

# Pwyllgor Llywodraethu Corfforaethol / Corporate Governance Committee

Briff Cyfarfod / Meeting Brief

Rhagfyr 2021 / December 2021

## Minutes from the previous meeting

The committee agreed the minutes from the previous meeting as an accurate summary of the meeting discussions, and noted the progress made with the agreed actions.

## A new citizen voice body

**Recent Welsh Government meetings** – the Board Chair attended the recent CVB Steering group meeting chaired by Professor Chris Jones.

At the meeting it was announced that Chrishan Kamalan, the Head of Citizen Voice Body Implementation, was moving to a new role within Welsh Government. The Welsh Government plans to replace him.

An update was provided from the Welsh Government CVB workstream groups:



**Location** – the group is currently looking at whether existing CHC leases can be extended to accommodate the CVB.

**Governance** – the group is exploring interim back office arrangements e.g. NHS Shared Services Partnership until the CVB Board is in a position to decide on any long term arrangements.

**Communication/training** – progress has been slow in setting up these workstream areas.

Welsh Government are proposing a series of workshops with our Board. It may be that 2-3 workshops will be needed in order to address a number of issues. All board members agreed to be part of the Welsh Government workshops.

The Chair confirmed that the concerns previously raised with the Minister for Health and Social Services about timescales were still a concern. An overarching project plan was presented to the steering group, although it is clear further work is needed to develop the plan.

The committee talked about the introduction of the CVB Board. This will be dependent on how quickly Board members are recruited. Two options have been presented to the Minister – to recruit the Chair and Vice Chair first followed by the remaining board members or recruit all members at the same time. We have not yet heard how the Minister wishes to proceed.

The Board have made their position very clear - the CVB Board must be in place as soon as possible.

**CVB CHC workstreams update and plans** - the Board's Chief Officer provided members with an update on the activities of the CHC workstream groups.



It was noted that groups are working at different paces and a number of additional meetings have recently taken place.

The chair of the legislation workstream noted that the last meeting had been extremely positive. Further meetings will be scheduled on a 6 weekly basis and dates will be shared with the group soon.

## **Staff and member feedback: responses**

**Staff feedback on Datix** - CHC complaints advocacy staff and managers were asked for their feedback on the DATIX case management system – from a user perspective.

They were asked to complete an online survey and from the 24 responses received, it is clear that the staff agree that the system is not fit for purpose and not suitable for the new CVB. We have reported this back to Welsh Government.

## **Issues log**

- We are still awaiting further information on the development of the Welsh Government's response to the Cumberlege review, and specifically the responsibilities being taken forward by a Patient Safety Commissioner in England
- The committee agreed that it would be sensible to seek legal advice on the current legislative provision relating to social care and whether this provides sufficient access to meet the needs of the CVBs complaints advocacy service
- We are still waiting for a response on the ability for CHC staff to access the car leasing scheme. An update will be provided once further information is received.



- Although some additional work has been done to develop the recruitment strategy for the CVB Board, the timescales remain unclear
- Welsh Government are continuing to look at the sponsorship arrangements for the CVB
- There has been some progress with the decision making framework but further work is needed
- The board's senior management team will hold a workshop session in December to discuss the development of the CHC-CVB communication strategy.

**A week in the life of a CHC** – the committee noted that this document was produced to show the Welsh Government's CVB implementation team the kinds of activities that CHCs may undertake in any one week.

CHCs have told us that this is a good way of showing members what their CHC is doing on a day to day basis. It also allows CHC to demonstrate to their local communities what they are doing on their behalf.

**Process mapping** – the committee heard this exercise was carried out as part of the work being undertaken to identify the digital requirements for the new body. The start for this is to understand the existing processes carried out by CHCs to deliver each of their 4 main functions.

CHC chief officers will be discussing this further with their individual staff teams.



The next stage will be to think about how the CVB's processes should look.

## Board and CHC planning & reporting

**Emerging national themes 2022-2023** – at its meeting in December, the senior management team discussed our emerging priorities for 2022-2023.

CHCs have been identifying their local priorities. In doing this, they have thought about what the public and other stakeholders have told them should be a priority, alongside a range of other information, including what CHCs have identified from their own activities this year.

The emerging national themes are:

- primary care accessibility
- waiting times and recovery
- Welsh Ambulance Services NHS Trust (WAST)
- maternity and midwifery
- mental health services.

**Annual report 2021-22 design style** – the committee considered the proposed new interactive design for the 2021-22 annual reports. At its recent meeting, the senior management team felt the design was colourful, attractive and easy to navigate.

The committee agreed that it would be useful to work alongside other user groups to ensure the format of the document is suitable for everyone including people with particular accessibility needs.



We are currently working with the Royal National Institute for the Blind (RNIB) on our website accessibility. The committee agreed this is also something we could ask them to look into for us.

We can also ask People First for their feedback. An easy read version will also be available.

## Staff and member matters

**Learning and development update** – the committee noted the updated individual learning and development priorities for CHC staff during 2021-2022. It was noted that a number of bespoke training courses have been offered to staff across Wales.

Chief officers have just completed a six-week training programme delivered by Academi Wales focusing on leading through change. The learning had a positive impact on the team, resulting in a much greater understanding of each other.

The senior management team continues to meet on a monthly basis, with every 3<sup>rd</sup> meeting held on a face to face basis, where possible. This is helping us develop and maintain a collaborative and supportive working team. Chief officers have also been offered up to 3 sessions each with a personal coach.

Academi Wales has also started to roll out our bespoke Managing Change Successfully programme for all staff. This learning programme includes 4 dedicated sessions. Following staff feedback from the first session, the remaining three sessions have been revised.



Feedback from sessions 2 and 3 has been generally positive. The final session will be delivered closer to the implementation of the new citizen voice body.

The committee talked about the varying levels of ICT skills held by our current CHC membership. The senior management team proposed the introduction of a national induction process for the new CHC members joining in February 2022. This will be supplemented by local induction activity. Part of the induction will look in more detail at ICT requirements. The committee agreed with this approach.

**Feedback from CHC festive conference** – committee members heard that the feedback from staff about the recent virtual festive conference has been largely positive.

Staff had enjoyed the balance between a light hearted, well-being focus and hearing about the developments on the new citizen voice body. Staff also enjoyed the video presentations from Board members and the Welsh Government CVB team.

The committee agreed that it would be useful to see the video presentations from Welsh Government and it was agreed that these would be shared.

It was suggested that the next staff event could include breakout groups for those staff wishing to share their lunch break with others.

It is clear from discussions with staff that there is some hesitancy in using the various virtual networks that have been set up. Staff at the Board office will arrange the first meetings to kick start the networking, with staff themselves taking things forward after that.



**CHC member conference** – following discussions by the senior management team (SMT), an all CHC member conference is being considered. The event would be similar to that held for staff and would be an opportunity for members to hear about the new citizen voice body and share ideas.

SMT will do some further thinking around the proposal and bring back to a future Board meeting for consideration.

## Our ways of working

### Review of Board and CHC policies and procedures

The committee agreed to adopt a range of Powys Teaching Health Board policies with appropriate amendments to reflect the Board and CHC regulatory framework. These were set out in 2 key documents:

- Finance, governance and ICT
- Human resources

### Corporate Governance Committee work programme update

The committee noted and agreed the updated work plan for the remainder of 2021-2022.

### For information

The committee noted the following correspondence:





- Letter to Judith Paget, Chief Executive of NHS Wales
- Letter received from Velindre NHS Trust re oesophageal gastric cancer surgery

## Date of next meeting

It was noted that the next meeting of the Corporate Governance Committee will take place on Wednesday, 16 March 2022.

## Agreed actions from the meeting

1	Work with the Welsh Government to plan a series of WG-Board workshops
2	Get legal advice on the current legislative provision relating to social care and whether this provides sufficient access to meet the needs of the CVBs complaints advocacy service
3	Work alongside user groups and relevant representative bodies to ensure the format of the Board and CHC annual reports 2021-2022 is suitable for everyone, including people with particular accessibility needs.
4	Induction programme for new CHC members should identify ICT learning needs
5	Share the video presentations from Welsh Government with board members.
6	Issue updated Powys Teaching Health Board policies and procedures to board office and CHC staff.

**The full agenda and papers for the Corporate Governance Committee are available to all staff on the shared 'N' drive [here](#).**



**CHC members may request copies of the papers from their local CHC office.**



