

Cyd-bwyllgor Canolbarth Cymru ar gyfer Iechyd a Gofal / Mid Wales Joint Committee for Health and Care	
Enw'r Is-Grŵp: Name of Sub-Group:	Mid Wales Public and Patient Engagement and Involvement Forum
Cadeirydd y Is-Grŵp: Chair of Sub-Group:	Jack Evershed, Chair of the Mid Wales Public and Patient Engagement and Involvement Forum
Dyddiad y Cyfarfod Is-Grŵp diwethaf: Date of last Sub-Group Meeting:	The Forum operates as a virtual group with no formal meetings.
Cyfnod Adrodd: Reporting Period:	October 2021 to June 2022
<p>Y Penderfyniadau a'r Materion a Ystyriodd yr Is-Grŵp: Key Decisions and Matters Considered by the Sub-Group:</p> <p>The Mid Wales Public and Patient Engagement and Involvement Forum is an enabler for the Joint Committee's priorities and is led by the Chair, Jack Evershed, who is supported by the Mid Wales Public and Patient Engagement and Involvement Steering Group. Members of the Mid Wales Public and Patient Engagement and Involvement Forum are those members of the public who have shown an interest in the work of the Joint Committee and the former Mid Wales Healthcare Collaborative. The Forum operates as a virtual group with e-mail communication circulated to members on any matters of relevance to the Mid Wales population including involvement and engagement opportunities.</p> <p>The Mid Wales Public and Patient Engagement and Involvement Steering Group comprises Engagement and Involvement Leads for partner healthcare organisations, Local Authorities and CHC representatives. The group last met on 25th November 2021 with key matters considered as follows:</p> <ul style="list-style-type: none"> - Updates received on individual organisational engagement undertaken to date and planned future engagement including a discussion on how Mid Wales and rurality issues can be featured more prominently in future organisational engagement. Key pieces of engagement undertaken include: <ul style="list-style-type: none"> a) BCUHB engagement during Autumn/Winter 2021 'Have your say on your health services in North Wales' during which the Health Board asked for the population's views they are focusing on what is important as it begin to tackle the challenges facing them and ensure they meet the people's needs in the right way and at the right time. b) Hywel Dda CHC Planning Questionnaire 2022-2023 to allow people the opportunity to help the CHC understand what is really important to them in the NHS as they develop our plans for the coming year. - Questions/issued raised at the "Listening to You" Section of MWJC meetings held in 2021. 	

- Comments received on organisational social media accounts and the individual organisational processes for responding to and sharing with relevant departments / organisations to inform and improve service provision.

Forum Chair engagement activities

The Chair of the Public and Patient Engagement and Involvement Forum has been continuing to undertake engagement activity during the Covid-19 pandemic including:

- On-going communication and engagement with the public through the Joint Committee's social media accounts.
- Receiving queries from members of the public.
- Mid Wales Joint Committee team updates / briefings.
- Rural Health and Care Wales 2 day Conference, Stakeholder Group meetings and team updates / briefings.
- A number of contacts with key individuals / groups including Joanne Dundoon of NWIS to discuss the NHS App which is currently under development, Powys THB Facebook Q & A session, AD/ARC Stakeholder Group and the WAST Associate Director of Strategic Transformation.
- Liaising with Penglais School representatives and the Penglais School Youth Council on the local engagement undertaken by Ceredigion Public Services Board on the Ceredigion Assessment of Local Well-being.
- A Senedd Petition 'Open a full hospital facility, including an A&E department in mid Wales' was started in October 2021 and closed on 19th February 2022. A total of 1,811 signature collected and the petition was considered by the Senedd Petitions Committee on 9th May 2022. The Committee acknowledged the genuine concerns raised by the petitioner. Whilst there was little further the Committee could do to take the petition forward, they agreed it was important to bring the concerns and the Minister's response to the attention of the Health and Social Care Committee and they agreed to close the petition and thank the petitioner for raising the issue. Numerous failed attempts have been made to contact the creator of the petition in order to discuss their concerns for sharing with the Joint Committee and inform them of those Mid Wales developments in progress, in particular, the North Powys Wellbeing programme.
- Discussions with the MWJC Programme Director on the review of the Mid Wales Joint Committee.

NHS Wales app

Members of the Joint Committee and myself met with the National Clinical Informatics Lead – Public, Digital Services for Patients and Public department at Digital Health and Care Wales, on the work being undertaken to develop the NHS Wales Data app and how the Joint Committee can support this project in facilitating involvement and engagement with the Mid Wales population. The NHS Wales app will connect patients and the public to Welsh health and care services and be accessible to anyone living in Wales with a mobile device. This “one-stop” shop for health and care will help ‘join the dots’, allowing anyone with a smartphone or tablet to manage their health and have access to important information on health, care and wellbeing services. People will be able to book appointments, access test results, connect with healthcare professionals and much more. During the meeting we raised the issues of connectivity across the region and the need to ensure the NHS Wales app had the ability to access information cross border both within Wales and England. We were reassured that

The Digital Services team provide regular Webinar's providing updates on their work for interested members of the public. Webinar's held in 2022 include:

- What the future of digital health and care may look like and what the NHS Wales App should look like 5 years after its public release.
- Discuss how patient experience informs and provides critical insight that we can use to shape and design future digital services. Explain how the Patients and Public Assurance Group works and hear from some of the members who bring their experiences into focus such as sensory loss or learning disability. Talk about how digital inclusion training can improve how people use the NHS Wales App and hear about the experience of an NHS Wales Person Centred Care Experience Lead who has a group of volunteers who are involved in what they're developing.

It is hoped that the NHS Wales app, which is planned to be operational by Autumn / Winter 2022, will be a positive development for the population of Mid Wales and that it will over time provide a single point of access for information and advice which has been one of the on-going concerns raised with the Joint Committee. More information about the work of Digital Services for Patients and Public can be found on the Digital Health and Care Wales website [Digital Services for Patients and Public - Digital Health and Care Wales \(nhs.wales\)](https://www.nhs.uk/digital-health-and-care-wales/)

Matters raised by the public

Matters raised by the public with the Forum Chair which were referred to an appropriate member of the Joint Committee team for response were as follows:

- New prostate biopsy machine for Hywel Dda UHB for which the announcement referred to only the Glangwili (Carmarthen) and Prince Philip (Llanelli) as the sites for the use of this machine. As the urology service is being re-established in Bronglais General Hospital will this service be offered to this site also as this will eliminate much travel and stress for the people of Mid Wales.
- Involvement of HDdUHB with the Machynlleth Hospital development. This was referred to the PTHB Facebook Q & A session, however, this session was focused on vaccination so a request has been made for a public statement to be provided at the MWJC on the involvement of partners (particularly BGH).
- Minor Injuries Tywyn /Access to Dyfi Valley Minor Injuries. Access to minor injuries services posted on the MWJC Facebook page.
- Covid Vaccinations - Vaccination centre South Ceredigion and access issues due to lack of parking and ongoing queries regarding vaccination. HDdUHB updates placed on Facebook page.
- Ear Wax removal Closure of Aberaeron service and what service is provided at Bronglais General Hospital. Request has been made for a public statement to be provided at the MWJC meeting about where the service is available/planned across Mid Wales.
- Ambulance provision in Aberystwyth. Reiteration of assurances given at last MWJC that no reduction planned.
- Bronglais Chemotherapy Day Unit and the latest on the plans. Latest press release regarding raising charitable funds provided an update.
- Delays to ambulance response times which has been referred to WAST for a response.
- Difficulties in obtaining access to GP appointments.
- Waiting lists for planned care.
- Confusion over the system for Covid-19 booster vaccinations.

Materion sydd angen eu cytuno neu trafod ymhellach gan y Cyd-Bwyllgor:
Items to be referred to the Joint Committee for agreement or discussion:

No items for referral.

Gwaith Cynlluniedig yr Is-Grŵp ar gyfer y cyfnod nesaf:
Planned Sub-Group work for the next period:

- Review on an on-going basis the organisational engagement undertaken across Mid Wales to identify any key emerging themes in relation to service provision across Mid Wales.
- Share questions/issued raised at the “Listening to You” Section of MWJC meetings together and any relevant matters raised by the public with the Forum Chair and Joint Committee Team.
- Share best practice and sight each other on any upcoming developments across Mid Wales.