

**Minutes of the Meeting of the North Wales Community Health Full Council held  
Via Zoom  
Tuesday 24 May 10.00am  
Chair: Mrs Jackie Allen**

<b>PRESENT:</b>			
<b>CONWY LOCAL COMMITTEE</b>	Myfanwy Baines Joy Baker	Phil Capper Liz Liddall	Sian Ramessur Roger Williams
<b>DENBIGHSHIRE LOCAL COMMITTEE</b>	Celia Hayward	Gordon Hughes	
<b>FLINTSHIRE LOCAL COMMITTEE</b>	Linda Harper Stella Howard	Gill Hughes	Rita Jones
<b>GWYNEDD LOCAL COMMITTEE</b>	Tom Brooks Adrian Drake-Lee	Vicki Harvey Michael Lloyd-Jones	Dewi Roberts Paul Rowlinson
<b>WREXHAM LOCAL COMMITTEE</b>	Jackie Allen	Frank Hemmings	Niki Tabern-Price
<b>YNYS MÔN LOCAL COMMITTEE</b>			
<b>CO-OPTED MEMBERS</b>	Brace Griffiths John Jones	Morfudd Jones Peter Rendle	Mike Theaker Vera Wilson
<b>Staff</b>	Rebeca Hughes Cerys Jones Jill Scupham Carol Williams	Management Officer Management Officer Administrative Officer Deputy Chief Officer	
<b>IN ATTENDANCE:</b>	Geoff Ryall-Harvey Sue Irlam Gwynfor Owen	Chief Officer Secretariat Translator	
<b>APOLOGIES:</b>			
<b>CONWY</b>	Frank Bradfield	Shirley Bough	
<b>DENBIGHSHIRE</b>	Eva Edwards Angela Marshall	Neil Taylor Cheryl Williams	Gill Williams

<b>FLINTSHIRE</b>	Michael Boyle	Di Gill	
<b>GWYNEDD</b>	Mair Jones	Mark Thornton	
<b>WREXHAM</b>			
<b>YNYS MÔN</b>	Richard Bladon Sadie Francis	Trefor Hughes Aaron Osborne-Taylor	Christopher Phillips Dylan Rees
<b>STAFF</b>	Lucy Barker	Bethan Perkins	Rachel Valentine
<b>NOT PRESENT MEMBERS</b>	Karen Bellis Melanie Davies Carina Edwards Dot Griffiths Glyn Haynes	Gladys Healey Derek Holmes Adrian Leslie David Mackie Beverley Parry Jones	Hilary Randall Menna Williams Emrys Wynne
<b>NOT PRESENT STAFF</b>	Emily Bowen Bev Davies	Eleri Ellis Allison Hughes	Debra Jones Debbie Postle

<b>MINUTE</b>	<b>ITEM</b>	<b>ACTION</b>
<b>FC22.08</b>	<b>WELCOME</b> The Chair welcomed all present to the meeting. Members were reminded that contributions were welcomed through the medium of Welsh or English	
<b>FC22.09</b>	<b>APOLOGIES FOR ABSENCE</b> Apologies were received and are as recorded	
<b>FC22.10</b>	<b>DECLARATION OF INTERESTS</b> Staff present declared an interest in agenda item E22.12(4) Update on the Citizen Voice Body.	
	The Chair varied the agenda at this stage as the guest presenter had not yet joined the meeting.	
<b>FC22.12</b> 22.12(1)	<b>FOR DISCUSSION</b> <b>BCUHB Vascular Services</b> The Chief Officer spoke to this item and made the following observations before inviting members comments; <ul style="list-style-type: none"> <li>• A meeting of the Vascular Task and Finish Group is to be held on the afternoon of 24 May 2022.</li> <li>• Progress against the improvement plan is lacking with little demonstrable progress being made.</li> <li>• There will be an Article 2 inquest in respect of the vascular deaths because of the public safety issues. This is not a public inquiry but will be far greater detail than usual inquests. The CHC may be called to give evidence as a result of its continued involvement in vascular services.</li> <li>• An article 2 inquest is more akin to a public inquiry.</li> </ul>	

	<ul style="list-style-type: none"> <li>• More problems have been reported in the press with a new BBC website reporting that three incidences of 'wrong site surgeries' that could have caused harm are being investigated.</li> </ul>	
22.12(2)	<p><b>BCUHB Mental Health Services</b></p> <p>The Chief Officer spoke to this item and went on to make the following observations:</p> <ul style="list-style-type: none"> <li>• NWCHC has been made aware that the mental health service is suffering a huge staffing crisis, notwithstanding various initiatives to recruit staff.</li> <li>• NWCHC has recently undertaken a series of announced visits to mental health facilities across North Wales.</li> <li>• The visiting team reported that the visits were more akin to meetings rather than traditional visits. The team were welcomed to the units and faced no issues when speaking to staff and patients.</li> <li>• The visiting team are in the process revisiting the same mental health units; these visits are unannounced and have a very different feel to the announced visits.</li> <li>• The BCUHB mental health senior managers are keen to hear what the visiting team encountered and a meeting has been arranged to provide feedback and observations from the visiting team.</li> <li>• It was noted that the visits had been undertaken using infection prevention guidance and protocols as advised by BCUHB; the visits were only made to areas accessed by visitors.</li> <li>• Regarding the staffing problem, NWCHC has been made aware that this is having an impact on patient admissions, meaning that in some cases patients are being treated at in-patient mental health facilities which are a great distance from where they live and their family support.</li> </ul>	
22.04(3)	<p><b>NWCHC Return to Full Activity</b></p> <ul style="list-style-type: none"> <li>• As guidance regarding visiting hospital is being revised with certain caveats to allow visitors, NWCHC is keen to recommence visits on a wider scale.</li> <li>• A meeting to consider how the visiting programme might look is to be held on 28 June at the Colwyn Bay Cricket Club; this meeting would be open to all NWCHC members.</li> <li>• Members were advised that any visits to health care premises would be undertaken in line with the infection prevention control protocols as previously advised by BCUHB.</li> <li>• It was noted that LFTs are no longer available if people are non-symptomatic; NWCHC is to take advice from BCUHB in this regard and will advise those undertaking the visits as to the outcome and any requirements necessary.</li> </ul>	

	<ul style="list-style-type: none"> <li>• It is likely that the first visits will be to the three Emergency Departments in North Wales; the exact dates are to be advised but the visits will be in early July 2022.</li> </ul>	
<p><b>FC22.11</b> 22.11(1)</p>	<p>The Chair returned to the agenda, following the arrival of the guest speaker.</p> <p><b>PRESENTATION</b></p> <p>‘North Wales Dental Services – An Update and Looking to the Future’</p> <p>Peter Greensmith, BCUHB Acting Assistant Director North Wales Dental Service spoke to this item making the following points:</p> <ul style="list-style-type: none"> <li>• The current issues facing the dental service are: access, emergency dental services, dental helpline and the contract reforms.</li> <li>• The changes to the contract, which include some metrics in relation to performance and payments, came into force on 1 April 2022. Some of the sanctions that could be imposed are quite harsh; BCUHB is working with dental practices regarding their performance and service provision and taking a pragmatic approach to the sanctions.</li> <li>• Regarding access, this varies across North Wales, due to the geography and population density.</li> <li>• There is an additional £350,000 worth of activity to be invested in North West Wales.</li> <li>• Some practices have handed back their General Dentist Services (GDS) contract whilst in some areas new practices are being opened.</li> <li>• In North East Wales 2 practices have handed back their GDS contracts; one practice is operating solely as a private practice, the other is being sold and will be operating as an NHS practice once it re-opens.</li> <li>• Urgent care can be accessed via the dental helpline; those requiring urgent care will also receive a follow appointment.</li> <li>• There are also plans to improve the access for dental service in secondary care.</li> <li>• The number of calls to the dental helpline has increased; additional staff have been employed to deal with the increased demand. Appointment software used to plan vaccination appointments for the corona virus vaccination programme has been adopted.</li> <li>• The dental pages on the BCUHB website have been updated and include more information in respect of the oral health and how to manage dental problems.</li> <li>• Social media has also been used to promote and share information about dental services and self-care.</li> <li>• In North West Wales waiting times for Community Dental Services (CDS) and GDS varies between 3 months and 3 years; this is slightly less in North East Wales.</li> </ul>	

- BCUHB is trying to address the demand for dental services and is considering how this can be done by working with practices that currently provide NHS care to children, to see if there is scope for this to widen to include adults.

In response to questions from NWCHC members the following answers were received

- BCUHB is working with practices to support them with regard to the contract changes, issues such as staffing and vacancies may have an impact on the performance and how this is measured in line with the contract metrics.
- Training is being addressed so that that can be delivered with little or no impact on the practice and without the need for staff to be absent from the practice.
- Clustering of practices is being considered so as to share the burden and to provide cover in the case of external training.
- The changes to the recruitment process has been welcomed and supported by professional bodies.
- There is also a programme of awareness raising with schools so as to try and encourage more students to consider a career in dentistry.
- So as to gain access to the advanced dental procedures, patients are being asked to make a commitment to improve and engage with their own oral health.
- It is estimated that there is a shortfall of £10 million in the dental budget; the opening up of the urgent and non-urgent pathways will go some way to addressing access services for those patients making a commitment to improving their oral health. The introduction of the dental academy will also bring about improvements.
- If contracts are handed back these services are not replaced like for like; the needs of the population are considered to provide the right services.
- It was acknowledged that patients face challenges when trying to find an NHS dentist; the dental pages on the BCUHB website have been updated with current and accurate information.
- It is not possible to tell at the current time if the contract reforms will see a reduction in performers; practices have been canvassed as regards the number of current performers with the data yet to be received and analysed.
- Regarding the possible sanctions for non-performance against the contract reforms, BCUHB is being flexible in its approach particularly regarding how the service is commissioned.
- It is hoped that the changes to the recruitment process and the awareness raising programme with schools will attract more dentists

	<p>to North Wales as well as encouraging people to consider a career in dentistry.</p> <ul style="list-style-type: none"> <li>• Dental services at Ysbyty Bryn Beryl are being provided from a new mobile unit located within the grounds; works on the new indoor unit are due to commence shortly.</li> <li>• The academy approach will provide a clear career pathway; courses will be accredited and will provide enhanced CPD opportunities, which have been lacking.</li> <li>• Regarding the Corwen dental practice and the lack of appropriate support staff being in place, Peter Greensmith undertook to make further enquiries in this regard and report back.</li> <li>• Regarding the NWCHC proposed dental services mystery shopper exercise, BCUHB would welcome and support the initiative.</li> </ul> <p>The Chair thanked Peter Greensmith for his presentation and for attending.</p>	PG
	The Chair returned to the agenda at this stage.	
22.12(4)	<p><b>Update on the Citizen Voice Body</b></p> <ul style="list-style-type: none"> <li>• Updates and responses to the questions raised have been received from the Board of CHCs in Wales (BCHCW); these have been shared with all staff and members in a timely manner.</li> <li>• Medwin Hughes, has been appointed as the Chair of the CVB; there is a delay with the appointments of the Deputy Chair and the 6 non-executive members of the Board.</li> <li>• There are some concerns that the delay in appointing the remaining members of the Board will also lead to a delay in the appointment of the Chief Executive.</li> <li>• Discussions around the possible volunteer member model have taken place; this included how current CHC members might transfer to the CVB, should they wish to. It is unclear at this stage if current CHC members would transfer automatically or whether they would need to apply formally.</li> <li>• NWCHC will be engaging with its members further about the volunteer model.</li> </ul>	
22.12(5)	<p><b>Local Committee Activity</b></p> <ul style="list-style-type: none"> <li>• At the recent meeting of the Executive Committee held 17 May 2022, a discussion had taken place around local committee meetings. As a result, the local committee meetings had been stood down for the month of June.</li> <li>• Monthly meetings, open to all members, would be facilitated, further details will be shared with the wider membership in due course.</li> <li>• All members, willing to undertake face to face activity, either visits or patient engagement, will be encouraged to do so.</li> </ul>	
22.12(6)	<b>NWCHC Legacy Statement</b>	

	<ul style="list-style-type: none"> <li>The Communications Workstream of the CVB is to give consideration as to how the various legacies of the CHCs could be gathered and shared to ensure good practice and live issues could be shared with the CVB.</li> </ul>	
	<p><b>HIW QUALITY CHECK SUMMARY YSBYTY GLAN CLWYD (EMERGENCY DEPARTMENT) ACTIVITY DATE 8-10 MARCH 2022 PUBLICATION DATE 18 MAY 2022</b></p>	
	<p>Further to a request received from Sian Ramessur the Chair moved to open the discussions in respect of the recent published HIW report into the Emergency Department at Ysbyty Glan Clwyd.</p> <ul style="list-style-type: none"> <li>Two HIW highly critical reports regarding the Emergency Departments at both Ysbyty Gwynedd and Ysbyty Glan Clwyd have been published and shared with the wider membership.</li> <li>A summary of the Ysbyty Glan Clwyd report has been prepared by NWCHC and circulated to be read alongside the HIW report.</li> <li>In advance of the publication of the Ysbyty Glan Clwyd report, NWCHC had met with the Chief Executive Officer of the BCUHB, who had advised that whilst the Ysbyty Gwynedd report was bad, the Ysbyty Glan Clwyd report was not good reading.</li> <li>The Chief Officer stated that the report was the worst he had ever seen. The report noted failings with the basic level of care lacking in all areas, including infection prevention, safe care, governance and staffing and the environment generally.</li> <li>There was concern around the monitoring and tracking of patients with particular regard to suicidal patients. Basic checks and investigations were not undertaken for example and ECG was not carried out for patients with worryingly high heart rates. Poor medical records were also reported as a concern, this was also reported in the recent Royal College case review as concern.</li> <li>Worryingly the report notes, “We found that the culture within the department lacked accountability and did not encourage nursing staff to deliver evidence based, safe care.”</li> <li>Notwithstanding the concerns as reported, it bears out the concerns expressed by NWCHC for several years.</li> <li>The positive areas as reported, had come from staff observations and had not been directly observed by the HIW team.</li> <li>It was noted that the Minister had previously said that criticism should not be levelled at the health board; the Chief Officer reminded members that doctors and nurses are members of a professional body and as such have professional standards to uphold and maintain.</li> <li>The report lists areas of immediate improvement; NWCHC will check the progress in these areas.</li> </ul>	<p><b>DCO/CO</b></p>

	<ul style="list-style-type: none"> <li>• BCUHB are also preparing an improvement plan; NWCHC has requested sight of the plan, so that it can be used as a tool for those members undertaking the forthcoming visits to the Emergency Departments.</li> <li>• Several members went on to note their personal and recent experiences of the Emergency Department at Ysbyty Glan Clwyd, all of which were very concerning and reflected the findings of the HIW report.</li> <li>• Members noted their concerns regarding ambulance handover times; it was confirmed that as part of the NWCHC visits to the emergency departments, members would speak to ambulance crews if the opportunity arose</li> </ul>	
<p><b>FC22.13</b> 22.13(1)</p>	<p><b>NWCHC EQUALITY DIVERSITY AND HUMAN RIGHTS ACTION PLAN</b></p> <p>To receive a progress report in respect of the Equality, Diversity and Human Rights Action Plan April 2022 – March 2023</p> <p>Linda Harper spoke to this item and went on to make the following points:</p> <ul style="list-style-type: none"> <li>• No written update has been prepared yet as the plan has only been in place since 1 April 2022; a full written progress report will be prepared and circulated at a later date.</li> <li>• As yet there is no information as to how and who will lead on EDHR issues within the CVB.</li> <li>• No information has been received in respect of how the Board of CHC's Equality Impact Assessment is to be undertaken. The planned training has been delayed; the new date is to be advised.</li> <li>• The Board of CHCs has produced an equality plan; this is being considered.</li> <li>• Regarding the autism code of practice, the terms of reference have been agreed; Linda Harper undertook to share the document.</li> <li>• BCUHB Equality Team are trialling an equality tool kit for use in general practice, this would be trialled in managed practices.</li> <li>• The trial is at an embryonic stage; updates and progress would be reported.</li> <li>• Regarding the proposed Women's Health Safe Space events enquiries as to how to ensure the trans community are engaged have been made with the BCUHB equality team and Unique Transgender Network.</li> <li>• A report regarding the facilities at the i-Can community hubs has been prepared, this will be given further consideration at the meeting to be held on 28 June 2022.</li> </ul>	<p><b>BM</b></p> <p><b>LH</b></p> <p><b>LH</b></p>
<p><b>FC22.14</b> 22.14(1)</p>	<p><b>WELSH LANGUAGE</b></p> <p>Welsh Language Standards and Welsh Language Annual Report</p>	



	<ul style="list-style-type: none"> <li>The Welsh Language Standards Annual Report has been prepared and submitted for translation.</li> <li>The report will be considered by the Board of CHCs Standards and Performance Committee for information only</li> <li>It was reported that due to the introduction of the all Wales telephony system, NWCHC is at risk of being in breach of the standards relating to the telephone system.</li> <li>NWCHC has been approached by BCUHB in respect of its Welsh language services.</li> </ul>	
<b>FC22.15</b> 22.15(1)	<b>MINUTES</b> <b>Minutes of the Annual General Meeting held 29 April 2022</b> <ul style="list-style-type: none"> <li><b>Resolved that the minutes of the annual general meeting held on 29 April 2022 be approved as an accurate record of the meeting.</b></li> </ul>	
22.15(2)	<b>Minutes of the Full Council Meeting held 29 April 2022</b> <ul style="list-style-type: none"> <li><b>Resolved that the minutes of the meeting held on 29 April 2022 be approved as an accurate record of the meeting.</b></li> </ul>	
22.15(3)	<b>Matters Arising not on the Agenda by Exception</b>	
22.15(3.1)	<b>Buvidal Treatment for Opioid Dependency</b> <ul style="list-style-type: none"> <li>Chief Officer to request an update in respect of the buvidal treatment being used in North Wales for patients with opioid dependency.</li> </ul>	<b>CO</b>
22.15(3.2)	<b>Personality Disorder Service for North Wales</b> <ul style="list-style-type: none"> <li>NWCHC has been made aware of plans to develop a personality disorder service for North Wales; further details have been requested from BCUHB.</li> </ul>	
<b>FC22.06</b>	<b>ANY OTHER BUSINESS</b> There was no other business transacted.	
<b>FC22.07</b>	<b>DATE OF NEXT MEETING</b> Tuesday 19 July 2022, 10.00am format to be advised. The meeting closed at 12.06pm	

**CHAIR** .....

**DATE**.....