

# Operational Plan 2020-2021

April 2020



Community Health Councils (CHCs) are the independent voice of people in Wales who use NHS services. We are made up of local volunteers who act as the eyes and ears of patients and the public. There are 7 CHCs covering different parts of Wales.

An electronic copy of this document can be found on our website:  
[www.communityhealthcouncils.org.uk/SB](http://www.communityhealthcouncils.org.uk/SB)

**If you would like this publication in an alternative format and/or language, please contact us:**

**Swansea Bay Community Health Council**

**Cimla Health & Social Care Centre**

**Cimla**

**Neath SA11 3SU**

**Tel: 01639 683490**

**Email: [swanseabay@waleschc.org.uk](mailto:swanseabay@waleschc.org.uk)**

**Twitter: @SBCHC**

## Contents

<u>Chair’s Introduction</u> .....	4
<u>About your Community Health Council</u> .....	6
<u>Making a difference through our activities</u> .....	6
<u>Our governance</u> .....	7
<u>Our vision</u> .....	8
<u>Our strategic framework</u> .....	9
<u>Our equality objectives</u> .....	10
<u>Deciding what we do and how we do it</u> .....	11
<u>Key themes and priorities across Swansea Bay area</u> .....	13
<u>All Wales key priorities (undertaken by all CHCs in Wales)....</u>	16
<u>Responding to matters as they arise</u> .....	17
<u>How you can get your voice heard or become involved</u> .....	18
<u>How to contact us</u> .....	19
<b><u>Appendix 1</u></b> .....	20
<u>Full Council Membership 2020 - 2021</u> .....	20
<b><u>Appendix 2</u></b> .....	21
<u>CHC support staff</u> .....	21
<b><u>Appendix 3</u></b> .....	22
<u>Finance</u> .....	22

## Chair's introduction

The year gone by, 2019 to 2020, has been a busy one for this CHC. It was the first full year that we operated as Swansea Bay Community Health Council (CHC), since Bridgend Locality integrated with Cwm Taf Morgannwg University Health Board.

The challenges for us should not be underestimated. Swansea Bay CHC is approximately 30% smaller in terms of membership, staffing levels as well as our financial budget. I am therefore particularly proud that both our volunteer members and our staff rose to meet these challenges. They did so whilst developing and strengthening our ways of working in order to strengthen the way in which we represent people's experiences and views in the planning and delivery of health services. In the year ahead we will continue to develop ourselves to better deliver for our communities.

Our plan for 2020 to 2021 has been informed by the widest possible number of people. We have listened to local people, community groups and our many partners to help us focus upon the things that matter most to the people of Swansea and Neath Port Talbot. In doing so we know that there are underrepresented groups within our communities whom we need to support in having their voices heard. We will therefore take forward activities described in our equalities objectives focusing in particular on our obligations under the Welsh Language Standards.

In addition, we are mindful that if the Health and Social Care (Quality and Engagement) (Wales) Bill is passed into law, CHCs will need to work with others in developing a strengthened new People's Voice Body able to commence its work in October 2021. We have therefore allowed time for us to work with others to achieve this.

Locally, our Health Board has shared its agenda for transforming services within the Swansea Bay area, which will require us to work closely with the Health Board to ensure that people's voices and the interest of the NHS in general, remain central to all service changes in our area. We will, for example, need to work closely with the

Health Board to hear your views about its:

- Older People's Mental Health Services Strategic Plan
- Learning Disability strategic framework
- Acute Care Model
- Changes in patterns for planned and unscheduled care

We will also need to continue to represent local voices in relation to the implementation of regional health services such as Major Trauma, Thoracic Surgery and the reconfiguration of upper Gastro-intestinal services across South Wales.

We recognize that delivering a programme of local activity whilst working with others to ensure that the services our communities might need that are provided regionally or nationally take on board their views, experiences and the interest of our NHS as a whole, will be a huge challenge for our CHC. We cannot deliver such a huge agenda alone. We rely on people within our communities to share their experiences and views either as individuals or as part of a local group.

Your voice is important in improving health services, in planning what services we have in future and in confirming when services are working well. We therefore hope to hear from you more in the year ahead.

Hugh Pattrick

Chair, Swansea Bay Community Health Council (SB CHC)

## About your Community Health Council

**Swansea Bay CHC is the independent voice of people in Neath Port Talbot and Swansea who use NHS services. We are made up of local people who act as the eyes and ears of patients and the public. We encourage and support people to have a voice in the design and delivery of NHS services.**

We provide an important link between those who plan and deliver NHS services, those who inspect and regulate it and those who use it.

Our CHC is made up of 24 volunteer members, local people who volunteer their time to lead our work and undertake activity on your behalf.

Our members are appointed in accordance with our statutory regulations. We also have the ability to co-opt members from our communities to support our work; we currently have a number of co-opted members.

Our CHC also has a small team of paid staff. A full list of our members and staff is provided in Appendices 1 and 2.



## Making a difference through our activities

**CHCs have four main functions these can be described as:**

systematically **visiting and scrutinising** local health services

enabling users of the NHS to raise concerns about the services they receive through an **Independent Complaints Advocacy Service**

representing the interests of patients and the public in the planning and agreement of NHS **service changes**

**continuously engaging** with the communities we represent and the health service providers serving those communities

## Our governance

**The way we organise ourselves to carry out our activities is set out in regulations passed by the National Assembly for Wales.**

The activities we carry out on your behalf are co-ordinated and overseen by Swansea Bay Community Health Council.

You can find out more about how we organise ourselves on our website, including details of our meetings.

Day to day and operational management is the responsibility of our Chief Officer.

We are one of 7 CHCs in Wales. All CHCs are overseen by the Board of Community Health Councils in Wales.

The Board of Community Health Councils sets national standards for all CHC activities and monitors and manages our performance against these standards.

The standards set out what level of service you can expect from our CHC as we carry out our activities on your behalf.



## Our vision

**People in Neath Port Talbot and Swansea know that they can share their views and experiences of the NHS easily and recognise that doing so can have a real influence on the shape of healthcare services.**

---

'People understand and value the role played by Swansea Bay Community Health Council in supporting them to be heard and in representing the collective interests of patients and the public.'

---



## **Our strategic framework**

**To help make our vision a reality the CHC movement in Wales has agreed a strategic framework incorporating 5 key priorities. These priorities underpin our plans and activities.**

**Making every voice count**

**Improving our influence and reputation**

**Building and developing an effective learning and values based culture**

**Valuing our members and staff**

**Strengthening our national voice**

## Our equality objectives

**To help us deliver our key priorities, we have also identified these equality objectives:**

- We will work with others to find better ways to hear from everyone, including those who are in the most vulnerable situations and those whose voice might not otherwise be heard.
- We will adapt our approaches to reach those whose care is delivered out of hospital and develop our resources and advocacy services to ensure that they are widely accessible, available and relevant.
- We will develop our plans with the public and with our partners so that they focus on the things that matter most and have the best chance of making a difference.
- We will build on our existing partnerships and forge new ones where working together increases our chances of making a difference.
- Our membership must reflect the diversity of the communities they represent and support. We will monitor our membership and develop targeted and more inclusive ways of recruiting new members so that we become more representative.

## Deciding what we do and how we do it

In deciding our activities for 2020-2021 we asked people to tell us what mattered most to them about NHS services in Neath Port Talbot and Swansea. We did this by speaking to people directly at a range of local events; via social media and through our website and newsletter. Alongside this, we also considered evidence from a range of sources:

- Published information including: Health Board and [Welsh Ambulance Services Trust](#) Performance Reports, Referral to Treatment Times, Patient Experience Reports & planning documents
- Issues raised and considered by CHC committees
- Issues identified by CHC visits
- Issues raised by cases supported through our complaints advocacy service
- Wider patient feedback and concerns information from the health board
- Information we receive from partner organisations or the outcomes from other review work

In planning and prioritising our activity across our functions we used the following principles:

- Recognise and develop opportunities to promote equality and diversity, contributing to the delivery of the annual equality objectives as set out in the annual equality plan for CHCs
  - Recognise and develop opportunities to take forward the priorities identified in the strategic framework for CHCs
  - Focus our activity where we are best placed to make a difference for patients and the public
-

- Recognise where others are better placed to act and refer or coordinate as appropriate
- Work collaboratively wherever there is added value in doing so
- Invest our resources wisely; acting in proportion to the issue and balancing activity across our statutory functions
- Seek to widen our engagement to build the evidence base on which to deliver robust representation and scrutiny of the NHS
- Leave capacity to respond effectively to developments, issues and challenges as they arise in year and to fulfil our statutory responsibility to engage with the NHS where change is proposed

## Key themes and priorities across the Swansea Bay area

### SCRUTINY AND ENGAGEMENT

During 2020/2021 we will deliver a programme of engagement and scrutiny activity in support of a number of local priorities.

#### **Mental Health Services for vulnerable groups:**

Engage with groups that provide mental health support to vulnerable people. Gather their experiences of services within primary and secondary care.

#### **Hospital to Home**

Liaise with those involved with the Hospital to Home service to develop an understanding of how the service works. Gather people's lived experience of the service.

#### **Navigating the emergency care system**

Conduct a follow on project to determine whether people's experiences of accessing emergency care has improved since our previous reports in 2016 and 2017.

#### **Access to inpatient services for patients with a disability**

Work with disability groups to identify what people with physical, sensory and neurological disabilities need to be able to access inpatient services with dignity, i.e shower and toileting facilities.

Use the information to assess wards within Swansea Bay hospitals from a lay perspective. Gather patient feedback where available.

**We will continue to scrutinise secondary and primary services. This work will include:**

**Primary Care Access**

We will continue to collect feedback during GP surgery monitoring visits as well as at engagement events we attend to collect patient experiences of accessing services at their GP surgery.

**Musculoskeletal Outpatient services**

We will carry out monitoring visits to musculoskeletal outpatient departments across the health board to gather feedback from patients about their experiences of the service.

**Elective Orthopaedics**

Continue to liaise with those in the Health Board who are involved in waiting list times and collect feedback on what alternative procedures are being put in place to alleviate the impact of cancellation for the patient.

Visit wards to gather patient feedback/stories.

We will continue to routinely scrutinise the performance of Swansea Bay University Health Board (SB UHB) by attending and representing the interests of patients and the public at the following Health Board (HB) committee meetings:

SBU Health Board (SBUHB).

SBUHB Quality & Safety Committee.

SBUHB Infection Prevention and Control Group.

SBUHB Food Service and Nutrition Development Group.

SBUHB Primary Care Access and Sustainability Forum.

SBUHB Stakeholder Reference Group.

Singleton Hospital Services Delivery Unit Board.

Neath Port Talbot Hospital Services Delivery Unit Board.

Morrison Hospital Services Delivery Unit Board.

SCVS Mental Health Forum.

Patient and Carer Participation Groups.

Health and Wellbeing Centre Steering Group (ARCH - Swansea).

Health and Wellbeing Centre Steering Group (ARCH – Neath).

Seeking regular reports and representation from the health board and other NHS organisations (including Welsh Ambulance Service Trust) at our local committee and executive committee meetings on issues, challenges and developments impacting on NHS services in our region.

We will also visit NHS services in response to information gathered in the year.

## **All Wales key priorities (undertaken by all CHCs in Wales)**

**CHCs work together to drive improvement and influence policy on a national basis. We do so wherever our planning processes identify shared priorities and issues that affect people across Wales, and where working together will maximise our impact.**

CHCs across Wales exist to ensure that people's views and interests are represented at the heart of new developments and that patients and the public have the opportunity to have a direct influence on policy makers and those responsible for designing and delivering NHS services.

In the year ahead, we will use our local knowledge to help shape the national agenda. We will do this by:

- Sharing regularly what people in our local communities are telling us. This will help our movement identify the issues that impact on people living in all parts of Wales, so collectively we challenge the policy makers and those who deliver our national services to do better where this is needed
- Working with the Board of CHCs to develop and publish regular reports on what people are saying about the NHS across Wales – and how policy makers and those responsible for delivering NHS services are nationally responding
- Working with the Board of CHCs to identify and carry out 'themed' activity in response to key national issues affecting the NHS.

## Responding to matters as they arise

**Because our volunteer members live within the communities they represent, we are often able to listen to local concerns and issues as they arise so that we can respond quickly and appropriately.**

Some people who contact us need the on-going support of our complaints advocacy service. Others may have a specific matter that can be addressed immediately. We have developed good relationships with the NHS so that we can help resolve problems where possible at an early stage.

Sometimes a matter raised with us will need further action, perhaps by finding out more from our health board, through scrutiny at our CHC committee meetings, or by carrying out a visit to see if a concern raised with us is shared by others.



## How can you get your voice heard or become involved

**We are always keen to hear from anyone who wants to share their views and experiences of NHS services. You can contact us using any of the details included at the end of this plan. You can also tell us if you would like us to include you on our distribution list for surveys and updates.**

If you are part of a group or organisation and would like to work with us on any of our activities we would love to hear from you. We are also happy to come and hear from any groups who have a story to share about any aspect of NHS services. We publish a calendar of meetings on our website so that you can see when and where we will be discussing key issues affecting NHS services.

Our committee meetings are held in public so you are welcome to attend. Please let us know if you would like to receive a set of committee papers in advance.

We publish our reports and a monthly brief on the website. We publish a newsletter 3 times a year.

We publish an annual report which gives a full account of the work we have done and how it made a difference.

### **And...we are always looking for new members!**

The vast majority of our work is undertaken by local volunteers who have an interest in helping their communities to have a say in how their NHS is designed and delivered.

If you could spare some time over 3-5 days a month please get in touch.

## How to contact us



Swansea Bay Community Health Council, First Floor,  
Cimla Health and Social Care Centre, Cimla, Neath SA11 3SU



01639 683490



Swanseabay@waleschc.org.uk



[www.communityhealthcouncils.org.uk/SB](http://www.communityhealthcouncils.org.uk/SB)



@SwanseaBayCHC



# Appendix 1

## Full Council Membership

### **WELSH GOVERNMENT**

Hugh Pattrick  
Margaret Price  
John Dyer  
Wendy Lloyd Davies  
Elisabeth Thomas

### **LOCAL AUTHORITY**

Cllr Angharad Aubrey  
Cllr Carolyn Edwards  
Cllr Charlotte Goldsworthy  
Cllr Mandy Evans  
Cllr Paulette Smith  
Cllr Wendy Lewis

### **VOLUNTARY ORGANISATIONS**

Farida Patel  
Tyrone Lewis  
Dana Evans  
Ann Spinks

### **CO-OPTED MEMBERS**

Brenda Harrett  
David Calvin Smith  
Stuart Elphick  
Saba Humayun  
Bernice Edgiawerie

## Appendix 2

### CHC support staff

<b>Team</b>	<b>Whole time posts</b>
Chief Officer	37.5
Deputy Chief Officer	37.5
Complaints Advocates	65.5
Business Manager	37.5
Advocacy Support Officers	34
Administrative Assistant	30
Patient and Public Engagement Officer	37.5
Monitoring Officer	37.5
<b>Total</b>	<b>317</b>

## Appendix 3

### Finance

Budget heading	Budget
Fixed	398,522
Variable	21,533
<b>Overall allocation</b>	<b>420,055</b>



**Swansea Bay Community Health Council**

**Cimla Health & Social Care Centre**

**Cimla**

**Neath**

**SA11 3SU**