

Cardiff and Vale Stakeholder Reference Group

Wed 26 March 2025, 09:30 - 12:30

Agenda

09:30 - 09:30 1. Welcome and Introductions

0 min

 SRG Agenda March 2025.pdf (1 pages)

09:30 - 09:30 2. Apologies for absence

0 min

09:30 - 09:30 3. Declarations of Interest

0 min

09:30 - 09:30 4. Minutes and Matters Arising from the SRG meeting on 26th November 2025.

0 min

 Minutes of SRG Meeting 26 November 2024.pdf (5 pages)

09:30 - 09:30 5. Stakeholder Reference Group Annual Report

0 min

 SRG Annual Report 24-25.pdf (4 pages)

09:30 - 09:30 6. Communicating Health Services Survey

0 min

09:30 - 09:30 7. Primary Care Mental Health Liaison Service

0 min

09:30 - 09:30 8. Vale of Glamorgan – Your Place Work

0 min

Saunders, Nathan
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CARDIFF AND VALE UHB STAKEHOLDER REFERENCE GROUP
26th March 2025, Teams

AGENDA

PART 1: ITEMS FOR DISCUSSION		
1	Welcome and Introductions	Chair
2	Apologies for Absence	Chair
3	Declarations of Interest	Chair
4	Minutes and Matters Arising from the SRG meeting on 26th November 2025.	Chair
5	Stakeholder Reference Group Annual Report	Sarah Tipping Head of Strategic Partnerships & Engagement
6	Communicating Health Services Survey	TBC
7	Primary Care Mental Health Liaison Service	TBC
8	Vale of Glamorgan – Your Place Work	TBC
PART 2: ITEMS TO BE RECEIVED AND NOTED FOR INFORMATION BY THE STAKEHOLDER REFERENCE GROUP		
1	Next Meeting of SRG TBC	

This document is available in Welsh / Mae'r ddogfen hon ar gael yn
Gymraeg

Saunders, Nathan
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UNCONFIRMED MINUTES OF CARDIFF AND VALE STAKEHOLDER REFERENCE GROUP MEETING HELD ON TUESDAY 26 NOVEMBER 2024, MEETING HELD VIA MICROSOFT TEAMS

Present:

Lani Tucker	Glamorgan Voluntary Services (Chair)
Frank Beamish	NHS Volunteer
Rhys Burton	South Wales Police
Duncan Innes	Cardiff Third Sector Council
Richard Cox	One Voice Wales
Julie Sangani	Cardiff Council
Siva Sivapalan	Third Sector Older Persons
Lynda Thorne	Cardiff Council

In Attendance:

Marie Davies	Interim Director of Strategy & Planning, UHB
Vicky Le Grys	Programme Director, Shaping our Future Clinical Services, UHB (item 24/41)
Suzanne Rankin	Chief Executive Officer, UHB (item 24/40)
Sarah Tipping	Head of Strategic Partnerships and Engagement, UHB
Julie Wilson-Thomas	Llais Volunteer

Apologies:

Sam Austin	Llamau
Joanna Davoile	Registered Social Landlords
David Lozano	South Wales Fire and Rescue

SRG 24/37 WELCOME AND INTRODUCTIONS

The Chair welcomed everyone to the meeting.

SRG 24/38 APOLOGIES FOR ABSENCE

Although not members of the SRG, apologies had been received from Angela Hughes, Matt Phillips and Jason Roberts.

SRG 24/39 DECLARATIONS OF INTEREST

There were no declarations of interest.

The Chair welcomed back Suzanne Rankin.

Suzanne Rankin reminded the SRG that the Health Board's refreshed Strategy to 2035, 'Living Well, Caring Well, Working Together,' contained four broad strategic objectives. These objectives had underpinned the Health Board's planning for the current year and the Annual Plan had been designed to describe how it would deliver on some of the key priorities under each of the objectives. The Annual Plan, on its publication, indicated an anticipated outturn deficit of £15.9m at the end of 2024-25. This figure was unacceptable to Welsh Government (WG) and the Health Board was asked to produce a proposal to balance within two years. At present the Health Board is not tracking to achieve this balanced position, or indeed the anticipated outturn deficit. There are a number of reasons for this including unanticipated and excessive demand in certain areas such as Mental Health services and Urgent and Emergency Care. There are currently 80 more inpatient beds open within the Health Board than had been planned which has increased staff costs significantly. Another factor is the ageing population.

Despite these challenges, there have been a number of positives:

- An agreed £47m savings programme with £35m achieved to date.
- The Health Board has successfully transformed the Urgent and Emergency Care pathway and further modelling will be undertaken to assess what further improvements can be achieved.
- Safe@Home - which is designed to enable patients to remain safely at home rather than be admitted to hospital - is now a 7 day service and the number of patients being seen has increased significantly.
- An Eradicating Avoidable Harm – Reducing Time Spent in Hospital Summit had been held on 21 November.
- Cardiothoracic services have moved back to UHW from UHL
- A programme of digital transformation is underway and wi-fi will be available throughout the Health Board by the end of the year.
- The vaccination programme has been strengthened. Vaccination is arguably the single most important thing an individual can do to protect themselves and their families.
- The Health Board has a statutory duty to deliver care in Welsh if requested. Not only is this a statutory duty but it also enhances quality of care for Welsh speakers. The Health Board is looking to ensure that all correspondence and services are accessible in Welsh as well as English.
- Lots of work has been undertaken in preparedness for the extremely busy Christmas/New Year period.

The SRG raised a number of questions and made several observations

- Demographic changes and the associated challenges are not unique to Cardiff and Vale. Can the Health Board learn from other areas? Suzanne Rankin suggested that arguably the Health Board had not fully understood the impact of demographic changes nor the enduring impact of the COVID pandemic on individuals' health. The Health Board does discuss these issues with other organisations.
- Was the Eradicating Avoidable Harm – Reducing Time Spent in Hospital Summit focussed on patients or staff? Suzanne Rankin explained that when harm is discussed with clinicians, they invariably initially think about harm to patients. The Health Board wanted to broaden the conversation to consider avoidance of harm in its wider context including harm to workforce (e.g. bullying and work pressures) and the environment (e.g. waste of resources), as well as avoidance of harm to patients.
- Is availability of sufficient appropriately trained staff an issue and if these resources are unavailable, how does this affect staff management? Suzanne Rankin explained that there was a global shortage in a number of health care professions. Demand generally exceeds supply although this is not the case in all specialties. The Health Board has a number of workforce plans intended to improve supply and its staff retention and turnover rate have improved since the pandemic. Despite this there remain some areas of critical concern, for example a shortage of psychiatrists. Lack of resources inevitably impacts on staff management.
- How can the needs of people unable to speak English be assessed and then met? The SRG was informed that there was a mechanism for providing bedside translation. Google translate was also used.
- There has been an increase in concerns raised regarding the lack of availability of literature and signage in different languages and for the visually impaired. Suzanne Rankin indicated that she had been assured that multi-lingual leaflets and access to translation services were available throughout the Health Board.
- How is Accelerated Cluster Development progressing? The SRG was informed that this was a WG policy. The Health Board was fulfilling its requirements with regard to the programme but it remained work in progress and further work was required if the potential benefits were to be realised more fully. There were, however, existing pockets of extremely good practice. The Health Board was working collaboratively with partners through the Regional Partnership Board to identify the often very different specific requirements of individual local communities.

The SRG thanked Suzanne Rankin for taking the time to attend the meeting.

SRG 24/41 CLINICAL SERVICES PLAN TO 2035 – EMERGENCY CARE

Vicky Le Grys gave a presentation updating the SRG on the development of the Clinical Services Plan to 2035 - Emergency Care.

The SRG was informed that the Babies, Children and Young People Plan had been launched on 20 November. The Health Board will now work with partners to agree how it will be delivered. The focus will now turn to emergency care with the intention to complete the plan by summer 2025. The SRG was then reminded of the underpinning planning assumptions and advised of the timeline and process.

The SRG suggested that the Health Board must be cognisant of potential 'engagement fatigue' and inform people of the outcome of previous engagement activities before asking them to participate in the engagement process.

It was noted that the Third Sector Health Care Facilitators would be able to assist with the engagement programme.

It was agreed that Vicky Le Grys return to SRG in mid-2025 to provide an update on the development of the Clinical Services Plan.

Action: Vicky Le Grys

SRG 24/42 RESULTS FROM PAEDIATRIC ENGAGEMENT

Sarah Tipping gave a presentation on the engagement for the Our Babies, Children and Young Persons Plan to 2035.

The SRG was informed of the approach taken, the challenges faced, the results and the next steps. The results had been shared with all partners and published online.

SRG was pleased to note that a range of engagement methodologies had been used but suggested that there was an opportunity to undertake more engagement with the student population.

SRG 24/43 MINUTES AND MATTERS ARISING FROM STAKEHOLDER REFERENCE GROUP MEETING HELD ON 25 SEPTEMBER 2024

The minutes were **RECEIVED** and **APPROVED** as an accurate record.

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Integrated Transport – Sarah Tipping explained that the Local Authorities were doing everything they could to improve public transport infrastructure. The Vale of Glamorgan was investing more funding than ever in public transport and was looking to franchise bus services in 2029. Any specific issues relating to public transport should be raised direct with the Local Authorities.

It was agreed that Integrated transport be an agenda item for the an SRG meeting in the second half of 2025.

Action: Sarah Tipping

SRG 24/44 FEEDBACK FROM BOARD

The SRG was reminded that papers for Board meetings and recordings of the live streams were available on the UHB’s website a link to which had been sent out with the agenda. If SRG members had any specific questions relating to the Board meetings, they should contact Matt Phillips.

SRG 24/45 NEXT MEETING OF SRG

13.30-.16.00, Tuesday 28 January 2025.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Annual Report of the STAKEHOLDER REFERENCE GROUP 2024/25

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1.0 INTRODUCTION

In accordance with best practice and good governance, the Stakeholder Reference Group produces an Annual Report to the Board setting out how the Advisory Group has met its Terms of Reference during the financial year.

2.0 MEMBERSHIP

The Advisory Group membership is drawn from within the area served by the UHB, and involves a range of bodies, sectors and groups operating within the communities served by the UHB. In addition to the Membership, the meetings are also attended by the Executive Director of Planning (Executive Lead for the Group) and the Director of Corporate Governance. Llais is also invited to send an observer.

3.0 MEETINGS AND ATTENDANCE

The Committee will have met 4 times during the period 1 April 2024 to 31 March 2025.

The Stakeholder Reference Group achieved an attendance rate of ?% during this period. Full details of attendance is set out below.

	10.06.24	25.09.24	26.11.24	28.01.25 (cancelled)	26.03.24	Member attendance rate
Lani Tucker <i>Glamorgan Voluntary Services</i>	√	√	√			100%
Sam Austin <i>Children and Young Persons' Third Sector</i>	X	X	X	-	-	0%
Frank Beamish <i>NHS Volunteer</i>	√	√	√			100%
Richard Cox <i>One Voice Wales</i>	√	√	√			100%
David Lozano <i>South Wales Fire and Rescue</i>	X	X	X			0%
Joanna Davoile <i>Registered Social Landlords</i>	X	X	X			0%
Duncan Innes <i>Cardiff Third Sector Council</i>	X	√	√			67%
Zoe King <i>Diverse Cymru</i>	X	-	-	-	-	0%
Paula Martyn <i>Independent Care Sector</i>	√	-	-	-	-	100%
Rhys Burton <i>South Wales Police</i>	X	√	√			67%

Siva Sivapalan (Vice Chair) <i>Older Person's Third Sector</i>	√	√	√			100%
Janice Charles <i>Vale of Glamorgan Council</i>	X	X	X			0%
Chris Willis <i>WAST</i>	X	X	X			0%
Julie Sangani/Lynda Thorne <i>Cardiff Council</i>	√	X	√			67%
Meeting Attendance Rate	43%	50%	58%			

□ Lani Tucker appointed Chair in January 2024

At least four members or one third of the total membership, whichever is greater, must be present to ensure the quorum of the SRG. All meetings in 2024/25 were quorate. In accordance with the Terms of Reference, reasonable cause for a run of non-attendance has been explored with members, acknowledging the operational pressures particularly on emergency services members. Where appropriate, alternative membership is being explored.

4.0 TERMS OF REFERENCE

The Terms of Reference were reviewed and updated in January 2020, incorporating advice from the Director of Corporate Governance following Welsh Government's provision of Model Standing Orders.

5.0 WORK UNDERTAKEN

This Advisory Group's focus is on facilitating full engagement and active debate amongst stakeholders from across the communities served by the UHB, with the aim of reaching and presenting a cohesive and balanced stakeholder perspective to inform the UHB's decision making. In particular, the role is to provide independent advice on any aspect of UHB business. This may include:

- Early engagement and involvement in the determination of the UHB overall strategic direction
- Provision of advice on specific service proposals prior to formal consultation; as well as
- Feedback on the impact of the UHB's operations on the communities it serves.

During the financial year 2023/24 the Stakeholder Reference Group discussed the following key items at its meetings:

Public Transport and Planning of Health Services
Llais

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3. Clinical Services Plan – two sessions one of which focussed on emergency services
4. Development of an Integrated Community Care System in Cardiff and Vale
5. Partnership Work
6. Results from Paediatric Engagement

Suzanne Rankin also attended the meeting in November 2024 to share with the SRG her reflections on the UHB's achievements, challenges and opportunities.

SET AGENDA ITEMS - April 2024 - March 2025

Feedback from the Board

The Director of Corporate Governance provided the Group with a verbal update of issues discussed at every Board meeting, to keep SRG members abreast of key areas of UHB business and decisions being taken.

6.0 ADVISORY GROUP GOVERNANCE

The SRG Chair is a member of the Board as an Associate Member. UHB Executive leadership for the SRG is provided by the Executive Director of Strategy & Planning.

7.0 REPORTING RESPONSIBILITIES

A report from the Chair of the Stakeholder Reference Group is submitted to Board after every Advisory Group meeting, providing a summary of key issues discussed.

8.0 OPINION

The Advisory Group is of the opinion that the draft Stakeholder Reference Group Annual Report 2024/25 is consistent with its role as set out within the Terms of Reference and that there are no matters that the Group is aware of at this time that have not been disclosed appropriately.

Lani Tucker
Stakeholder Reference Group Chair

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