On Board …Cardiff and Vale University Health Board 31st March 2016

Briefing for the third sector based on the most recent Cardiff and Vale Health Board meeting from: Margaret McLaughlin, Independent Member (Third Sector); Chair of the Health Board’s Equality, Diversity and Human Rights Sub Committee. mgtmclaughlin@googlemail.com

Don’t forget that the Cardiff and Vale University Health Board meetings and committee meetings are open to the public. Why don’t you think about attending the next one?

The next full Board meeting will take place on 26th May 2016 in the Board Room at Llandough Hospital. You can find out more from the website page:
http://www.cardiffandvaleuhb.wales.nhs.uk/board-meetings

PART 1

Board Papers
Papers on all of the items discussed at the Cardiff and Vale Health Board meeting on 31st March 2016 can be found on the Cardiff and Vale University Health Board website:
http://www.cardiffandvaleuhb.wales.nhs.uk/board-meeting-31-march-2016

Agenda items that featured at the meeting included:

Chair’s Report (Item 6) Maria Battle, Chair, highlighted the success of the Health Board Staff Recognition Awards earlier in the month. She was pleased to attend the recent Minority Ethnic Health Fair and the young carers’ event earlier that day. She also drew attention to a joint annual meeting between the Health Board and the Community Health Council and encouraged people to view the Wales for Africa exhibition at Llandough Hospital.

CEO’s Report (Item 7) Adam Cairns, Chief Executive, highlighted the success of the recent Clinical Innovation Conference with Cardiff University; and changes to the car parking contract at Heath Hospital.

Reports from the Nurse Director Patient Experience (Item 8) communication issues between staff and patients and waiting times continue to be the source of most complaints. However, 54% of complaints were dealt with informally, a positive trend that continues. The report also includes information on compliments, claims and how the Health Board has responded positively to patient feedback.
Serious Patient Incident Report (Item 8) The Board received a summary of the 27 new Serious Incidents that have been reported to the Welsh Government since the last Board meeting. Incidents are broken down by description and by Clinical Board and examples of the learning that has resulted are included.

CAMHS Update (Item 10) focusses on improvement actions for mental health services for children and adolescents including those based on new recurrent funding. Central to the service transformation is a recently commissioned Early Intervention and Support Service from the third sector, which will be up and running by July 2016. Although waiting list times will reduce as a result of new services, it is recognised that they have a long way to go before they are in line with expectations.

Finance Report (Item 12) The Board received an update on the latest financial position. The UHB is reporting a deficit of £10.315 million at the end of month 11 but is working hard to reduce it further by the end of the financial year.

Performance Report (Item 13) The Board received an update on performance against the Welsh Government Delivery Framework targets as well as its own priority areas. Headlines include:

- The Health Board was fully compliant with 21 of its 59 performance measures and making satisfactory progress towards and another 15, which is a slight improvement on the last quarter
- Cleaning standards have shown a marked improvement and are at a 30 month high
- Overall the waiting time for elective patients to receive treatment has improved and further capacity is being developed, e.g., in endoscopy and dementia to reduce waiting times still further.
- Delayed Transfer of Care remains a difficult and complex issue and those who are delayed in the care pathway rose to 105. It was agreed that this must be a priority for partnership work with local authority and third sector partners.

Actions to address areas of under-performance are contained in the Performance Report paper.

Update on neonatal services (Item 15) presents the Business Justification Case to Welsh Government for investment in remodelled Obstetric, Midwifery and Neonatal services at UHW and in line with the South Wales Plan.


Social Services and Wellbeing (Wales) Act 2014 (Item 19) The Board noted the establishment of a Regional Partnership Board under section 9 of the Act and its terms of reference.
PART 2
Other interesting developments to note:

New Notices

- **Framework for Working with the Third Sector** has been completed and is now available on the Health Board website: [http://www.cardiffandvaleuhb.wales.nhs.uk/publications-voluntary-organisations](http://www.cardiffandvaleuhb.wales.nhs.uk/publications-voluntary-organisations)

- **Fair Care, the Health Board’s Strategic Equality Plan 2016-2020** was approved at the Equality, Diversity and Human Rights Sub Committee in March and noted by the Board. [http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Boardbooks%20March.pdf](http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Boardbooks%20March.pdf)

- **Young Carers’ Event** took place in City Hall on 31st March and presented initial feedback from young carers on how they are supported or not by services and others. During the afternoon Cascade (Cardiff University) undertook focus groups with the young people, so the feedback from that along with the survey should provide the Health Board and partners with rich data to develop future support for young carers.

- **Dewis** is the new directory for information about well-being in Wales. The website aims to help citizens by providing quality information from a network of social care, health and third sector organisations across Wales [https://www.dewis.wales/](https://www.dewis.wales/) If you are a third sector organisation, you should be included. If you want to find out more, contact Linda (GVS) or Sarah (C3SC) as outlined below.

- **Cardiff and Vale Health Board** is now amongst the top 50 LGBT friendly employers in the UK and our equality manager, Keithley Wilkinson, won the Ally Award at the Stonewall Awards ceremony in January!

- **Some great equality events** that took place in March – The Minority Ethnic Health Fair supported by the Cardiff and Vale Health Charity and the Women Connect First International Women’s Day Celebration, both in City Hall.

- **Addressing inequalities in Wales - realities, options and challenges for delivery**
  Thursday, 7th July 2016, Cardiff

Regular Notices

- **Third Sector Strategic Alliance** continues to oversee the UHB Framework for Working with the Third Sector The Framework which is aligned to the Health Board’s strategic principles: Empowering the Person; Home First; Outcomes that Matter to People, and Avoiding Harm, Waste and Variation. The Action Plan for 2016/17 and ‘A Year in Review’ document are in the process of being finalised and shared in the next few weeks. The Community Health Council has agreed to send a representative to the Framework meetings, which will help with strengthening citizen engagement in Health Board planning. Further updates can be obtained from the Health and Social Care Facilitators, Sarah Capstick C3SC, Sarah.C@c3sc.org.uk or Linda Pritchard, Linda@valecvs.org.uk Glamorgan Voluntary Services (GVS).
• **Equality issues** A list of third sector organisations with an interest in equality has been added to the Health Board’s Equality Impact Assessment Toolkit. This will help Clinical Boards to know who to engage with when developing policy or making changes to services.

• **Carers** A Working group continues to oversee the implementation of the Carers’ Information and Consultation Strategy 2012-2015. For further information, contact jane.rowlands-mellor@wales.nhs.uk and see http://www.cardiffandvaleuhb.wales.nhs.uk/information-for-carers

Please note there is a dedicated email account - cardiffandvale.carers@wales.nhs.uk- for people who are carers to use for any carer-related enquiries, problems, requests for information etc. A joint Cardiff and Vale Carers Strategy and Planning Group has been established so that the Health Board and the two local authorities can combine their strategic arrangements for supporting carers. Third sector and carer organisations are represented on this Group. Contact Linda or Sarah (see above) for further information.

• **Volunteering** Volunteering roles and opportunities continue to be developed across the Health Board at many of its hospital sites. Further details can be found on the Health Board website, http://www.cardiffandvaleuhb.wales.nhs.uk/volunteering.

• **Information Centres** The information and support centre, funded by Macmillan Cancer Support, is based in the Concourse area of UHW. The centre offers confidential advice and support and help patients, their families or carers access financial and other help. Visit the Centre at UHW or contact Sue Llewelyn, Information and Support Facilitator, 02920 2074 5655, email susan.llewelyn@wales.nhs.uk A multi-agency information service is also run at UHW Llandough, which a number of local third sector organisations run sessions from.

• **Patient safety incident reports** Cardiff and Vale health Board’s reporting profile of serious incidents along with that of all other NHS bodies in the UK can be found on the National Patient Safety website http://bit.ly/SxA6xE

• **Citizens Report – How Your UHB is doing** It is in its initial stages and can be found at: http://www.cardiffandvaleuhb.wales.nhs.uk/page/78460

• **My Local Health Service** provides up to date information on how the Health Boards in Wales are performing http://mylocalhealthservice.wales.gov.uk/#/en/lhb/

• **Co-creating Healthy Change (based in C3SC)** , a portfolio of ten projects working across Cardiff and the Vale of Glamorgan so that people are able to influence decisions about health and well-being services and co-create change in health and social care public service delivery, continues to work with the Health Board and local authorities. http://www.c3sc.org.uk/partnerships/community-voice-co-creating-healthy-change

NB Working Group to produce a Co-Creating Good Practice Guide for service user involvement will take place on Tuesday 19 April 2016, 10.30 am – 1.00 pm, Diverse Cymru Office

**Contact me:** If there is any aspect of this briefing that you would like to discuss, please contact me as highlighted above.