



Health and Social Services Group
Integrated Quality, Planning and
Delivery Meeting
Swansea Bay UHB



Llywodraeth Cymru
Welsh Government

**Minutes of meeting
17 October 2023**

1. Welcome and introductions.

The Chair welcomed everyone to the meeting. Any changes to the previous minutes to be noted. Actions from the previous minutes would be addressed during the meeting.

2. Planned Care

The health board gave an overview on planned care which included the outpatient transformation programme. It confirmed that all 52-week stage one cohort patients would be cleared by the end of October and would be sustained going forward. Staff were receiving patient information training and the outpatient function would be centralised within Neath Port Talbot and Singleton.

Welsh Government colleagues queried what impact that outpatient transformation work was having. The health board confirmed that by going back to basics and working with primary care on referral criteria and healthcare pathways that this would prevent patients coming into secondary care. This is being demonstrated in orthopaedics. It would take another 6-12 months before the outpatient transformation would be rolled out across all specialities. Welsh Government asked that the health board evidence the impact of this work.

The health board's planned care delivery was in line with the submitted trajectories and is aiming to achieve the 99% target by the end of March. Regional working particularly around orthopaedics would open more capacity through Prince Philip hospital. Work is underway to ensure that patients meet the clinically fit criteria and appropriateness for surgery as well as INNU criteria,

Welsh Government were clear that the health board needed to firstly hit the milestone ministerial targets this year and then focus on delivering further improvements at pace.

3. Mental Health – Adult

The health board gave an update on the anti-ligature assessment and management process, safe staffing, and discharge planning and 72-hour post discharge follow up arrangements.

From a performance perspective, part 1a was above the required standard. Compliance against CTP in August was 84.3 and in September was 85.4. A weekly review of patient level details would be carried out to ensure 90% compliance by December 2023.

Psychological therapies performance was deteriorating due to the high number of referrals. 2,000 plus patients were waiting for psychological therapies. There was a struggle to get a balance between group and one-to-one therapy sessions.

NHS Executive reported most of the demand was new with an increase in those waiting less than 11-weeks and more waiting over 26-weeks. The health board acknowledged the increase which was down to patient choice for one-to-one sessions that the current workforce could not accommodate.

NHS Executive and Welsh Government colleagues would be reviewing mental health services across Wales, including reasonable offer and standards of service, and would share their findings with organisations in due course.

Concerns were raised by the Deputy CMO around an emergent issue of mixed sex wards in mental health facilities. The health board acknowledged the Deputy CMO's concerns and advised there were some mixed wards particularly in urgent care. Any future breaches would be reported to Welsh Government.

Action: Mixed sexed ward breaches to be reported to Welsh Government.

4. Quality and Safety

The health board gave a very detailed presentation that centred around their infection improvement plan for 2023 / 2024 key priorities, HIW identified issues and the measures being taken to address them, nationally reported incidents, concerns, and patient safety alerts. The health board advised complaints performance had dropped to 64%. Main themes are waiting times and communication.

Welsh Government asked for focused action to be taken to improve complaint compliance.

NHS Executive noted that the health board had been shortlisted at the National Patient Safety Awards in Manchester the previous month.

MATERNITY

The health board gave an update in terms of the unannounced HIW review carried out between 5 and 7 September 2023. There were eight immediate safety issues for – staffing, training, communication, medicines management, equipment checks, IPC, cleanliness, and security.

The key concern was around maternity staffing which was discussed in the daily safety huddles review in the previous 24 hours, planning for the subsequent 24 hours and being sure there is staff in place to provide quality care.

A full draft report from HIW was expected within the next four - six weeks, following this the health board would produce an improvement plan.

The health board planned on developing a plan to implement via an executive chaired “gold” process and maintain a core focus on the Welsh Government

Maternity and Neonatal Programme to support services developing further. The health board is considering whether an external review is required following several issues. The health board is progressing with the re-opening of the Neath Port Talbot birthing centre, provisionally timetabled for early 2024 – although there are concerns about the birthing pool. There were plans to appoint an Associate Director of Midwifery.

The impact of the 'Wales This Week' programme on staff had caused a lot of concern and anxiety. The health board was holding weekly staff meetings with around 70 midwives and staff attending virtually.

The Chief Midwifery Officer (MO) visited Singleton hospital and raised concerns about the lower-than-expected number of staff on duty. Overall impressions however were that the staff who were there was professional and passionate about their roles but that they were at breaking point due to the number of on call shifts they had to cover. It was suggested the health board look at the staff mix on each shift with a view to using band twos to assist the midwives on duty.

MO requested details surrounding the outbreak of pseudomonas aeruginosa, and it was confirmed that there was no cross infection, they were different genome type.

The health board acknowledged the work pressure experienced by the midwives and advised an additional 21 midwives would be joining the organisation at the end of October, 15 of those who had newly qualified would need additional support. International midwives were also being looked at as an additional solution.

5. Primary Care

The health board gave a presentation on admission avoidance, reducing length of stay, activity focused on keeping people safe and well at home during winter, maintaining independence and preventing deconditioning, and care closer to home.

The health pathways were due to be launched in February 2024, starting with a redesign of 50 pathways. The winter plan sets out additional actions that the Regional Partnership including Swansea Bay University Health Board, Swansea Council, Neath Port Talbot County Borough Council and Third Sector organisations to maintain key services to ensure the population were kept safe.

The health board had developed a set of data for the analytics to measure the impact of Six Goals UEC programme from a healthy day at home perspective.

6. AOB

None.

Date of next meeting: 8 December 2023 12:30 – 14:30

Action Log			
Area	Action	Owner	Update
Mental Health - Adult	Mixed sexed ward breaches to be reported to Welsh Government.	Health Board	

Name	Organisation
<Redacted s40(2) – WG2> (Chair)	WG
<Redacted s40(2) – WG1>	WG
<Redacted s40(2) – WG14>	WG
<Redacted s40(2) – WG10>	WG
<Redacted s40(2) – WG5> (Secretariat)	WG
<Redacted s40(2) – WG3>	WG
<Redacted s40(2) – WG9>	WG
<Redacted s40(2) – WG6>	WG
<Redacted s40(2) – WG8>	WG
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<Redacted s40(2) – HB37>	SBUHB

<Redacted s40(2) – HB38>	SBUHB
<Redacted s40(2) – HB39>	PHW
Apologies	Organisation
<Redacted s40(2) – HB7>	SBUHB
<Redacted s40(2) – PHW1>	PHW
<Redacted s40(2) – HB12>	SBUHB