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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Notes of the North Wales Regional Partnership Board Meeting

11th January 2019

9:00 am – 1:30 pm

Optic, St Asaph

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| Present: | Teresa Owen (chair), Bethan Jones Edwards, Bethan E Jones, Alwyn Jones (in attendance for Caroline Turner), Chris Stockport, Cllr Bobby Feeley, Cllr Christine Jones, Cllr Joan Lowe, Cllr Liz Roberts, Dave Worrall, Ffion Johnstone, Jennie Lewis, Llinos Medi Huws, Lynda Colwell, Marian Wyn Jones, Mark Wilkinson, Mary Wimbury, Morwena Edwards, Craig Macleod (in attendance for Neil Ayling), Owain Llewellyn (in attendance for Neill Anderson), Nicola Stubbins, Peter Williams, Rob Smith (arrived 10:00 am) |
| Apologies: | Cllr Gareth Roberts, Caroline Turner, Jenny Williams, Judith Greenhalgh, Kevin Roberts, Neil Ayling, Wendy Jones, Shan Lloyd Williams, Neill Anderson, Liz Hughes, Charlotte Walton, Clare Budden, Richard Weigh |
| In Attendance: | Sue Morgan, National Director and Strategic Programme Lead for Primary & Community Care and Karin Phillips, Deputy Director, Primary Care Team, WG (for agenda item 2) Jane Green, Engagement Manager Welsh NHS Confederation (for agenda item 4) |

| Item | | Actions |
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| 1. | <u>Welcome, introductions and apologies</u> TO welcomed all to the meeting and apologies were noted as above. | |
| 2. | <u>Notes and actions of last meeting</u> Minutes of meeting 13 th December have been circulated as part of the meeting pack. Members have been requested to make contact if there are any issues of accuracy. Actions will be discussed at the next NWRPB meeting. | |
| 3. | <u>Strategic Programme for Primary Care</u> Sue Morgan and Karin Phillips were in attendance to provide a presentation on 'The Primary Care Model for Wales'. | |

SB reported that the Primary Care Plan identified five priority areas which were driven initially by the unsustainability of the service:

- Planning care locally
- Improving access and quality
- Equitable access
- A skilled local workforce
- Strong leadership

The key strategic areas of work required to progress the implementation of the primary care model for Wales are:

- The six primary care key work-streams
 1. Prevention and wellbeing
 2. 24/7 model
 3. Digital technology
 4. Workforce and organisational development
 5. Communication and engagement
 6. Transformation and the Vision for Clusters
- Seamless working across Health Boards and with partner organisations.
- Primary care contract reform.

The six work-streams noted above are not intended to replace work, planned or underway at a local level by clusters, health boards, RPB or to cut across wider transformational work, but rather to complement and enable pace and scale of transformation.

The 'A Healthier Wales' response informed the direction of travel on the Primary Care Model for Wales, which is a whole system approach to sustainable and accessible local health and wellbeing care.

The 24 projects evaluated on 'Once for Wales' basis provided key messages at that time (2015-18) via a pacesetter programme; a comprehensive range of initiatives, funded by WG to stimulate innovation and promote the redesign of primary care services:

- MDT Primary Care Cluster are the way forward
- Safe & effective triage direct people to the right professional in the team.
- Integrated teams ensure a holistic approach to care – physical, mental and social well-being.
- Services must work well across in-and out-of-hours.
- Success also depends on an informed public.

MW pointed out the absence of reference to care providers in the presentation, with care providers being key in providing care for vulnerable citizens and the workforce, and questioned how this will be developed to ensure inclusion into cluster work.

SM confirmed the 24/7 joined up model will be looked at broader with all partners in the system.

JL enquired if the vital role of the unpaid family carer has been identified as part of this work with carer representatives involved in the development of the work and also noted that the third sector and other organisations would have appreciated being part of the planning from the beginning and not invited to engage at the end.

SM confirmed that part of this work runs through the theme and is committed to take this recommendation on board. SM also confirmed that carer representatives/third sector were not involved in the programme, only in the projects which informed the model.

DW enquired how can we ensure third sector representatives are involved in the cluster work as third sector representatives are very keen and eager to be involved, but will need to be invited to participate.

Chris Stockport reassured the third sector that multi representation from all partners is crucial in terms of planning and delivery of cluster work. There is enormous responsibility within Health and collaboration with all partners is key to this delivery.

MWJ thanked SM for her presentation and highlighted the point made that success will depend on the public and enquired on the best approach that will be taken to inform the public.

SM advised they propose to link in to Welsh Government and learn from previous successful national campaigns in Wales i.e. organ donation campaign.

ME noted the Community Services Transformation proposal has been challenging for all and noted the following to be considered:

- Alignment of policies and directions – practical for the board to be responsible for the budget when working in cluster with the board and other organisation.
- Any work with professional boundaries require to be flexible.

SM agreed in relation to WG policies there is a clear message that RPB's are very important in terms of transformational changes. Professional boundaries are largely driving the confidence of the offer in the system by working with hospital colleagues and signposting people instantly to the service they need.

BJE added the North Wales response to 'A Healthier Wales' and bids fit into with the model presented this
SB confirmed further details can be found on the NHS Wales Primary Care One website.

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| | <p>TO thanked SM and KP for attending the NWRPB and providing a useful update on Primary Care and cluster work which is very timely and in-line with imminent transformation work happening within North Wales.</p> | |
| <p>3.</p> | <p><u>BCUHB 3 Year Plan</u></p> <p>MW presented the need to develop the BCU Draft Three Year Plan 2019/2022. This overview is the introduction to the start of the process that will include an opportunity for all organisations to engage in the development of the 3 year plan. The timeline is as follows:</p> <ul style="list-style-type: none"> • 11.01.2019 – Introduction to the NWRPB - the draft plan will be circulated during week commencing 14.01.2019 to all members. • 25.01.2019 – the plan will be presented to the Leadership Group (LG) meeting. • 08.03.2019 – agenda on the NWRPB meeting for discussion and ‘support’. • 28.03.2019 – to BCUHB for approval. <p>MW gave an overview of the plan which include the vision, values, core priorities and enablers. BCU as the deliverer have attempted to focus on a limited number of deliverables that will be effectively achieve through the SMART objectives set, whilst begin realistic of what is achievable in the present financial climate. MW also pointed out the work is only achievable through collaboration and acknowledges the changes ongoing to achieve the goal.</p> <p>MW welcomes the plan to be circulated by RPB members and all feedback will be greatly appreciated. MW confirmed BCU colleagues from Performance and Planning would be available to attend organisations to present on the plan during the two month engagement period.</p> <p>Cllr BF raised concern with CHC issues and suggested this should be more apparent within the report.</p> <p>CS recognises these issues and confirmed that a CHC report will be presented to the next meeting of the LG at the end of January and discussed how these issues will work for everyone.</p> <p>JL also stated her individual opinion is there is no benefit of having MH and LD services together and enquired if MW would be willing to discuss further. MW agreed to discuss this matter with JL outside of the RPB.</p> <p>MWJ stressed the importance of collaboration on the plan and encouraged everyone to take the opportunity to respond and provide feedback.</p> <p>CM enquired how ‘Children with Complex Needs’ work-stream fits into the clusters, working with CAMHS and Care Closer to Home.</p> | <p>NWRPB members to e-mail all feedback to MW</p> <p>Agenda in March for update.</p> |

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| | <p>BJ confirmed this will be included in the plan.</p> <p>MW enquired when would providers be involved in the CHC discussion, especially as there are no provider representatives at the next LG meeting.</p> <p>CS informed this issue is a concern around the table and the report to the LG will concentrate on specific issues, understanding how to move forward with the assessment processes.</p> <p>MW concurred in terms of assessment it would be beneficial to involve those staff who provide day to day care and carry out assessments.</p> | |
| <p>4.</p> | <p><u>What Matters workshop</u> Jane Green, Engagement Manager Welsh NHS Confederation attended to facilitate a 'What Matters' workshop with NWRPB members to review the NWRPB vision and priorities.</p> <p><u>Next Steps/Action:</u></p> <ol style="list-style-type: none"> 1. JG to re-visit the workshop vision exercise and forward suggestions of updated/amended vision proposals to be considered by the NWRPB. 2. Following a beneficial discussion on NWRPB priorities all board members were in agreement the priorities of the Board were the 'A Healthier Wales' response Transformation proposals, these proposals also align to the existing priorities: <ul style="list-style-type: none"> • Community Services Transformation • Integrated early intervention and intensive support for Children and Young People • Together for Mental Health in North Wales • North Wales Together: Seamless services for people with learning disabilities. 3. JG to attend NWRPB for further discussion in March 2019. <p>TO thanked JG for taking time to attend to facilitate today's workshop which has been a very worthwhile open discussion for all.</p> | |
| | <p>Date of the next meeting: Friday 8th February 2019 9:00 am – 12:30 pm</p> | |