



**Minutes of the Annual General Meeting of North Wales Community Health Council
meeting held at Colwyn Bay Cricket Club, LL28 4LR
Tuesday 9 April 2019 10.00am**

Chair: Mr Mark Thornton

PRESENT:			
CONWY LOCAL COMMITTEE	Mrs M Baines Miss J Baker Cllr P Capper	Dr G Higginbotham Mr M Holmes Ms L Lidall	Mrs S Ramessur Mrs J Reeve Mr R Williams
DENBIGHSHIRE LOCAL COMMITTEE	Mrs K Benton Mrs E Edwards Miss M Jones	Mr M Theaker Ms G Williams	Mrs S Wright Cllr E Wynne
FLINTSHIRE LOCAL COMMITTEE	Mr M Boyle Mrs D Gill	Mrs S Howard Mr R Jackson	Mrs R Jones Cllr D Mackie
GWYNEDD LOCAL COMMITTEE	Dr A Drake-Lee Mr M Lloyd-Jones	Mrs M Jones Cllr D Roberts	Cllr P Rowlinson Mr M Thornton
WREXHAM LOCAL COMMITTEE	Mrs J Allen Ms E Burnham	Cllr F Hemmings Mrs N Tabern-Price	Mrs J Thomas
YNYS MÔN LOCAL COMMITTEE	Mr A Burgen Dr S Francis	Cllr R Griffiths Miss V Monaghan	Cllr D Rees Mr P Rendle
CO-OPTED MEMBERS	Mrs N Cossey Mrs J Hilton	Mrs L Johnson Mrs P Rannard	Mr N Taylor Mrs V Wilson
Staff	Mrs E Bowen Mrs E Ellis Mrs A Hughes Ms A Hughes Mrs R Hughes Mrs C Jones Mrs D Jones Ms B Perkins Mrs J Scupham Mrs C Williams	Complaints Advocate Administrative Officer Complaints Advocate Advocacy Office Manager Management Officer (part) Management Officer Complaints Advocate Complaints Advocate Administrative Officer Deputy Chief Officer	
IN ATTENDANCE:	Mr G Ryall-Harvey Ms S Irlam Mr H Huws	Chief Officer Secretariat Translator	
APOLOGIES:			
CONWY	Cllr F Bradfield Mr P Edwards	Cllr E Leighton-Hughes	Mrs H Randall
DENBIGHSHIRE	Mrs A Marshall	Mr G Hughes	

FLINTSHIRE	Mrs J Harley	Ms L Harper`	
GWYNEDD	Mrs M Buttigieg	Mrs G Jones	Mrs M Williams
WREXHAM	Mrs C Griffiths	Mrs C Hayward	Cllr G Jones
YNYS MÔN	Mr B Griffiths Cllr G Haynes	Mr A Osborne-Taylor	Ms A West
STAFF	Mrs L Barker Mrs B Davies	Mr R Duffield	Mrs D Postle
NOT PRESENT	Mr J Chorlton Mr A Dixon	Mrs D Griffiths Cllr S Jones	Cllr P Prendergast Cllr D Wisinger

MINUTE	ITEM	ACTION
AM19.01	<p>CHAIR'S WELCOME AND ANNOUNCEMENTS</p> <p>The Chair welcomed all present to the meeting. The Chair reminded those present that simultaneous translation was available and that contributions through the medium of Welsh, were welcome. The following reflections were made in respect of 2018-2019.</p> <ul style="list-style-type: none"> • It had been a challenging year with the publication of the White Paper and the uncertainty surrounding the new body. Whilst this was a distraction for the NWCHC as a whole, members and staff have carried on with the work programme to ensure that the people of North Wales receive the health care services that they deserve. • In June 2019, BCUHB will have been subject to Special Measures for 4 years. The NWCHC recognises that there has been progress in some areas, but it remains concerned about the lack of progress in mental health especially. • Members continue to undertake robust activity in visiting and engagement with these two areas working hand in hand to evaluate and scrutinise health care services. • The Vice Chair deputised for the Chair a number of times during the year; the support afforded has been much valued. • The Officers and the wider staff cohort of the NWCHC undertake their work with dedication and professionalism; the continued support to the membership is very much appreciated as without this support members would be unable to carry out their duties. 	
AM19.02	<p>APOLOGIES FOR ABSENCE</p> <p>Apologies were received and are as recorded</p>	
AM19.03	<p>DECLARATION OF INTERESTS</p> <p>There were no declarations of interest in respect of any item on the agenda.</p>	
AM19.04	<p>MINUTES</p> <p>Circulated: Annual General Minutes of 17 April 2018</p> <p>Resolved: That the minutes of 17 April 2018 be approved and signed as an accurate record of the meeting.</p>	
AM19.05	<p>MATTERS ARISING</p> <p>There were no matters arising.</p>	
AM19.06	ELECTION OF CHAIR 2019-2020	

	<p>The Chair stepped down and the election process was conducted by the Chief Officer.</p> <p>A single nomination for the Office of Chair had been received from Mr Mark Thornton. In accordance with the Voting Procedure for the Elections of Officers, members endorsed the appointment of Mr Mark Thornton as Chair of the North Wales Community Health Council 2019-2020, by a show of hands. The result was unanimous and with no abstentions.</p>	
	<p>Resolved: To appoint Mr Mark Thornton as the Chair of the NWCHC for the period 2019-2020.</p>	
AM19.07	<p>ELECTION OF VICE CHAIR 2019-2020</p> <p>A single nomination had been received for the Office of Vice Chair from Dr Garth Higginbotham. In accordance with the Voting Procedure for the Elections of Officers, members endorsed the appointment of Dr Garth Higginbotham as Vice Chair of the North Wales Community Health Council 2019-2020, by a show of hands. The result was unanimous and with no abstentions</p>	
	<p>Resolved: To appoint Dr Garth Higginbotham as the Vice Chair of the NWCHC for the period 2019-2020.</p>	
AM19.08 18.18(1)	<p>MANAGEMENT REPORT</p> <p>Chief Officer to report 2018-2019 performance</p> <p>The Chief Officer, Mr Geoff Ryall-Harvey presented the CHC management report for the period 1 April 2018 – 31 March 2019. The following significant events and items considered by the Executive Committee during the period were noted:</p> <p>April/May 2018</p> <ul style="list-style-type: none"> • NWCHC arranged for the Tawel Fan families to receive a presentation from AvMA (Action Against Medical Accidents); NWCHC advocacy staff also provided information in respect of the complaints process under PTR (Putting Things Right). • The HASCAS report was published on 3 May; the launch event was attended by the Chair and Vice-Chair, the Advocacy Team, the Chief Officer and Deputy Chief Officer. • Questions were asked in Plenary at the Senedd regarding the availability of mp-MRI scans for North Wales patients. • NWCHC began actively supporting patients who had paid privately for the scan, to recover monies via the NHS “Putting Things Right” procedures. • NWCHC responded to GP Performers List Consultation supporting option 3; i.e. amending the Regulations to allow a GP to be automatically listed on a Welsh Health Board's List if they are already on a primary care organisation (PCO) performer list elsewhere in the UK -with no need to submit an application or provide relevant information and documentation. • NWCHC wrote to the Chief Executive Officer at WAST requesting a full report in respect of the Paramedic 2 Trial. • The National Projects for the financial year 2018-2019 were: <ul style="list-style-type: none"> • Communications; • GP Recruitment and Fragility of Service; • Delayed Transfers of Care. 	

	<p>June/July 2018</p> <ul style="list-style-type: none"> • NWCHC reported progress against the National Standards • The NWCHC Operational Plan was approved • Tawel Fan Families began to receive individual reports. CHC Advocacy Team and the Chief Officer provided support in this process. Despite claims made at the launch event, several individual reports admitted a qualifying liability and harm • Members attended the three day national induction training • The campaign to provide mp-MRI in North Wales continued with further correspondence with the Cabinet Secretary regarding BCUHB non-compliance with 2014 NICE guidance on post-biopsy mp-MRI • The Ockenden Report on Tawel Fan was published on 12 July 2018 at the BCUHB Board Meeting. • The Vice Chair prepared a summary of the HASCAS report which was shared with the wider membership • On 17 July, the First Minister announced plans to replace CHCs with a new Patients' Voice body • On 18 July NWCHC held a special meeting to discuss the announcement of the First Minister on the future of the CHCs - unfortunately very little information had been provided by Welsh Government. The Chair and Chief Executives of the Board of CHC's were invited to attend a meeting with the Staff and Members in North Wales as a matter of urgency. 	
	<p>August/September 2018</p> <ul style="list-style-type: none"> • On 4 September – the CHC Chair and Chief Officer met the new BCUHB Chair, Mr Mark Polin. • On 27 September NWCHC held a special meeting with the Chair of the Board of CHCs in Wales and the Joint Chief Executives to address concerns and questions raised by staff and members following the First Minister's legislative announcement made on 17 July 2018. • NW CHC considered the following Board of CHC matters; • Planning Cycle • Peer Review • Framework for Engagement and Consultation and Service Change • EDHR Policy • Member Code of Conduct: Dealing with Alleged Breaches <p>October/November 2018</p> <ul style="list-style-type: none"> • NWCHC responded to the Welsh Language Commissioner's Compliance Notice • A comparative report was issued setting out staffing levels and bed occupancy in community hospitals for 2016, 2017 and 2018 • The Chair and Chief Officer met with the newly appointed WAST Director of Operations on 2nd October. • NWCHC sought the Cabinet Secretary's position on NICE Guidance in respect of mp-MRI Scans • The VMG considered how monitoring anti-ligature work could be incorporated into CHC visiting activity. • The Engagement and Consultation Group developed a questionnaire relating to patients with all forms of sensory loss 	



	<ul style="list-style-type: none"> • NWCHC received an update in respect of the BCUHB Orthopaedic Plan from Mrs Jill Newman, BCUHB Performance Director • The Chief Officer reported that National Project on communication in the NHS (led by NWCHC) had closed with 1350 individual responses received. • The NWCHC continued to support Tawel Fan families by attending individual HASCAS report meetings; which were expected to conclude by the end of November 2018. • The CHC and representatives of the Tawel Fan families were appointed to the Stakeholder Group; this group has oversight of the 15 work streams put in place to ensure that the recommendations of both the HASCAS and Ockenden reports are implemented. • The Cabinet Secretary met with members of the Tawel Fan families on 31 October, the DCO was present. • Mp-MRI Scans - The Chief Officer reported that a test case had been submitted to the Public Services Ombudsman for Wales. • On 14 November a Special Meeting was held with Welsh Government representatives on the proposed Bill for the new Patients' Voice Body • 	
	<p>December 2018/January 2019</p> <ul style="list-style-type: none"> • The BCUHB Chair Mr Mark Polin, having been in post for four months attended Full Council on 22 January to provide an overview of his experiences and observations to date. Mr Polin answered questions from CHC members • Mr Rod Taylor, BCUHB Director of Estates and Facilities, was also in attendance on 22 January to provide an overview and update in respect of estates and facilities. • The national project on GP Out of Hours Service commenced. The project was led by CAVOG CHC and ran from 22 January 2019 - 31 March 2019. • The Chief Officer and the men involved in the mp-MRI campaign attended the Welsh Government Petitions Committee to speak in support of the petition calling for equality in prostate cancer care. The petition had more than 6500 signatures and the Petitions Committee approved a Senedd debate to take place in February 2019. • NWCHC highlighted age discrimination in the Bowel Screening Service. Over 75's in Wales are excluded from the Bowel Cancer programme (even if they offer to pay for their own test). This is not the case in England and Scotland. The issue was referred to the Board of CHCs to be raised at national level. • The Chair, Vice Chair and Chief Officer attended the Peer Review training workshop in Cardiff on 25 January. • NWCHC was appointed lead on the Living with Cancer national project. • CHC Chief Officer & Chair met with the BCUHB Chair and discussed proposed changes to Vascular Services. The CHC advised (verbally and in writing) that engaging with patients regarding the changes was essential. 	
	<p>February/March 2019</p> <ul style="list-style-type: none"> • The Chair, Vice Chair and Chief Officer gave evidence to the evidence 	

	<p>to the Public Accounts Committee Inquiry on 4 February into governance arrangements at the BCUHB</p> <ul style="list-style-type: none"> • Services Planning Committee received a detailed presentation on the Vascular Services changes. • Services Planning Committee heard that BCUHB had made a bid to Welsh Government on the redevelopment of Wrexham Maelor <p>On-going Issues – 2019-2020</p> <ul style="list-style-type: none"> • NWCHC will continue to promote the reduction in use of long term urinary catheters for men. NWCHC will also urge BCUHB to make its bid to Welsh Government for a Surgical Robot and will continue to support this initiative to support staff retention and recruitment. 	
	<p>Social Media</p> <p>CHC Twitter page</p> <ul style="list-style-type: none"> • The number of accounts following and interacting with the Twitter page is 1488. • There were 629 bilingual Tweets posted between 1st April 2018 and 31 March 2019, which are regularly re-tweeted which therefore reaches a far wider audience than just our followers. • The number of times a NWCHC tweet has been delivered to a Twitter account's timeline (referred to as 'impressions') is 185,550 impressions. <p>Facebook</p> <ul style="list-style-type: none"> • NWCHC has 326 Facebook followers currently who regularly like and share CHC posts and comments. • The number of Facebook users who have seen our posts as a result of them being shared by our own followers has reached 25,512 people. 	
	<p>In response to question received, the following comments and observations were made:</p> <p>The New Body</p> <ul style="list-style-type: none"> • At the current time the make-up of the new body is not known. It may be quite similar to the current CHC model, but it could also be quite different. • Currently CHCs are statutory bodies, the new model may see the new body being a Welsh Government sponsored body which would grant the new body more control as it would be independent from the Welsh Government; independence of course would bring commensurate risks. • It is understood that whilst a number of Bills have been withdrawn due to Brexit, the Bill in respect of the new body is still moving forward currently. • It is hoped that it will retain the same powers but with enhanced responsibilities in the field of social services. There is some discussion around the visiting function; should this not be granted, CHCs may revisit support for the Bill. • There are also discussions regarding the status of the current membership as to whether they would 'members' or 'volunteers'. • The Bill would need to be laid in the current legislative programme and by no later than 18 July 2019; if not it may fall. • The Bill would also be subject to the scrutiny and support of the Health select Committee, which has no government majority. • If the Bill is enacted much of the detail would still be unknown as this 	

would be developed by the successor body. It is likely that a period of 18-24 months would be taken to establish the new body.

Bowel Screening services

- It is not known at the current time if the age limit for bowel screening services is to be reduced to 50 years old. Currently Men and women aged 60 to 74 are invited to take part in screening every two years.
- It was noted the Board of CHCs had undertaken to raise concerns in respect of bowel screening at a national level. The Chief Officer undertook to seek clarity as regards the possible age reduction.

BCUHB Special Measures

- The appearance of NWCHC Executive members and evidence given at the recent Public Accounts Committee (PAC) was commended.
- Acknowledging the concern at the lack of progress made by BCUHB in areas subject to Special Measures, the Chief Officer noted the appointment of the new Chair of BCUHB and his different approach to the previous Chair. Mr Polin has said things have to change and will change. The pace of change will pick up and the focus of the Board is different. The CHC will continue to hold the BCUHB to account to influence change.
- The evidence presented to the PAC, demonstrated that progress in respect of Special Measures was glacially slow. It was noted that as a very last resort Welsh Government could impose its own Board to bring about the necessary progress to remove the health board from Special Measures. This is the case in England, where progress is much more rapid.
- Notwithstanding the support the BCUHB has received from Welsh Government throughout the duration of Special Measures, progress has been inadequate. It is therefore open to question whether WG support has been sufficient.

Bank and Agency Staff

- It had been reported that BCUHB spends £1 million per month on bank and agency staff at the Wrexham Maelor; although the total spend on bank and agency staff is only a small percentage of the total BCUHB budget.
- Wards need to be staffed and if that cannot be done with the current staff cohort bank and/or agency staff need to be used to ensure safe staffing levels.
- There are not enough doctors or nurses being trained or returning to North Wales once qualified and despite the NHS being devolved in Wales there are no real initiatives being used to attract staff.
- A medical school in Bangor would re-establish links with the DGHs in North Wales and should see more doctors remaining in Wales.

CO

AM19.09
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NWCHC ADVOCACY REPORT

Complaints Advocacy Report 2018-2019

Mrs Audrey Hughes, Complaints Advocate, based at the Bangor Office was in attendance. Mrs Hughes gave a brief overview of her role as an advocate.

- The Complaints Advocacy Service was established 16 years ago by the then Health Minister Jane Hutt AM.
- Based in the Caernarfon office of the then Gogledd Gwynedd CHC, and also supporting clients in the then Meirionnydd CHC the variety and

	<p>complexity of complaints varied greatly.</p> <ul style="list-style-type: none"> • Since its inception the advocacy service has undergone a number of changes to ensure consistency and standardisation across the service. The number of staff working in the advocacy service has increased commensurate with the increase in complaints. Advocates are now supported by advocacy office managers and advocacy support officers. • People from all walks of life have been supported to make a complaint about the health care they have received including nurses, doctors, consultants and even a member of the BCUHB Concerns team. • The number of complaints being received from patients with a mental health condition is increasing; these are often challenging. • During the 2018-2019 financial year the advocacy service was contacted by 438 members of the public, although not all of these went on to become full blown complaints. • Despite the changes over the years the standards and principles of the advocacy service remain the same: <ul style="list-style-type: none"> • The advocacy service is a free, independent, and confidential service. • It is led by the views and wishes of the complainants and is non-discriminatory and non-judgemental. • The service is provided to clients in the language of their choice and is accessible to all. • Clients are supported in a way that makes them feel that someone is listening to them and that there is a clear way forward for them. • The advocacy service has and does make a difference to the care provided; it has brought about changes to the BCUHB cannula bundle. In addition praise has been received for the support to one of the Tawel Fan families along with commendations for the work undertaken by both the advocacy service and the Chief Officer to secure refunds for North Wales patients who had paid for private mp-MRI scans. • Advocates regularly meet staff from the BCUHB Concerns Team so as to address issues such as delays, with the complaints process. • Noting that she would be retiring after 16 years as an Advocate, Mrs Hughes went on to wish her colleagues and the members well for the future. <p>The Chief Officer presented Mrs Hughes with a gesture of thanks for her service to the CHC and the patients of North Wales. He also noted his personal thanks for the dedication shown by Mrs Hughes to her clients. The NWCHC is proud of the service Mrs Hughes has given her clients and her experience will be missed.</p>	
<p>AM 19.10 19.10(1)</p>	<p>NWCHC EQUALITY, DIVERSITY AND HUMAN RIGHTS REPORT Equality, Diversity and Human Rights Action Plan 2018-2019 Progress against the NWCHC Equality and Diversity Action Plan was noted. No further comments were received.</p>	
<p>AM19.11</p>	<p>ANY OTHER BUSINESS There was no other business.</p>	



AM19.12	DATE OF NEXT MEETING Annual General Meeting Date and Venue to be advised	
	The meeting closed at 11.09am	

CHAIR

DATE