback from recent activity, including Chair's actions – the Board Chair and Chief Executive continue to meet on a weekly basis.

The Chair, Chief Executive and CHC chief officers/deputies continue to meet with Welsh Government officials on a weekly basis to discuss COVID related issues across Wales.

The Welsh Government CVB Steering Group meeting planned for early November will now take place in December. It is hoped that an overarching project plan will be available then.



The Chief Executive and Chief Officer summarised the meetings attended since the last meeting of the Board. This included attendance at the two-day Healthcare Summit meetings facilitated by Healthcare Inspectorate Wales. CHC contributions focussed primarily around GP and primary care provision.

A significant amount of time continues to be taken up at the Board office supporting internal CHC matters.

The Senedd's Health and Social Care Committee has asked for our views on the impact of waiting times on people in Wales who are waiting for diagnosis or treatment. The Chief Executive will give oral evidence to the committee on 2 December.

Thanks to Angela Mutlow, all CHCs and the Board office are now live on the new telephony system. Some initial snagging issues have been identified but in general, staff are reporting good progress with the system. We have notified the Welsh Language Commissioner that the system is now fully operational.

As some CHCs are struggling to gather member diversity data, the senior management team has suggested that we produce a video in which CHC members act as 'champions' to demonstrate the benefits of providing this information. The Board were happy with this approach.

The Board agreed that no changes are to be made to our equality and diversity monitoring survey at this stage. This follows concern raised by a North Wales CHC member about the pregnancy and maternity question and a proposal to include a specific category of



'atheism' under the religion/belief section. The Board's decision will be relayed to the CHC member in question.

Following a recent meeting with a local health board, concern had been raised that anyone who was offered treatment 'out of area' should not be removed from the waiting list. We have made it clear to Welsh Government that if patients do not wish to have operations out of their local area, they should not be removed from the waiting list.

Concern was also raised about waiting times for cancer referrals. It was agreed that the Wales Cancer Network would be invited to a future Board meeting to provide an update on cancer services.

The main areas that we are hearing about on waiting times are around dental treatment, orthopaedics and eye care. It was agreed to look at whether urology has also been identified by CHCs as a Wales wide issue.

Peer Review 2021-2022

At its recent meeting, the senior management team proposed that the peer review visit programme for 2021-2022 be postponed.

An alternative approach will be introduced that enables us to identify and action areas for development as well as good practice. This will be done through a review of CHC self-assessments and CHC staff showcasing their good practice via a short video at the staff conference in December. The videos will then be shared with the Standards & Performance Committee at their December meeting.



The Board agreed with this approach.

Our complaints advocacy service

Case number update - it was noted that feedback has not yet been received from Welsh Government following the submission of this data. This will be shared with the Board once received.

The public board meeting closed.

Private session

CHC movement recruitment strategy

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

Board development session

Citizen voice body

Staff and member feedback – the Board heard that feedback from staff and members had been slower than usual during the summer months.

Three CHC workstream meetings took place in October and reports will be available in late November.



SWOT analyses - Complaints Advocacy & Continuous Engagement. The Board noted the CHC-CVB SWOT analyses for the complaints advocacy service and continuous engagement. Members agreed that this is an excellent process and should be reviewed on a regular basis. Board members agreed that they would provide any further comments on the SWOT analyses.

It was noted that a SWOT analysis will also be carried out on our scrutiny and service change functions.

CHC-CVB workstream schedule – the Board noted the updated meeting schedule.

CHC-CVB workstream meeting summary – the Board’s Chief Officer provided members with an update on the activities of the CHC and Welsh Government CVB workstream groups.

Detailed feedback from CHC work stream meetings

Training – it was noted that the next meeting will take place in late November.

ICT infrastructure – it was noted that the next meeting of the ICT workstream had been stood down. This is so that an ICT wish list for the CVB can be developed.

Welsh Government governance and finance workstream meeting

The Board’s Chief Executive attended a meeting of the Welsh Government’s CVB Governance and Finance workstream.



There were 2 main elements to the discussions:

- ❏ Recruitment strategy for the CVB – we raised concern around timetabling and the implementation of the shadow board.
- ❏ Sponsorship arrangements of the CVB – we discussed the sponsorship arrangements for the CVB and where this should sit within Welsh Government. Welsh Government has offered to meet with us separately to discuss this in more detail. We will provide an update for the Board at its next meeting.

It was agreed that once recruitment adverts for the CVB Board are received from the Welsh Government, these will be shared with Board members.

The next meeting of the CHC governance workstream will focus on a corporate infrastructure for the CVB. In the meantime we will look at other similar bodies' corporate infrastructure arrangements. We will also look at the different framework documents in place.

We worked with the Welsh Government to carry out some high level process mapping of our 4 functions. Once the final version is available, we will share this with board members.

BCHCW potential issues log

Code of practice - we have asked the CHC legislation workstream to consider whether the response we have received from Welsh Government about the right of access for the complaints advocacy service is sufficient.



We have also asked Welsh Government about access for staff to a staff car leasing scheme. Once we have a response, we will share this with board members.

CHC workstream staff member election arrangements – a letter will be sent to all staff inviting them to become directly involved in our CHC CVB workstreams as a staff member.

CHC report for Compassionate Cymru: Dying matters

Following the report produced for Compassionate Cymru, we will now develop a national report that we hope to publish later in the year.

We have had initial discussions with Compassionate Cymru on how the report will be published and whether it could be done with joint branding. We hope to meet with them soon to discuss this further.

Date of next meeting

The next meeting of the Board will take place on Wednesday, 19 January 2022 at 10am.



Agreed actions from the meeting

1	The board office will contact John Pearce, Meri Huws, Sarah Finnegan-Dehn, Mansell Bennett and Malcolm Latham to film short videos to be shown at the winter staff conference.
2	The Frequently Asked Questions (FAQ) for Board & CHC staff will be circulated once they have been cleared by Welsh Government.
3	Board office to share board members thanks to Helyn Bunce for her help in setting up their new tablets.
4	Angela Mutlow to notify North Wales CHC member of the Board's determination not to make any changes to the equality and diversity monitoring survey at this stage in relation to atheism or pregnancy & maternity.
5	Board office to invite the Cancer Network to a future Board meeting to provide an update on cancer services.
6	Discuss urology services with the senior management team to identify whether concerns in North Wales are Wales wide.
7	Board members to provide any further comments on the SWOT analyses.
8	Board office to share recruitment adverts for the CVB Board with Board members once received from the Welsh Government.
9	Provide an update for the Board at its next meeting on our discussions with the Welsh Government about the sponsorship arrangements for the CVB.



10	Share agreed process maps for CHC existing functions with the Board once received from Welsh Government.
11	Share response from Welsh Government on car leasing arrangements with the Board once received.
12	Send letter to Board and CHC staff inviting self-nominations to sit as staff member on the CHC workstreams.

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

CHC members can obtain the agenda and papers from their CHC office on request.



