



GIG
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Bwrdd Iechyd
Cwm Taf
Health Board

**MINUTES OF THE CWM TAF STAKEHOLDER REFERENCE GROUP
HELD ON TUESDAY 15 JANUARY 2013
YNYSMUERIG HOUSE, NAVIGATION PARK, ABERCYNON**

NAME	ORGANISATION
PRESENT	
Anne Morris	Interlink
Ann Philpott	Interlink (Chair)
Cliff Randall	Welsh Ambulance Service Trust
Clive Jones	Cwm Taf HB /Locality Rep for Merthyr Tydfil
Karen Chantry	Interlink
Margaret Roberts	Merthyr EPP
Mike Forey	RCT CBC
Paula Martyn	Care Forum Wales
Rhian Dash	Interlink
Sharon Richards	VAMT
Tegwen Davies	Carers Support Project
Trevor Davis	RCT EPP
IN ATTENDANCE	
Angela Jones	Public Health Wales
Bernardine Rees	Cwm Taf HB
Bev Moulden	Cwm Taf HB
Kath Doughton	Cwm Taf HB
Nicola Davies	Cwm Taf HB
Paul Worthington	Cwm Taf CHC
Ruth Treharne	Cwm Taf HB
Sharon Jeynes	Cwm Taf HB
Vivienne Harpwood	Cwm Taf HB
Helen Thomas	Cwm Taf CHC
Jeff Morgan	Cwm Taf CHC
Sarah Bradley	Cwm Taf HB

NO	AGENDA ITEM	ACTION
1	Welcome Mrs Ann Philpott welcomed all to the meeting and introductions were made.	
2	Patient Story Ms Kathryn Doughton presented a DVD called 'Tamara's	

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NO	AGENDA ITEM	ACTION
	<p>Story'. Tamara has profound learning disabilities and the DVD outlined the views and experiences of accessing health care services from her mother's perspective.</p> <p>Ms Doughton went on to describe that as a consequence to Tamara's experience, a new 'Traffic Light System' had been developed to support patients with profound learning disabilities accessing health care services in Cwm Taf. The "Traffic Light System" is essentially an information pack containing details relating to the patient, for example:</p> <ul style="list-style-type: none"> ○ Things you must know about me ○ Things you should know about me ○ Things I would like to happen <p>The purpose of the information pack was to ensure that staff were fully aware of the patient's needs, realise the importance of involving carers and ensuring continuity of care is maintained by identifying needs in the first instance.</p> <p>A follow up DVD to Tamara's story will be presented at a future SRG meeting, which will demonstrate how this has helped in her care. Ms Doughton added that work was underway with Abertawe Bro Morgannwg University Health Board in the use of this DVD as a training tool for staff.</p> <p>Mrs Nicola Davies reported actions were included in the Carer's Measure to utilise a training toolkit, which will be purchased and used over the coming year.</p> <p>Mrs Karen Chantry advised Interlink have a carer that would be happy to come along and share their experiences with the group.</p>	
3	<p>Apologies for Absence Apologies were received from Angela Hopkins, Ann Lewis, Darrell Clarke, Geoff Bell, Ian Davy, Jimmy Browne, Judith White, Kristen Jones and Maria Thomas.</p>	
4	<p>Minutes of the Last Meeting and Matters Arising The minutes of the meeting held on 15 January 2013 were received.</p>	

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NO	AGENDA ITEM	ACTION
	<p>With the exception of the following amendment, the minutes were accepted as a true and accurate record.</p> <p style="text-align: center;">Item 10: Any other business</p> <p>Third paragraph – SRG and CHC Chairs workshop was held on 18 October 2012 and not 5 December 2012.</p> <p>Matters Arising</p> <p><u>Matters Arising: Item 5 - Carers Measure</u> It is anticipated that the Carers Measure will be signed off next week.</p> <p><u>Item 5: South Wales Programme</u> Mr Trevor Davis raised concern that only those patients who accessed the Minor Injuries Unit took part in the evaluation of the Phone First! Pilot. This equated to 40% of the people who had contacted Phone First! As the opinion of the remaining 60% had not been sought, he felt that the evaluation did present a true reflection of the Phone First! Service.</p> <p>Mrs Bernardine Rees stated that the evaluation report of Phone First! was not presented as a statistical report and advised that a piece of work was being carried out with NHS Direct to gather additional information.</p> <p><u>Item 6: Stroke Services:</u> It was reported that stroke services workshops were held in December 2012 and the results would be brought to the next meeting. Discussions will take place with the Community Health Council around the next steps on engagement.</p> <p>Item 8: Terms of Reference Cllr Mike Forey advised that Mr Wynne Vaughan had now retired, which left a vacancy on the group for a local authority representative.</p> <p>In response to the query around the question of duration of membership of council officers on the group, Mrs Sharon Jeynes agreed to seek advice from Mr Stephen Harry on the matter.</p>	<p>SJ</p>
5	<p>Primary Care Update Mrs Sarah Bradley presented an overview of primary</p>	

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	<p>care services in Cwm Taf, which included the following key developments:</p> <ul style="list-style-type: none"> • The majority of GP practices across RCT & Merthyr Tydfil were now open five days a week. • The Primary Care team was carrying out 'secret shopper' sessions to check that practices were actually open. • The Access Improvement Group aims to drive and continue improvement in Cwm Taf, working with practices to encourage them to open all day. • A policy was being developed to tackle 'Did Not Attend' (DNA) rates in Cwm Taf. In 2011/12, there were over 22,000 missed appointments. • 'My Health on Line' will be rolled out across Cwm Taf. The scheme allows patients to change personal details on-line, e.g. addresses etc., book appointments and order repeat prescriptions on line. • A network for enhanced services had been set up to allow patients to access services at other GP surgeries. <p>Cllr Clive Jones stated that it would be interesting to see how many patients DNA'd because it was deemed easier to attend A&E.</p> <p>Mr Cliff Randall advised that lunchtime closures at surgeries resulted in more calls being made to the ambulance service.</p> <p>Mrs Bradley advised that communication channels between GP's and pharmacies needs to be clear. There was a minor ailments scheme currently being piloted in Rhydyfelin, which would be refined and rolled out to other areas. The outcome of this scheme would be reported back to the group.</p> <p>Mrs Bradley advised that further work would be undertaken with GP Practices to increase the number of Carers Champions in primary care.</p> <p>A comprehensive review of clinical governance was undertaken in primary care. GP Practices were being encouraged to take up the GP Clinical Governance Toolkit.</p>	

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NO	AGENDA ITEM	ACTION
	<p>Cllr Jones advised that some GP surgeries were only open to emergencies on a Thursday afternoon. Sarah Bradley responded that there should be a receptionist, nurse and GP on site to provide clinics and other services and asked for details of specific sites for further investigation.</p>	CJ/SB
6	<p>Public Health Green Paper and Big Health Debate Consultation</p> <p>Mrs Angela Jones raised awareness of the Public Health Green Paper and Big Health Debate Consultation.</p> <p>Wales is facing a number of modern public health challenges, for example:</p> <ul style="list-style-type: none"> • More than half of the adults and around one third of children are overweight or obese • Alcohol consumption levels are too high • The decline in smoking rates has been slow • Health inequalities between the most and least deprived has widened <p>The Green Paper asks whether new legislation could help create a healthier population and reduce health inequalities.</p> <p>Members were encouraged to respond to the consultation and raise awareness amongst their networks/community groups. The Big Health Debate survey was also distributed and members were advised that the consultation period would end on 20 February 2013.</p>	ALL
7	<p>Merthyr Tydfil Draft Single Integrated Plan (SIP)</p> <p>Mrs Nicola Davies gave an update on the Merthyr Tydfil SIP and advised it was currently being finalised over the next two weeks.</p> <p>The plan was underpinned by a comprehensive needs assessment, which highlighted a number of key priority areas for Merthyr Tydfil. The draft would be distributed to SRG members via e-mail or hard copy and it will be formally consulted upon for a period of eight weeks.</p> <p>Mrs Davies asked for comments to be submitted in order to draft a co-ordinated response on behalf of the</p>	ALL

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	SRG.	
8	<p>South Wales Programme Mrs Ruth Treharne presented the key themes of the South Wales Programme engagement phase.</p> <p>Cwm Taf accounted for 10% of the responses to ORS, the breakdown of figures will be presented to Cwm Taf Board this week.</p> <p>There was an overwhelming response supporting the five centre model, which specified the inclusion of both Prince Charles Hospital and Royal Glamorgan Hospital as two of the five sites.</p> <p>The outcome of the engagement phase should be available in January 2013 and depending on discussions with the other LHBs involved in the South Wales Programme and the Community Health Councils, formal consultation could commence sometime in April 2013.</p> <p>Mrs Treharne asked members to consider the draft selection criteria and feedback comments to either herself, Mrs Davies or Mrs Jeynes by Friday 18 January 2013. In response to the question on the meaning of equity within the criteria, Mrs Treharne advised she would seek clarity and feedback.</p> <p>Mr Davis raised the question as to what influence the SRG had on Health Board matters. Mrs Treharne acknowledged that whilst the group was on a development path, its role was to influence health care plans.</p> <p>Mrs Philpott suggested looking at this debate in future meetings and agreed to ask Dr Chris Jones and Mr Harry to attend a future meeting to provide guidance.</p>	<p style="text-align: center;">ALL</p> <p style="text-align: center;">RT</p> <p style="text-align: center;">AP</p>
9	<p>Annual Delivery Plan 2013-14 & Three Year Framework The report providing an outline of Annual Delivery Plan and Three Year Framework was received.</p> <p>Mrs Treharne explained the requirement on the Health Board to develop an annual delivery plan and three year strategic plan. Members were informed about the</p>	

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	<p>current planning work, timescales and how staff and partners were engaged in the development of these plans.</p> <p>Mrs Treharne suggested holding an extra-ordinary meeting at the end of February beginning of March to discuss the plans. The group agreed to a meeting of between 2-3 hours. Members also agreed to confirm their attendance when a date had been fixed. They further agreed that at least six voting members should attend.</p> <p>Mrs Philpott asked for volunteers to resurrect the citizen engagement task and finish group. Ms Doughton would arrange a meeting of the task and finish group at the earliest opportunity involving the following members:</p> <ul style="list-style-type: none"> • Mrs Ann Philpott • Mr Geoff Bell • Mrs Sharon Richards • Mr Trevor Davis 	<p>ALL</p> <p>KD</p>
10	<p>Election of A Vice Chair Person</p> <p>Mrs Philpott reported that one nomination had been received for the position of vice-chair. Mr Trevor Davis, the nominee, accepted the nomination and it was supported by voting members. Mr Davis was duly elected to the role of SRG vice-chair.</p>	
11	<p>Any Other Business</p> <p>Mrs Karen Chantry expressed her concerns in respect of some of her staff being refused the flu vaccination at GP surgeries. Mrs Jeynes requested full details of the cases be sent to her for further investigation.</p> <p>Mr Davis raised an issue around medication waste, particularly in relation to pack sizes. Mrs Jeynes agreed to raise the issue with the pharmacy team. Mrs Treharne suggested including medication waste as a topic for a future SRG meeting.</p>	<p>KC/SJ</p> <p>SJ</p>
12	<p>Communication</p> <ul style="list-style-type: none"> • Share discussions held during the meeting with networks/community groups. • February/March workshop around the annual delivery plan to be held. 	

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	<ul style="list-style-type: none">Pick up citizens engagement and the working group.	
13	Date and Time of the Next Meetings To note the following <ul style="list-style-type: none">16 April 2013 @ 10am (Canolfan Soar, Merthyr Tydfil)9 July 2013 @ 10am (LHB Offices, Abercynon)15 October 2013 10am (Canolfan Soar, Merthyr Tydfil)14 January 2014 @10am (LHB Offices, Abercynon)	