



<b>Report:</b>	<b>Chief Officer's Report</b>
<b>Author:</b>	<b>Katie Blackburn</b>
<b>Status:</b>	<b>For Information</b>
<b>Date:</b>	<b>30<sup>th</sup> November 2022 (report to 15<sup>th</sup> November 2022)</b>

## **1. Monitoring and scrutiny:**

As a CHC, we have been able to commence some face-to-face engagement with the public. Our ability to carry out engagement in the community is dependent on the availability of members and staff.

We are continuing to engage with the public through digital methods, via our website, social media and email channels. Most CHC meetings are held online but we are trialling some hybrid meetings (in-person with availability of online). CHC members and staff continue to join virtual meetings with other organisations. Some organisations are starting to hold face-to-face meetings and are considering what types of meetings they will hold in future. We have attended a mixture of virtual, hybrid and face-to-face meetings

A representative from Powys CHC has taken part in the following meetings during the last two months:

1 September	Powys Mental Health Engage to Change Meeting – we gave a presentation on the survey we did with young people about mental health services during COVID
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13 September	Powys Teaching Health Board (PTHB) Patient Experience, Quality & Safety Committee
27 September	Hereford & Worcester Stroke Programme Board Meeting
28 September	PTHB Board Meeting
28 September	PAVO Knighton & Presteigne Community Workers Network Meeting
3 October	Shropshire, Telford & Wrekin Hospital Transformation Programme Implementation & Oversight Group
5 October	Llandrindod, Rhayader, Builth & Llanwrtyd Locality Network Meeting
7 October	PTHB Meeting regarding Knighton Hospital (in-person meeting)
12 October	Joint Meeting CHC with Powys County Council to discuss Citizen Voice Body (hybrid meeting)
13 October	Official Opening of the Health & Care Academy at Bronllys Hospital
18 October	Shrewsbury & Telford Hospital NHS Trust Ockenden Report Assurance Committee
20 October	PTHB Planning, Partnerships & Population Health Committee
31 October	Mid Wales Joint Committee for Health & Social Care

Some of these meetings provide us with the opportunity to scrutinise what is happening with health services. Other meetings are used to gather information about the work being undertaken by other organisations and also to promote the work of the CHC.

We have continued with our fortnightly online briefing sessions for CHC members. These sessions offer the opportunity for members to raise with the Chair and Chief Officer any issues which they have picked up within their local communities. Any thematic issues and concerns can then be raised with the Health Board through the Chief Officer or through the CHC's Complaints Advocacy Service.

## **Face-to-Face Engagement**

We attended the following events:

8 September	Presentation to Brecon Probus at the Brecon Castle Hotel
21 September	Builth Wells Community Support Community Information Fair
27 October	Knighton Community Soup Café

### **Brecon Probus**

We presented to the Group on the work of the CHC and this was followed by discussion about NHS services. The following themes were discussed:

- Difficulty in getting through to Brecon Medical Practice on the telephone
- Difficulty with getting appointments in a timely manner and the desire for more face-to-face appointments
- Lack of people around the surgery leading to people questioning what GP staff are doing
- Problems with booking appointments for flu vaccination
- Difficulty in contacting the community pharmacist on the telephone (to check whether repeat prescription medication is ready for collection)
- An issue about a child taken to Prince Charles Hospital and sent on to the Grange University Hospital (information provided about Independent Complaints Advocacy Service if the family wish to raise a concern)

## **Builth Wells Community Information Fair**

This was an event which was attended by a large number of Powys organisations providing information about their services so it was a good networking opportunity. Footfall from the public was not high but there was a steady flow of people attending the CHC stand.

Topics discussed were as follows:

- Out of county pathways for children with complex care needs. Communication in and out of county was a concern.
- Three people raised concerns about accessing NHS dental provision in the area.
- Access to GPs.
- Lack of a district general hospital in Powys.
- Concerns about long waiting lists for planned care.

One of our staff members was filmed for a video blog during the event and you can view the video at the link below:

<https://youtu.be/JjDqvYcz1Zs>

## **Planning Face-to-Face Engagement Events**

We are putting plans in place to carry out the following engagement events, subject to availability of staff and members:

8 November	Machynlleth Health & Wellbeing Event
23 November	Llandrindod Wells Food Bank
28 November	Ystradgynlais Senior Citizens Club
7 December	Newtown Community Café
18 January	Brecon Food Bank

## 2. Monitoring & Scrutiny Visits

At the last Executive Committee in September, it was agreed that we would investigate the possibility of carrying out some monitoring and scrutiny visits to Brecon Hospital, Ystradgynlais Hospital and the Women & Children’s Centre in Princess Royal Hospital, Telford.

Plans are progressing for these visits to take place. The following dates are confirmed:

11 November	Ystradgynlais Community Hospital
1 December	Breconshire War Memorial Hospital

## 3. Social Media

- We continue to use social media on a daily basis. We are posting CHC information to our Facebook and Twitter pages. We are using the platform to advertise our meetings and surveys.
- We currently have **510** followers on Twitter and **783** followers on Facebook.
- We are increasing our own original content to share on our social media pages.
- We share and re-post information which is provided by Health Boards and Trusts in Wales, Trusts in England, local GP practices, other CHCs, Powys County Council and national NHS organisations.
- We are monitoring and evaluating the public reaction to information which is posted.
- We are regularly monitoring the information to the public which is shared by primary care providers – GPs, pharmacies, opticians and dentists.
- We are continuing to monitor the public reaction to the service development proposal for the Emergency Medical Retrieval and Transfer Service (EMRTS Cymru)

## 4. Surveys

Our 'Question of the Month' for October was about experience of the emergency ambulance service. The online survey was available through our website and we shared it widely on social media. The survey closed with **83** responses. The analysis of the responses is taking place and we will share what we have heard through a report.

The All Wales CHC survey asking for people to share their views about the response to COVID-19 in Wales is available online at the following links:

English:

<https://HaveYourSayCHCWales.uk.engagementhq.com/uk-inquiry>

Cymraeg:

<https://dweudeichdweudcicgigcymru.uk.engagementhq.com/pa-ffaith-gafodd-y-pandemig-arnoch-chi>

We continue to hand out paper copies of the survey wherever we can. Up to 26 October 2022, a total of **1136** surveys have been completed, with **144** of them being completed by Powys residents.

The All Wales CHC survey about 'NHS Care Living with COVID' is available online at the following link [ow.ly/KzSG50DZWHS](https://ow.ly/KzSG50DZWHS) and is available in paper format. This survey is regularly shared on our Facebook and Twitter pages and paper copies are also available.

## 5. Reports

The following reports have been published since my last report to Executive Committee:

### **Access to NHS Dental Care in Powys**

<https://powyschc.nhs.wales/what-we-have-to-say/report-library/access-to-dental-report/>

### **Patient Experience of Using Community Pharmacies in Powys**

<https://powyschc.nhs.wales/carousel-index/report-on-community-pharmacies-survey-july-2022/>

The report following the 'Question of the Month' survey about access to GP services has been shared with the Health Board. We have received a response from the Health Board and the report will be published shortly.

#### **4. Service change and patient engagement:**

All Powys CHC meetings have been re-instated and are being attended by members of the public, recognising that all meetings are meetings held in public, not public meetings.

Our Executive Committee meetings are now being held face-to-face [as this meeting focuses on Governance and we do not have external speakers].

Powys CHC is considering hybrid meetings, whilst recognising that "virtual" meetings have enabled more members of the public to join, and a wider pool of speakers/ presenters who can attend at a specific time for a specific agenda item. The Montgomery Local Committee meeting held on 10<sup>th</sup> November 2022 was successfully held as a hybrid meeting.

At the moment, service changes have predominantly been "urgent" service changes which are considered at the Services Planning Committee which is attended by Stephen Powell and Adrian Osbourne.

There have been 2 engagement processes that have been discussed and ratified at the Executive Committee since the last PtHB Board meeting on 28<sup>th</sup> September 2022:

1. Formal Ratification of decision taken electronically in October 2022 – WAST Proposed Service Change; length of Engagement.

This is to confirm the Executive Committee of Powys CHC:

- i) has unanimously agreed (electronically) to a comprehensive engagement of 8 weeks
- ii) requests a formal review/ update at 6 weeks
- iii) requests that consideration is given to the Christmas holiday period
- iv) requests the sight (and opportunity to comment) on the Engagement and Communication Plan (in advance)
- v) requests sight of the proposal that will be engaged on (in advance)
- vi) seeks clarity on the timescale for the engagement and communication process
- vii) seeks assurance that the process will be robust, inclusive and transparent

2. Formal Ratification of decision taken electronically October 2022.

WAA/ EASC/ EMERTS Proposed Service Change - Length of Engagement.

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## 6. Advocacy:

Open Powys Cases as of 1<sup>st</sup> November 2022: **36**

**(+ 17 Swansea Bay CHC Cases)**

	1 Nov 2022	1 Sept 2022	1 July 2022
Complaint Stage			
Pre-Local Resolution	6	1	3
Local Resolution	14	21	15
Further Resolution	0	2	3
Ombudsman	7	11	9
Continuing Health Care Retrospective Claim	1	1	1
Redress	5	4	4
Serious Incident Review	3	2	2
<b>Total</b>	<b>36</b>	<b>42</b>	<b>37</b>

PLR - Pre-Local Resolution: An advocate/ ASO needs to provide support regarding concerns which cannot be “cleared” or resolved within the same working day and requires consent form. It is any support provided prior to a written complaint sent to the NHS organisation

LR - Local Resolution: Following the approval of a draft complaint, or previously written letter to the local NHS organisation, which needs to be monitored as per the Putting Things Right (PTR) 30 working day policy.

FLR - Further Local Resolution: Local resolution stage following the receipt of response from the first letter of complaint (2<sup>nd</sup> letter, meeting following response, independent expert opinion report)

Redress: Where redress is being considered under PTR from receipt of *Regulation 26* letter.

Ombudsman: The approved draft application to PSOW has been submitted for consideration.

The number of complaints does not truly reflect the complexity each case brings.

For every complaint there is an 'incident' and some complaints have several incidents that may involve multiple Health Boards and sites.

	Number of Complaints	Number of Incidents
<b>November 2022</b>	<b>36</b>	<b>47</b>
<b>September 2022</b>	<b>42</b>	<b>54</b>
<b>July 2022</b>	<b>37</b>	<b>42</b>

Finally..... Powys CHC would like to extend their continued thanks to all the staff of PtHB for the organisation, dedication and commitment during these very challenging times. Weekly meetings continue between the CHC and PtHB ensuring that any issues can be resolved as soon as possible. Thank you.

**Katie Blackburn Prif Swyddog, CIC Powys/ Chief Officer, Powys CHC**