



## Healthcare Professionals Forum (HPF)

Minutes of the meeting held on Friday 15<sup>th</sup> March 2019  
Boardroom, Carlton Court, St Asaph

### Present:

Mr G Evans	Therapies Representative (Chair)
Dr S Sandham	Dental Advisory Representative
Mr A Murphy	Optometry Advisory
Mr A Thomas	Executive Director of Therapies and Healthcare Sciences
Ms J Wild	Health Care Sciences
Mr J Speed	Community Pharmacy
Ms M Jones	Nursing
Dr J Nankani	Primary Care and Community Medical Representative
<b>In Attendance:</b>	
Mr Gary Doherty	Chief Executive Officer
Ms Kamala Williams	Planning and Performance
Mrs Jody Evans	Interim PA to Executive Director Therapies & Health Sciences – for minutes.

### H19/01 Welcome, Introductions and Apologies

**H19/01.1** GE opened the meeting and welcomed those present.

**H19.01.2** AT gave a warm welcome on behalf of the Forum to GE in his newly appointed role of Chair Designate.

**H19/01.3** Apologies had been received on behalf of Professor Rees, Sue Murphy, Fiona Giraud and Mental Health.

### H19/02 Declarations of Interest

**H19/02.1** No declarations of interest were made.

### H19/03 Chief Executive Officer – Annual Discussion

**H19/03.1** The forum welcomed Mr Gary Doherty – Chief Executive Officer to the Forum and introductions were made. GD then welcomed GE to his newly appointed role of Chair Designate, and gave an extended tribute to Professor Rees for the excellent work undertaken as Chair throughout his tenure.

**H19/03.2** GD then spoke to the forum and praised staff on their fantastic work and acknowledged the significance of Health Professionals working together. GD acknowledged the current levels of pressures which staff are faced with, along with the NHS facing issues; and in particular the significant challenges and needs of meeting the requirements of the diverse population. GD also acknowledged issues relating to workforce and discussed themes and challenges around special measures. Finance

<p>and performance abilities were also noted, along with waiting times, and the further challenges around unscheduled care. GD also informed the Forum of the well-established plans in partnership with WAST, and highlighted the improvements with regards to ambulance delay rates. GD also confirmed that the financial deficit reflects the work force, demand and capacity balances; which the Health Board are currently faced with. GD then encouraged questions from the forum members.</p> <p><b>H19/03.3</b> AM made reference to the concerns regarding the Provision of Contact Lens Fitting within Optometry, in partnership with the Health Board with regards to lack of resource and financial restrictions. Concerns with regards to outsourcing spends were also noted and the need for improvement in relation to managed pathways. Kamala Williams confirmed that the Health Board are looking to progress with finance colleagues and a paper would be presented to the Executive Management Team in due course. AT clarified the distinction between revenue and capital funding, the former relating to outsourcing and the latter for non-consumable items costing more than £5,000. MW confirmed that the Hospital Management Team within the Bangor site are aware of the issues. It was agreed to itemise the concern as an ongoing concern and was further agreed to monitor.</p> <p><b>H19/03.4</b> SS made reference to the Forum being one of the best functioning Healthcare Professional Forums within Wales, GD echoed the reference and confirmed that positive feedback had made in relation to this by Welsh Government.</p> <p><b>H19/03.5</b> JN gave feedback from Consultants in the East area, regarding the current lack of engagement within cataract surgery and highlighted lack of theatre staffing as the predominant concern. The concern was acknowledged and the Forum agreed to raise the issue at the Theatre efficiency group. <b>AT to action.</b></p> <p><b>H19/03.6</b> GD encouraged members to email himself directly with further issues to note, due to lack of time at the meeting. The Forum thanked GD for his attendance.</p>	<b>AT</b>
<p><b>H19/04 Draft minutes of the meeting held on 7<sup>th</sup> December 2018 – for approval.</b></p> <p><b>H19/04.1</b> The minutes of the meeting held on 7<sup>th</sup> December 2018 were approved as a correct record subject to items:</p> <ul style="list-style-type: none"> <li>• <b>H18/76.4</b> SS clarified that the words “additional dentist” should actually read “additional dental advisor”.</li> <li>• <b>H18/76.5</b> JS confirmed that the courses mentioned, were to be noted as; “independent prescribing courses”.</li> </ul>	<b>JE</b>
<p><b>H19/05 Matters arising and summary action log</b></p> <p><b>H19/05.1</b> No matters arising were reported.</p> <p><b>H19/05.2</b> Updates were provided for incorporation into the summary action log.</p>	
<p><b>H19/06 Corporate Planning Update – BCUHB Draft Three Year Plan 2019/22</b> {Kamala Williams joined the meeting}</p> <p><b>H19/06.1</b> The Forum received a presentation from the Head of Health Strategy and</p>	

Planning, in relation to the BCUHB Draft Three Year Plan 2019/22. The background of the working draft 3 year plan was explained by KW to the Forum. Within the presentation KW explained the outcomes which the BCUHB are seeking to achieve along with the plans and strategies being worked upon and realistic timeframes required. KW also explained the need for engagement and highlighted the next steps, in relation to prioritisation, work programmes and key deliverables.

**H19/06.2** Following the presentation the Forum had been asked for advice, in relation to:

- **H19/06.2.1 What can we do to improve clinical engagement in the development of our plans?**

The group response had been in relation to up to date versions and having access to them. It was recognised that some plans and documentation had not been approved at Board, however it had been noted that having access at all times would be useful; in relation to awareness and planning. It had also been raised that internal governance alignment should be undertaken.

AT confirmed that the Forum agreed with the proposal to have workshop sessions within the scheduled time for the Forum, in order to discuss strategies as they are developing.

SS stated the need to incorporate oral health within the strategies, therefore the item was noted and KW acknowledged to prioritise and include as appropriate.

- **H19/06.2.2 What role do staff have to play in the prioritisation of Health Board plans and how do we facilitate this?**

GE asked for clarification with regards to the process of facilitation and engagement. A discussion took place regarding engagement and the Health Board wide prioritisation plan and the difference between the IMTP and a 3 year plan.

- **H19/06.2.3 How can we encourage staff to engage with plans that require new ways of working e.g. workforce modernisation and changes to practice?**

Barriers had been noted and the need to empower decision making was raised. Workforce issues had also been noted along with communication, flexible work life balance and changes in relation to working practices. Good clinical engagement had been highlighted and the continual process of engagement with staff and the monitoring of outcomes. Clarity and opinion in relation to feedback and changes to plans, along with communication of the ongoing process and raising awareness of where to engage.

In relation to the North Wales Oral Health Strategy Groups, it was agreed for KW to contact SS to clarify.

It was noted that an extended formalised structure for feedback of engagement would be required.

The “Today I Can Campaign” was noted and it was agreed to invite Dr Melanie Maxwell to talk in relation to the QI Hub.

KW/  
SS

GE/AT

<p><b>H19/07</b> The Chair thanked KW for attending the meeting and noted the progress to date.</p>	
<b>Comfort break</b>	
<p><b>H19.08</b> Chair's and Members' written updates received</p>	
<p><b>H19.08.1</b> Nursing – MJ provided an update and the following points had been raised:</p> <ul style="list-style-type: none"> <li>• Ward Accreditation – Accreditation to be provided annually, or by request and would be supported by a 12 week approach.</li> <li>• The development of a Healthcare professional meeting group established in each area.</li> <li>• Workforce &amp; Education - NMC: Changes to Education Standards. Work underway with partner universities to develop innovative approaches to education for nurses and midwives using the new NMC standards framework, (for implementation from January 2019 onwards).</li> <li>• Nurse Staffing Act: Work underway to ensure appropriate systems and processes are in place across the Health Board to articulate the position in relation to s25A of the Nurse Staffing Act.</li> <li>• Digitisation of Nursing Documents – it was noted that a Pilot was to be undertaken in Summer 2019</li> <li>• The Quality &amp; Safety of Care Collaborative had been established to better manage Pressure damage, falls and medical errors. It was stated that the impact had been positive.</li> </ul> <p><b>All items for information only of the Forum.</b></p> <p><b>H19.08.2</b> Pharmacy – JS provided an update and the following points had been raised:</p> <ul style="list-style-type: none"> <li>• The first wave of community pharmacist independent prescribers would qualify in Summer 2019, with additional training intakes to continue. An enhanced service is under development to allow these pharmacists to prescribe medications from their pharmacy for some acute conditions that would normally be managed by a GP.</li> <li>• The sore throat test and treat service is being piloted in some pharmacies within BCUHB.</li> <li>• Many community pharmacists are engaging in local cluster meetings through a collaborative working scheme.</li> <li>• Concerns raised regarding supply issues and the potential that the situation will worsen due to Brexit. It was noted that Community pharmacists are being encouraged to be proactive and assist GPs with suggesting alternative drugs to prescribe. <b>The Key issue was noted.</b></li> </ul> <p><b>All items above for information only of the Forum.</b></p> <p><b>H19.08.3</b> Therapies, JW provided an update and the following points had been raised:</p> <ul style="list-style-type: none"> <li>• It was reported that the Primary Care Audiology Services has been shortlisted in the UK Advancing Healthcare Awards. The Awards event would take place on April 12<sup>th</sup> April.</li> <li>• The formation of the North Wales Collaborative Care Group for Hearing Loss</li> </ul>	

would oversee the implementation of the Framework of Action for Wales, 2017-2020 – Integrated framework of care and support for people who are D/deaf, or living with hearing loss. It was confirmed that the group will be reporting to the Regional Partnership Board. **The key issue was noted.**

- The ongoing delivery of the healthcare science strategy. It was confirmed that areas of work of apprenticeship development were ongoing and the struggles to recruit were noted.

**All items above for information only of the Forum.**

**H19.08.4** GE - the representative provided an update and the following points had been raised:

- The Head of Dietetics in the West had been shortlisted in the “Realising potential through creativity” category of the National UK Advancing Healthcare Awards, which annually celebrates the contributions of allied health professionals. The ceremony would be held on the 12<sup>th</sup> April 2019
- The first ever post for a Consultant AHP for Dementia in Wales would be advertised this Spring. The job description would be banded and is an all Wales post. It was also confirmed that BCUHB had declared interest in hosting the post and recruitment would commence following the job evaluation process.
- It was noted that HEIW continue to meet with individual therapy professional groups in Wales, to discuss the educational needs of the therapy workforce in Wales.
- The Forum were asked to note the launch of the Welsh Government Allied Health professions framework for Wales, which would be held later this Spring. **The key issue was noted.**
- The Forum noted the intention of Glyndwr University to commence an undergraduate physiotherapy course from September 2019. **The key issue was noted.**

**All items above for information only of the Forum.**

**H19.08.5** Dental SS - the representative provided an update and the following points had been raised:

- Dr Gareth Brock had been appointed to the post of Consultant in Restorative Dentistry. SS expressed that the post had been challenging to fill and concern was raised with regards to funding hurdles.
- It was noted that the target set by Welsh Government for 20% of general dental practices to become involved in the dental contract reform initiative had been achieved.
- Mr Mike Buckle, Assistant Director (Dental) had engaged with the Local Dental Committee and addressed the Committee outlining his role and aspirations for dentistry.
- Access to POAC approved for adult CDS dental patients requiring GA for treatment had been reported as good progression going forwards. Delays in the recruitment process leading to delays in appointment of key staff resulting in complaints from patients/carers were also noted. **The key issue was noted.**
- The introduction of E-referrals to HDS and CDS imminent and FP17W to be introduced to CDS, concerns were being expressed regarding readiness.

Further items raised by SS:

- It was noted that funding for paediatric dentistry within North Wales would be sought as part time funding, in conjunction with Liverpool Hospital. The job description and person specification would be developed.
- Job Shadowing award. It was noted that staff are to visit South Wales in order to benchmark.

**All items above for information only of the Forum.**

**H19.08.6** Optometry and Ophthalmology, AM - the representative provided an update and the following points had been raised:

- Contact Lens Provision of Service Risks. AM further expressed his concerns in relation to the contact lens provision of service, between the Health Board and Primary Care Services. AM further confirmed that the financial breakdown had been requested. AM stated that concern had also been raised regarding the investigation and the need to improve upon current provision and administration services. Equipment issues were also raised in relation to microscopes and phaco machines. AM had also expressed the need to highlight the problem and gain the correct balance, in relation to obtaining free contact lenses along with the eligibility factors. A discussion took place and the item was noted as a key issue. **The key issue was noted for information.**

**H19.08.7** Pharmacy and Medicines Management, SM - the representative had given apologies, therefore the Forum noted the following points from the submission:

It was noted that two large pieces of work were underway to enable BCUHB to comply with new legislative requirements:

- Wholesale Dealer's Authorisation, (MHRA requirement). It was noted within the report that a task and finish group were actively working to enable BCUHB to achieve compliance.
- Falsified Medicines Directive (FMD). New EU legislation came into place in February 2018, to prevent falsified medicines ("fake") getting into the supply chain. All four dispensing sites within the acute sites and Llandudno would be utilizing specialist scanners to comply with the legislation.

Additional issues of note:

- National shortages of medicines during 2018-19.
- The challenges around planning for a no deal EU-Exit.
- Recruitment challenges of pharmacy staff in parts of the region when other parts of the healthcare system are looking at pharmacy for additional support.
- 111 are currently recruiting Pharmacists to work within the clinical hub that is being established in North Wales at the weekends.
- The Choose Pharmacy Platform is fully rolled out and utilised providing universal access to the common ailments service within community pharmacy.
- There is ongoing work to monitor and promote the uptake of the CAS service, including at cluster level to engage contractors to work closely to increase signposting and utilisation.

<ul style="list-style-type: none"> <li>• The flu vaccination service was reviewed in 2018, and updated then redistributed to all community pharmacies in North Wales.</li> <li>• Access to community pharmacy's for emergency supplies of medication. 90% of pharmacies are able to provide a service to access an emergency supply of repeat medication, giving extra capacity to GP practices and Out of Hours services.</li> </ul> <p><b>All items above for information only of the Forum.</b></p> <p><b>H19.08.8</b> The Forum thanked the members and Chair for the updates.</p>	
<p><b>H19.09 Healthcare Professionals Forum Draft Annual Report 2018/19</b></p> <p><b>H19.09.1 Members received the Draft Annual Report for 2018/19</b>  AT presented the draft annual report in relation to the frequency of the meetings, attendance and supporting narrative and gave thanks to JE for providing the draft document. It was agreed that the cycle of business would be updated as an ongoing document, and the Terms of Reference had been included within the draft report; as a reference point for the year 2018/19. The Forum agreed to provide comments and feedback for inclusion to JE by 22<sup>nd</sup> March for inclusion within the annual report. It was confirmed that the report would then be distributed to the Audit Committee in May for approval.</p>	<b>ALL</b>
<p><b>H19.10 Work Shop time (proposal) – Adrian Thomas</b></p> <p><b>H19.10.1</b> AT proposed the Forum should have some dedicated workshop time to consider, discuss and inform strategies under development. Thoughts upon the introduction of workshop time were discussed along with the consideration of the Cycle of Business. Following the discussion the forum agreed collectively to take this forward.</p> <p><b>H19.10.2</b> Distribution of HPF Agenda and the Forum Papers. A further discussion took place in relation to sharing of information outside of the forum. It was agreed that clarity would be sought by AT and fed back.</p> <p><b>H19.10.3</b> Distribution of Chairman's Report. It was confirmed that following each board meeting, the Chairman's report of the subsequent Forum meetings could then be shared with colleagues.</p>	<b>ALL</b>  <b>AT</b>  <b>ALL</b>
<p><b>H19/11 Summary of information to be included in Chairs report to the Board</b></p> <ul style="list-style-type: none"> <li>• H19/03 Chief Executive Officer – Annual Discussion</li> <li>• H19/06 Corporate Planning Update – BCUHB Draft Three Year Plan 2019/22</li> <li>• H19.08 Chair's and Members' written updates received</li> <li>• H19.10 Work Shop time (proposal) – Adrian Thomas</li> <li>• H19/16.1 Membership</li> <li>• H19/16.2 Vice Chair Role</li> </ul>	

