Board of Community Health Councils in Wales

Annual Conference 2010
A Change in Time: A Time for Change

Holiday Inn, Castle St., Cardiff
Thursday 18th
and Friday 19th November 2010
Introduction

This report will present a brief summary of the Board of CHCs Annual Conference 2010. The first CHC conference since 2008 was well attended by a range of individuals, including CHC members, staff, third sector representatives, sponsors, and speakers from external organisations. Approximately 100 delegates attended the conference over two days.

The conference theme was ‘A Change in Time: A Time for Change’. The NHS in Wales is set to face a difficult time ahead owing to the uncertain financial climate and the need to enact significant savings within the budget. The conference therefore provided an opportunity for CHC members and staff to liaise with other organisations to see how they are adapting to the changing climate, and to hear their views on the increasing need for collaboration and sharing of best practice.

The conference took place in the Holiday Inn, Castle Street, Cardiff on 18th – 19th November 2010, which provided an easily accessible location close to major public transport and road links. Fortunately, the industrial action set for Friday 19th June was postponed; meaning train services were running as normal – with no-one stranded in Cardiff!

The two day programme was packed with highly-respected and influential speakers from a wide range of organisations across the health and social care sector.
Day 1

The Conference was opened by the keynote speaker, Mrs Edwina Hart AM Ostj MBE, Minister for Health & Social Services. All delegates and staff at the Conference were extremely grateful that the Minister dedicated 30 minutes out of her busy schedule to speak at the Conference, and provided a Q&A session. The Minister reaffirmed her belief and commitment to the future of CHCs in Wales, stating their vital importance in ensuring that the patient voice and experience is represented within the NHS.

After the Minister had departed, both the Chair (Mrs Gill Davies) and Director of the Board (Carol Lamyman-Jones) spoke to introduce all to the event, and to give a briefing on the fundamental learning aims of the days ahead.

Other speakers on the first day included:

- Jan Davies, 1000 Lives plus programme – Jan Davies highlighted the success of the 1000 Lives campaign over its 2 year duration in avoiding 29,000 episodes of harm and saving 1,199 lives (figure released after Conference). The campaign will continue in its new incarnation as the 1000 Lives Plus campaign over the next five years; CHCs will remain an integral partner and receive regular feedback and updates.

- Paul Jones, General Medical Council
  Paul Jones provided an introduction to the work of the GMC for new and old members, in its role as the primary regulator of physicians practicing in Great Britain. The introduction of doctor Revalidation in the coming years was discussed, along with the key role CHCs will likely have in this implementation.
Paul Gimson, Royal Pharmaceutical Society for GB –
Paul Gimson highlighted the changing role of the RPSGB in 2010. The need to educate patients and public over the spiralling costs and health concerns caused by improper usage of medicine was stressed. Approximately £50m unfortunately wasted each year on unused prescriptions, and 6-7% of hospital admissions are caused by misuse of prescribed drugs.

Katie Laugharne, Organisational Lead: GP Appraisal & CPD –
Katie Laugharne provided an in-depth look at the remit of the Wales Deanery in post-graduate doctor education. She also highlighted its role the appraisal of doctors in primary care, and in the upcoming implementation of revalidation, where Wales is often seen as being ‘ahead of the game’

Professor Sir Mansel Aylward CB MD FRCP FFOM FFPM, Public Health Wales –
As Chair of the new Public Health Wales NHS Trust, Prof Sir Aylward gave a very comprehensive and dynamic overview of the new body, the rationale behind its implementation and the wide inequalities in the state of public health in Wales. Future collaboration between CHCs and Public Health Wales was stressed as being fundamental to overcoming the fundamental causes of ill-health. This is now being progressed.

**Dinner and Entertainment**

Following conclusion of the first day of the Conference, a drinks reception and dinner was held at the Holiday Inn. This provided a great opportunity for members, staff and representatives from other organisations to interact in a social setting. Entertainment was provided by Cardiff duo Ginge & Cello Boy, who won the crowd over with their eclectic mix of bluegrass, folk, jazz and country.
Day 2

The Conference resumed on the Friday morning, with a full programme of speakers, which included:

Peter Tyndall and Carl Gehler, Public Services Ombudsman for Wales –
Peter Tyndall and Carl Gehler provided an overview of the work of the PSO, including recent innovations such as the Complaints Advice team, and recent case studies. The close co-operation and commonality of purpose with the Advocacy arm of CHCs was evidenced, and several interesting questions were posed by delegates. Health concerns now represent the majority of the workload at the PSO.

Sarah Stone, Deputy Older People’s Commissioner –
Sarah Stone outlined the rationale behind the establishment of an Older People’s Commissioner for Wales in order to safeguard the interests of an often under-represented section of the population. CHCs have representation at key levels of the organisation such as the Panel of Inquiry, although closer collaboration in the fields of advocacy and patient views is the aim in future.
Dr Richard Lewis, Welsh Secretary, BMA - Dr Lewis provided a round-up of the BMA’s wide range of functions in representing the medical profession in government, publishing academic literature, and as a trade union for doctors. Particular reference was made to the close relationship BMA Cymru has with CHCs, which are considered a ‘critical friend’ on all health issues.

Professor Tony Hazell, Nursing and Midwifery Council – Professor Hazell presented on the role of the NMC as the UK-wide regulatory and training body for nurses and midwives. The NMC is the single-largest regulatory body in the world, with over 650,000 registered members.

Rachael De Souza, Council for Healthcare Regulatory Excellence – Rachel De Souza provided information on the role of the CHRE in overseeing the work of the 8 regulatory professional bodies. Patient and Public involvement had been seen as an area which the body needed to improve, hence the development of close links with patient representatives such as Community Health Councils. Rachel had travelled from London for the event and was thanked for her commitment to the Conference by the Director.

Mandy Collins and Peter Higson, Healthcare Inspectorate Wales – Peter Higson, Chief Executive, and Mandy Collins, Deputy Chief Executive provided a far-reaching summary of HiW’s role as a body with a close common purpose to CHCs, in ensuring patient safety and improving the patient experience. Delegates were interested to hear how CHCs and HiW could be involved in closer cooperation for future monitoring and scrutiny activity through improved knowledge transfer – the recent memorandum of understanding will formalise the good work already being undertaken.
Kevin Barker, Care and Social Services Inspectorate Wales –

The final speaker of the Conference was Kevin Barker of CSSIW who gave the audience a background of their work as the regulatory of nursing homes and social service care in Wales. As CHC involvement in visiting nursing homes has abated in recently, delegates were pleased to hear that a similar memorandum of understanding between CHCs and CSSIW has been drafted.

The Conference was concluded by a summary of the two days by the Chair of the Board, who also thanked the Board Staff Office team, and in particular Jenna Trotman, Business Manager, for their collective hard work in organising and running the event. The staff of Cardiff & Vale CHC were also thanked for their assistance in the operation of the two days.

The Director of the Board then reiterated her personal thanks to speakers, delegates, sponsors and staff for making the Conference a phenomenal success and one that will be remembered for a very long time.

Sponsors

The Conference was kindly sponsored by a number of companies, without whom the conference would not have been possible, particularly in the present financial situation of the public sector. Other organisations provided information stands to help publicise their activities. Thanks are extended to:

- Hugh James Solicitors
- Lees Solicitors LLP
- Leo, Abse & Cohen Solicitors
- Walker Smith Way
- John Collins & Partners
- Smith Llewelyn
- Harding Evans
- Geldards
- NHS Wales Informatics Service
- National Midwifery Council
- WCVYA
- Changing Faces
- General Medical Council

Their support is greatly appreciated by all who benefited from the Board of CHCs Annual Conference.
Delegate Feedback

A feedback form was issued within the delegate packs in order to elicit the views of attendees on how they felt the occasion had gone, and what could be improved for future years. Summaries of the questions and comments received are represented below: To date (30/11/2010), forms have been received from approximately 10% of delegates,

1) Did you find the location of the Conference satisfactory?
   Yes – 100%      No – 0%

   Very good and central
   Accessible by road and rail
   Cardiff is a good location to attract speakers of a high quality. Some have remarked that it is often hard to attract speakers to other areas of Wales.
   Yes, but there was nothing to note that we were in Wales.

2) What did you think of the food and beverages provided at the Conference?
   Poor – 0%     Fair – 10%     Good – 40%     Excellent – 50%
   No problem
   Quality and choice
   Good choice and enough food.
   Not much choice of diabetic options

3) What was your opinion of the entertainment provided?
   Poor – 0%     Fair – 0%     Good – 30%     Excellent – 30%     No comment – 40%
   Talented musicians!
   Too loud for us to talk to each other, but they were very talented!
   Bit loud at times!
   Had to leave the dinner before finishing food

4) Did the disabled facilities at the Conference meet your requirements?
   Yes – 0%     No – 10%     No Comment – 80%
   Only 1 lift in operation for colleagues and visitors
   Not applicable
5) Did you feel that the subject of Conference was interesting and thought-provoking?

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<tr>
<th>Yes – 100%</th>
<th>No – 0%</th>
<th>No Comment – 0%</th>
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<tbody>
<tr>
<td>The subject was excellent and the speakers were very good.</td>
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<tr>
<td>Good speakers</td>
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<td>Yes, this was the very strength of the day – disappointing that the feedback form was not bilingual</td>
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<td>Very good speakers and a wide variety of interesting topics. I have benefited greatly from attending</td>
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6) Do you feel the speakers were appropriate to the topic and of interest to CHCs?

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<th>Yes – 100%</th>
<th>No 0%</th>
<th>No Comment – 0%</th>
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<tr>
<td>On the whole the speakers had first class information.</td>
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<td>Was very appropriate</td>
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<td>The speakers were the strength of the event</td>
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<td>The first day was exceptional. The second day was tiring with the need to concentrate! Very good points were made with effective communication..</td>
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<td>Excellent input from the speakers. Emphasis on links with, role and importance of CHCs + working with them</td>
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7) Do you have any suggestions for the topics of future Conferences?

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<th>Yes – 60%</th>
<th>No – 20%</th>
<th>No Comment – 20%</th>
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<td>Patient &amp; Public Engagement as a training session</td>
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<td>The provision of midwifery</td>
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<td>Continuing Health Care - Assessment process, carers support agencies, patient stories</td>
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<td>Engagements with service planning, our role in service, public engagement/hard to reach groups, working health and social care + chc monitoring</td>
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<td>Relations with LHBs- particularly huge ones like Betsi Cadwaladr uHB</td>
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<td>Whatever is relevant, particularly next year.</td>
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<td>Care in the Community, and more on Co-Working</td>
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8) Do you feel that interactive training opportunities would have added to the Conference?

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<th>Yes – 40%</th>
<th>No – 50%</th>
<th>No Comment – 10%</th>
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<tr>
<td>Possibly some workshops or Group discussions of issue</td>
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<td>Would this mean fewer speakers?</td>
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<td>Definitely, but time is limited. A short presentation from each area would have been nice to see, especially since all CHCs are new.</td>
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**Additional Comments**

- Quality of presentations ranged from very good to outstanding. Two days well spent, worthwhile and enjoyable.
- Thank you for the opportunity to attend this Conference.
- The calibre of most of the contributes and the content of the presentation had my interest and helped to develop my knowledge and understanding.
- The best Conference I have attended.
- Well organised. Congratulations to all involved. Would prefer less of a reliance on the legal profession as sponsors.
- Conference is not an appropriate title as this is not a policy making event, what about information event, study Conference or offer a prize for the best suggestive.
- I would have liked the opportunity to discuss matters in depth.
Expressions of Thanks

Following the Conference, expressions of thanks were received at the Board Office from attendees. Excerpts of their thanks are included below:

“I would like to thank you for inviting me to speak at the CHC Annual Conference on 18th November. I would also like to thank you for the warm welcome I received and would be most grateful if you could pass on my sincere thanks to all those involved in organising my attendance”

Edwina Hart AM OStJ MBE, Minister for Health & Social Services

“Many thanks for an excellent two day conference with outstanding presentations”

Peter Arthur, Chair, CAVOG CHC

“The success of any endeavour like this is down to effective organisation. Great credit.”

John Skipper, Hywel Dda CHC

“I thoroughly enjoyed all of the speakers and talks, which were both relevant and informative to CHC function. The conference venue was excellent and the food and entertainment very, very enjoyable. “

Mari Rosser, Hugh James Solicitors

“I found the Conference really useful and the quality of speakers was high”

Rachel Wrathall, MacMillan

“The thanks go from us to you because of the superb work you did in organizing such an excellent conference”

Phil Williams, Chief Officer, ABM CHC

“Well organised and with an excellent range of speakers.. Congratulations to you and the whole team for a job well done.”

Ashley Warlow, Chief Officer, Hywel Dda CHC

“Thank-you and well done for organising such a successful event.. I really enjoyed speaking to your members too!”

Jan Davies, 1000 Lives Plus

“I was very impressed with your organisation of the two days. It was superb. Well done.”

David Adams, Chief Officer, Brecknock & Radnor CHC

“I really enjoyed all the speakers - really interesting talks and the whole thing I though was organised really well”

Sapna Lewis, Hugh James Solicitors
Conclusion

As is evident in the above feedback and the various expressions of thanks received at the Board Staff Office, the Conference was considered a great success by all who attended. The location was found to be extremely suitable and convenient for delegates from all part of Wales. It was unfortunate that one lift at the hotel was not functioning on the day.

Delegates found the speakers extremely interesting, informative and relevant to CHCs. Attendees particularly appreciated the fact that speakers acknowledged the importance of close liaison and partnership working with the Community Health Councils. Due to the sheer amount of speakers present, it was felt there was little opportunity for members to discuss pertinent matters, with some feeling that group workshops would have been of benefit.

The majority of speakers were keen to evidence their close working with CHCs as the statutory voice of the Patient and Public in Wales, or their intentions to begin such work in future. Collaborative work is all the more essential in the current financial climate, where resources available to all health-related bodies are scarce.

The Board of CHCs would like to take this opportunity to thank everyone who attended the Conference for helping to make it a great success.

Gareth Rhys Williams

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Board of Community Health Councils in Wales

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