

Pwyllgor Safonau a Pherfformiad / Standards and Performance Committee

Briff Cyfarfod / Meeting Brief

Medi 2021 / September 2021

Minutes and agreed actions 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.

The committee heard that the Chair of Powys Community Health Council (CHC), Frances Hunt would be standing down as chair at the end of October. Frances told committee members that she had very much enjoyed her time with the CHC since joining in 2015.

Members of the committee thanked Frances for her significant contribution to the Board and its committees as well as Powys CHC, and wished her well for the future.

National Standards for CHCs in Wales

Progress on the CHC agreed actions from peer review of complaints advocacy – the committee noted the progress reports from CHCs on the agreed actions from the peer review of the



complaints advocacy service. Due to staff capacity challenges, 1 CHC had yet to submit their progress report.

The committee heard that the peer review of complaints advocacy had stimulated much discussion within CHCs across Wales. Discussions are continuing within complaints advocacy teams and the development of the service is on-going.

It was noted that CHCs are generally receiving low returns of equality monitoring forms. Following discussions by the senior management team, it appears that this is not unique to CHCs. It was agreed to seek advice from Diverse Cymru to look at how other organisations have addressed this.

It was noted that the Chief Officer of Powys CHC would be leading on a project to look at how we develop our approach to evaluation. The committee agreed that the evaluation of our activities and how we use the feedback that we receive from our clients will be extremely important going forward.

The Chief Executive informed the Board that the media company Working Word are currently producing a series of 90 second short videos around our 4 functions. These will be used on the Board and CHC websites as well as through social media.

Peer review programme 2022-2023: proposals

As previously agreed, the 2022-2023 peer review programme will consider CHC's continuous engagement function. This is the last of the 4 CHC functions to be reviewed. The 6 standards that will be subject to peer review are 1, 2, 3, 6, 9, 10.



The senior management team had proposed that there should not be a peer review workshop this year. Instead, CHC chief officers would hold planning/preparation discussions with relevant staff and members involved in the process.

The committee agreed with the proposal, noting the importance of ensuring consistency in approach. To address this, it was agreed that a one hour briefing session should be arranged, similar to the previous years' introductory session delivered by the Hywel Dda CHC Chief Officer.

The committee discussed the importance of making sure that peer review is not only a once a year process, but is an ongoing and key element of CHC self-assessment and performance monitoring activity.

New ways of working – a focus on service change

Due to the unprecedented level of urgent service changes during the coronavirus pandemic, the Consultation Institute has produced some specific good practice guidance for CHCs managing service changes during this time. CHCs have confirmed this has been useful in managing local service developments and changes during this period.

Some CHCs had shared the guidance with their health boards, and this had led to a review and appropriate revision to the protocols previously agreed with their CHCs. This is not the case for all CHCs, and some health boards have not wished to review arrangements during this period.



The committee discussed the importance of monitoring 'temporary' service changes, and ensuring health boards did not expect such changes to simply become permanent without appropriate public engagement and consultation where appropriate.

The senior management team and deputy chief officers have recently undertaken further training with the Consultation Institute. This focused on good practice approaches to public engagement, referred to as '5 phases of public engagement'.

The training uses language that the NHS understands, and the Consultation Institute has said it has been really useful in discussions with health boards. Subject to budget availability, the senior management team hopes to arrange a number of workshops at CHC executive committee level around this approach.

The committee agreed with the senior management team's approach. It is hoped that the Minister for Health and Social Services will attend a future Board meeting. This will be an ideal opportunity to raise some of the issues we have identified around service change.

The committee agreed that the Board and CHCs should continue to work closely with the Consultation Institute.

CHC annual reports 2020-2021

The committee noted that all CHC annual reports were submitted to the Minister for Health & Social Services on 1 September.

The committee agreed that it would be helpful to have a single summary document that outlined the headlines and highlights from



each report. The committee noted that due to current capacity challenges, it had not been possible to produce a summary on this occasion. It was agreed that a summary should be produced for the next meeting, to inform next years' annual report process.

Committee members liked the design of the 2020-2021 annual reports. Members particularly liked those CHC reports that had used a 'case study' approach to demonstrate impact.

The committee noted some variation within the reports. This was around how well the reports signposted to other documents, and the balance of focus between activity and impact. Members were clear that reports should focus as much as possible on the impact of CHC activities in terms of people and communities.

The committee agreed that they would give the reports some further consideration and provide thoughts and feedback to the Board's Chief Executive.

CHC mid-year progress review

CHC annual plan progress reports – the committee noted the annual plan progress reports from each of the CHCs. CHC annual plans had demonstrated strong ambition in what they wanted to achieve.

Members were impressed by the significant level of progress demonstrated within the reports overall, particularly during such a challenging period.

Some CHCs have re-started their face-to-face visiting programmes and all have adapted to new ways of working.



The committee heard that all areas were facing significant challenges in terms of access to GP services, and CHC plans had adapted and responded to deal with this.

The committee discussed the significant capacity challenges currently experienced by a number of CHCs. There are a number of things adding to these challenges, and as previously discussed all CHCs are dealing with a significant number of service changes.

The senior management team had identified the benefits and challenges in leading staff teams working in a blended way. This has meant that chief officers and other line managers have had to adapt the way they lead and manage their staff, and this is taking up more leadership capacity.

CHC membership across parts of Wales has reduced significantly, with many vacancies across the CHCs. This, along with some members understandably not being able to carry out face to face activities, or virtual activities means that more engagement activity is being undertaken by CHC staff members, again creating capacity challenges.

The senior management team is continuing to keep CHC capacity under active review at each meeting. Chief Officers have agreed to highlight issues as they arise so that support can be provided where needed.

Committee members commented on the remarkable contribution of staff during the pandemic. Members agreed that during this time the profile of CHC activity has been raised, and everyone should take great pride in what we have all achieved.



Members also gave thanks to the continued support they have received from Board office staff and asked that their appreciation is fed back to the senior management team and all CHC staff.

Review of committee work plan 2021-2022

The committee noted that the work plan has been updated. There will be a dedicated meeting in April 2022 to consider the peer review visit programme feedback and themes. The committee noted the updated work plan and agreed the changes.

For information

CHC local reports on NHS care during the coronavirus pandemic

The committee noted the various reports published by CHCs in Wales sharing the views and experiences of people in their communities about their NHS services during the coronavirus pandemic. These show the varied approaches being taken to virtual engagement, including visiting.

The committee noted the variation and level of detail in each of the 7 reports. It is clear from the reports that lots of CHCs are doing similar things. Members noted the intention that CHC activities across Wales would be used to develop a quarterly all Wales summary report to demonstrate the impact of CHC activities across Wales.

The Board office is also looking at how it can support CHCs in the presentation of their local reports so that CHC staff need to spend less time on report formatting, etc.



Date of next meeting

The next meeting of the Standards & Performance Committee will take place on Wednesday, 15 December 2021 at 10am.

The full agenda and papers for the Standards and Performance Committee are available to all staff on the shared 'N' drive [here](#). CHC members may request copies from their CHC office.



