SITUATION

In early 2012, the five Health Boards in South Wales - Cardiff and Vale, Aneurin Bevan, Cwm Taf, Abertawe Bro Morgannwg and Powys - established a Programme Board to consider the process of jointly developing strategic plans for health services in South Wales in response to Together for Health.

During May and June of 2012, over 300 clinicians and other interested parties from across Mid and South Wales, participated in a series of clinical conferences designed to engender debate about the future models of certain clinical services across the region. The Clinical Summits were designed to provide clinicians and other stakeholders with an opportunity to discuss in detail the core services at the heart of the South Wales Programme (SWP) and begin to crystallise ideas on how best to plan and deliver them in the future. The two summits made progress on achieving clinical consensus in some important service areas:

- Paediatrics and neonatal care;
- Obstetrics; and
- Trauma services.

All Health Boards have been fully involved in this process.

This work resulted in the preparation of an engagement document through which the five Health Boards undertook engagement with staff, the public and partner organisations to assist the Programme Board in further developing its proposals. The Engagement process has now been completed and this report describes the conduct and outcome of the process and the key messages that will be fed into the Programme Board and used to inform the development of the Consultation Document.

BACKGROUND

Welsh Government Guidance for Engagement and Consultation on Changes to Health Services (March 2011) reflects a change in the emphasis between continuous engagement and formal consultation, with a stronger emphasis on the former. The guidance requires Health Boards to work with the CHC to develop methods of continuous engagement which promote and deliver service transformation. The new
guidance emphasises that continuous engagement must take place whether or not any changes are being proposed and that this will be the normal mechanism through which service changes are taken forward.

In cases where substantial change or an issue requiring consultation is identified, the NHS is required to undertake a two-stage process in which extensive discussion with citizens, staff and staff representatives and professional bodies, stakeholders, third sector and partner organisations is followed by focused formal consultation. All the Health Boards that comprise the South Wales Programme developed local engagement documents and a common core presentation was used across South Wales to support the engagement process. The engagement period:

Commenced: 26th September 2012
Closed: 19th December 2012

Hywel Dda and Betsi Cadwaladr Local Health Boards have recently undertaken formal public consultation on their proposals for service change.

In addition to local engagement, the Programme Board commissioned Opinion Research Services (ORS) to undertake supporting activity through paper questionnaires and an on-line survey addressing the key areas of the SWP. Whilst the response to the questionnaire has been very variable with the highest return from Abertawe Bro-Morgannwg Health Board and the lowest from Powys and Cardiff and Vale Health Boards the general outcome of the survey is attached at Appendix 1.

Following discussion at the Programme Board ORS were also asked to undertake focused work with pregnant women to ascertain how they would exercise choice if the hospital they are due to deliver in was not available in the future as a result of changes to services in South Wales. Over 2,000 questionnaires were distributed and at the time of writing ORS had not completed the analysis of the returns.

Following the completion of the engagement process the Programme Board will consider the outcome of the engagement process, assess whether the engagement process has revealed information and views that might change the general approach to service reconfiguration plans and use the feedback to influence the production of the Consultation Document and take forward the next stage of development of plans in January 2013 for formal Public Consultation in early Spring.

ASSESSMENT

Cardiff and Vale UHB ran a 12 week period of engagement on the South Wales Programme from 26 September to 19 December, supported by the local engagement plan presented to the Board at its September meeting. The purpose of engagement was to explain the challenges facing the affected services, describe what clinicians are saying needs to change, and engage in discussion about the future shape of these specialist services, asking people what they think about the issues and the factors that would need to be taken into account in taking these ideas forward.

The UHB worked closely with the Cardiff and Vale Community Health Council (CHC) to establish a robust engagement process with regular meetings to review progress and adapt the approach according to feedback. The methods of engagement included a mix of general and bespoke activities, with the extensive involvement of
senior clinical and managerial staff. A summary of these methods is attached as **Appendix 2**, and included:

- 6 public engagement events facilitated jointly with the CHC and with the involvement of local clinicians
- SWP web page and specific email address
- Opinion Research Services (ORS) questionnaire (online and printed copies)
- Presentations at stakeholder meetings
- Internal staff briefings
- Third Sector workshop
- Stands at range of venues and events
- Electronic promotion e.g. Facebook, Twitter, Digital Display Screens, partner websites
- Local media

A full list of meetings at which the SWP was presented and discussed, including the number of people who attended, is attached as **Appendix 3**. While the number of members of the public directly involved in the engagement events was disappointing, discussion at all the events and in the stakeholder meetings was challenging and there was a considerable degree of consistency in the key issues raised.

Feedback from public, staff and stakeholder engagement is being collated. Themes emerging from engagement are set out in **Appendix 4**, ordered in relation to the frequency with which they arose and mapped against the mechanisms through which they were raised. Key emergent themes include:

- Transport – the crucial role of fit for purpose emergency transport in facilitating any concentration of services on fewer sites and the need for the Welsh Ambulance Service Trust to be full partners in the Programme. Also the need to develop the public and non emergency transport infrastructure to support travel between sites
- Capacity – the potential impact on Cardiff and Vale UHB services if more specialist services are provided on the University Hospital of Wales (UHW) site and concern about the pressure on current services and infrastructure
- Access – concern about reduced access to specialist services for people living outside the area and some Vale patients and potentially to routine hospital services for local residents if UHB services need to move off the UHW site. Concern also about increased travel costs to patients and carers, with greatest impact on the most vulnerable
- Communication – clarity for patients on where to go for what and how to use services appropriately and finding the right way to explain the case for change that emphasises that this work is driven by quality, safety and sustainability and not cost

The questionnaire survey run by ORS on behalf of all the Local Health Boards across Wales provided the opportunity for people to share their ideas about the overall vision for hospital services and their priorities. By 5 November, 767 questionnaire responses had been submitted online. 94% agreed that the right characteristics have been identified to make sure health services are sustainable. 53% agreed (36% disagreed) with the future pattern of hospital services that has been recommended.
There were mixed views on the relative prioritisation of treatment at a local hospital vs travelling to receive care from a specialist team. Final ORS questionnaire data will be available week commencing 7 January.

Feedback is being shared with colleagues supporting the overall South Wales Programme to ensure that it is taken fully into account in the development of the options for consultation. The CHC will be writing to the UHB in January with its formal response to the engagement process indicating whether it is satisfied that the process has met requirements under the guidance. Verbal feedback has indicated that they have been satisfied with the Engagement process and the commitment of the UHB to seek opinion on the proposals. All South Wales LHBs will publish a final summary of feedback at the end of January.

Next steps
Considerable work is being undertaken to develop the clinical service models for obstetrics, paediatrics, A&E and neonatal care to establish the impact of each of the options on services to patients. In addition to the clinical service planning groups that have been established to undertake this detailed service planning collaboratively across the local health boards, two more clinical summits, involving the clinicians and other key stakeholders who took part in two similar events in 2012, are expected to be held in early February and March.

RECOMMENDATION

The Board is asked to:

- **NOTE** the completion of the Engagement process
- **NOTE** the key messages that have emerged through the process
- **RECOMMEND** that the outcome of the Engagement Phase be taken into account by the Programme Board in considering the development of the Consultation Document and the formulation of options.

<table>
<thead>
<tr>
<th>Financial Impact</th>
<th>The financial consequences of service change are yet to be determined as configuration options have not been identified at this stage of the process. A Finance workstream has been established through the South Wales Programme Team to begin to frame how the financial consequences can be assessed and mitigated.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality, Safety and Experience</td>
<td>The engagement process will help to inform future decision making and the development of service proposals to ensure the quality, safety and sustainability of future hospital services provision.</td>
</tr>
<tr>
<td>Standards for Health Services</td>
<td>The report provides assurance against Standards for Health Services: Standard 8 – Care Planning and Provision.</td>
</tr>
<tr>
<td>Risks and Assurance</td>
<td>This report sets out an update and actions to mitigate Risk Ref UHB 13/12 South Wales Programme. The specific risk of failing to engage on potential service change is also mitigated through the publication of this report.</td>
</tr>
<tr>
<td>Equality and diversity</td>
<td>An Equality Impact assessment will be undertaken as part of the development of future service options and will be informed by feedback during the engagement period.</td>
</tr>
</tbody>
</table>
Matching the Best in the World – Engagement Questionnaire
Final results to 19 December 2012

**Do you agree or disagree...?** [1, 2, 3]

<table>
<thead>
<tr>
<th></th>
<th>That the right characteristics have been identified to make sure health services are sustainable</th>
<th>With the future pattern of hospital services that has been recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall</strong></td>
<td>94% Agree</td>
<td>55% Agree</td>
</tr>
<tr>
<td></td>
<td>4% Neither</td>
<td>11% Neither</td>
</tr>
<tr>
<td></td>
<td>2% Disagree</td>
<td>34% Disagree</td>
</tr>
<tr>
<td>Aneurin Bevan HB</td>
<td>97</td>
<td>66</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Abertawe Bro Morgannwg UHB</td>
<td>93</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>34</td>
</tr>
<tr>
<td>Cardiff and Vale UHB</td>
<td>95</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>39</td>
</tr>
<tr>
<td>Cwm Taf HB</td>
<td>92</td>
<td>46</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>46</td>
</tr>
<tr>
<td>Powys THB</td>
<td>89</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>39</td>
</tr>
</tbody>
</table>

**In each case, how would you prioritise between the following two options...?** [1, 2, 4]

<table>
<thead>
<tr>
<th></th>
<th>Be treated at a local hospital</th>
<th>Travel to receive care from a specialist team</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall</strong></td>
<td>31</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Aneurin Bevan</td>
<td>20</td>
<td>65</td>
</tr>
<tr>
<td>Abertawe Bro Morgannwg</td>
<td>32</td>
<td>49</td>
</tr>
<tr>
<td>Cardiff and Vale</td>
<td>32</td>
<td>51</td>
</tr>
<tr>
<td>Cwm Taf</td>
<td>39</td>
<td>49</td>
</tr>
<tr>
<td>Powys</td>
<td>28</td>
<td>56</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Ensure that all centres can provide the full range of services</th>
<th>Accept that some centres may offer more limited services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall</strong></td>
<td>43</td>
<td>44</td>
</tr>
<tr>
<td></td>
<td>26</td>
<td>11</td>
</tr>
<tr>
<td>Aneurin Bevan</td>
<td>40</td>
<td>51</td>
</tr>
<tr>
<td>Abertawe Bro Morgannwg</td>
<td>44</td>
<td>42</td>
</tr>
<tr>
<td>Cardiff and Vale</td>
<td>43</td>
<td>43</td>
</tr>
<tr>
<td>Cwm Taf</td>
<td>46</td>
<td>45</td>
</tr>
<tr>
<td>Powys</td>
<td>43</td>
<td>51</td>
</tr>
</tbody>
</table>

www.ors.org.uk

Matching the Best in the World
– Engagement Questionnaire
Final results to 19 December 2012
Opinion Research Services
Matching the Best in the World – Engagement Questionnaire

Final results to 19 December 2012

Responses received

<table>
<thead>
<tr>
<th>Week</th>
<th>Paper 320 returns</th>
<th>Online 903 returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>135</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>36</td>
</tr>
<tr>
<td>3</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>19</td>
<td>27</td>
</tr>
<tr>
<td>5</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>6</td>
<td>27</td>
<td>19</td>
</tr>
<tr>
<td>7</td>
<td>20</td>
<td>26</td>
</tr>
<tr>
<td>8</td>
<td>176</td>
<td>113</td>
</tr>
<tr>
<td>9</td>
<td>46</td>
<td>12</td>
</tr>
<tr>
<td>10</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>11</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>12</td>
<td>120</td>
<td>186</td>
</tr>
</tbody>
</table>

Responses by Health Board

- ABMUHB 71%
- PTHB 3%
- CTHB 10%
- CVHB 3%

Individual respondent profile \(^{[1,2,5]}\)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>32%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>68%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>White</th>
<th>Non-white</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97%</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Under 25</th>
<th>3%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25 to 34</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>35 to 44</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>45 to 54</td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>55 to 64</td>
<td>21%</td>
</tr>
<tr>
<td></td>
<td>65 to 74</td>
<td>12%</td>
</tr>
<tr>
<td></td>
<td>75 or over</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Limiting Long-term Illness</th>
<th>No limiting illness</th>
<th>76%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Limited a little</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>Limited a lot</td>
<td>8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NHS Workers</th>
<th>Work for the NHS</th>
<th>46%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Others</td>
<td></td>
<td>54%</td>
</tr>
</tbody>
</table>

Notes
1. Based on 903 engagement questionnaire responses submitted online up to 19 December 2012 and 320 engagement questionnaire responses received postally up to 2\textsuperscript{nd} January 2013 (1,223 responses in total)
2. Percentages may not always sum to 100% due to arithmetic rounding.
3. Figures exclude “Don’t know” responses.
4. Questions asked respondents to indicate their preferred option on a scale of 1 to 9; where 1 indicated strongest support for the option on the left, 5 indicated equal support for both options and 9 indicated strongest support for the option on the right. On each chart, the upper bar summarises the percentage of respondents tending to support the option on the left (selecting 1-4 on the scale), the percentage with equal support for both options and the percentage tending to support the option on the right (selecting 6-9 on the scale); the lower bar illustrates the percentage of respondents selecting every number on the scale and gives the percentage of respondents showing strongest support for each option (selecting 1 or 9 respectively).
5. Profile questions based on 1,180 engagement questionnaire responses from individuals. A further 43 responses have been received from organisations.
### South Wales Programme – Summary of C&V Engagement Methods

<table>
<thead>
<tr>
<th>Engagement Method</th>
<th>Who/Where</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Letters</strong> from UHB Chair providing information on SWP engagement, link to website, offering to attend meetings and requesting cascade as appropriate. Follow-up letter with details of public engagement events.</td>
<td>Local Authority Leaders, Cabinet Members, Party Group leaders and senior officers, AMs, MPs, Town and Community Councils, South Wales Police, South Wales Fire Service, WAST, Probation Service, County Voluntary Councils, Neighbouring Health Boards</td>
</tr>
<tr>
<td><strong>Public Engagement Events</strong> run jointly with Community Health Council, with involvement of local clinicians</td>
<td>3 events in Cardiff, 3 events in Vale of Glamorgan</td>
</tr>
<tr>
<td><strong>Electronic promotion</strong> of SWP and how to engage including use of Opinion Research Services questionnaire</td>
<td>Staff Intranet, Internet, Facebook, Twitter, Digital Display Screen across main UHB sites (where screens are available), Third Sector County Voluntary Council websites and emails to membership over 2,500 organisations, Local Authority websites, Local Authority citizen panels, UHB Volunteers, Swoosh – Vale young people’s website, Cardiff Youth Council website and membership, Sprout – Cardiff young people’s website</td>
</tr>
<tr>
<td><strong>Local media</strong></td>
<td>Echo, Penarth Times, Barry and District, The Gem</td>
</tr>
<tr>
<td><strong>Public Event poster</strong> distribution</td>
<td>UHB hospital sites, Primary care premises, Libraries, Leisure and Community Centres, Local supermarkets</td>
</tr>
</tbody>
</table>
| Stakeholder Meetings - presentation and discussion | Local Service Boards  
LA committees and member sessions  
Town Councils  
Children and Young People’s Partnership Boards  
Voluntary Sector Joint Liaison Committee  
UHB Stakeholder Reference Group  
Unscheduled Care Programme Board  
Integrated Health and Social Care Programme Board  
CHC Health Watch and Carer meetings  
CHC members  
Engagement promoted via Cardiff Youth Council and Vale Youth Forum meetings |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Staff briefings</td>
<td>Staff, consultant and Trade Union briefing events held during Oct and Nov.</td>
</tr>
</tbody>
</table>
| Professional Group Meetings - presentation and discussion | LMC  
Nursing and Midwifery Committee  
Health Professional Forum |
| Third Sector workshop | Workshop engagement event hosted by C3SC and VCVS with open invite to over 2,500 members |
| Other | Stand in UHW concourse  
Stand in Square at UHL  
Drop in sessions in Outpatient Depts  
Stall at UHB Volunteers Celebration event  
Stall at Cardiff Third Sector Council AGM |
| Community Health Council | Letters and emails with links to website and dates of public engagement events sent to a diverse range of community and third sector organisations, Faith organisations and schools. Full list of organisations contacted available on request |
### South Wales Programme – Cardiff and Vale Engagement Meeting Matrix

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Venue</th>
<th>Meeting</th>
<th>Lead</th>
<th>No. of people attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>19/09 – 25/09</td>
<td></td>
<td>Multiple clinical briefings across venues</td>
<td>Internal - Divisional Teams and Clinical Directors</td>
<td>Divisional Teams</td>
<td></td>
</tr>
<tr>
<td>19/09 – 25/09</td>
<td></td>
<td></td>
<td>Internal - Key Trade Union and professional body reps</td>
<td>Adam Cairns and Graham Shortland</td>
<td></td>
</tr>
<tr>
<td>26 September</td>
<td>6-8pm</td>
<td>Committee Room 1, Cardiff County Hall</td>
<td>Public/Stakeholder - Annual General Meeting</td>
<td>Adam Cairns Graham Shortland</td>
<td>110 including members of the public</td>
</tr>
<tr>
<td>2/10/12</td>
<td>5.30pm</td>
<td>Seminar Room 2, Cochrane Building UHW</td>
<td>Internal - Clinical staff</td>
<td>Graham Shortland</td>
<td>18</td>
</tr>
<tr>
<td>5/10/12</td>
<td></td>
<td></td>
<td>Internal - Medical Advisory Group</td>
<td>Sharon Hopkins</td>
<td>7</td>
</tr>
<tr>
<td>8/10/12</td>
<td></td>
<td>Corporate Meeting Room, HQ Whitchurch</td>
<td>Internal - Nursing and Midwifery Board</td>
<td>Ruth Walker</td>
<td>14</td>
</tr>
<tr>
<td>9/10/12</td>
<td>5.30pm</td>
<td>Obs and Gynae Seminar Room, UHW</td>
<td>Internal - Clinical briefing to consultants</td>
<td>Fiona Jenkins Tracy Myhill</td>
<td>18</td>
</tr>
<tr>
<td>10/10/12</td>
<td>5.30pm</td>
<td>Board Room, UHL</td>
<td>Internal - Clinical briefing to consultants</td>
<td>Dr Sharon Hopkins</td>
<td>6</td>
</tr>
<tr>
<td>11 October</td>
<td>12-2pm</td>
<td>Pathology LHS Seminar Room, UHW</td>
<td>Internal - Staff Briefing Session</td>
<td>Adam Cairns Ruth walker</td>
<td>12</td>
</tr>
<tr>
<td>17 October</td>
<td>6pm</td>
<td>Vale Council offices</td>
<td>Stakeholder - Vale Voluntary Sector Joint Liaison Committee</td>
<td>Siân Harrop-Griffiths</td>
<td>14</td>
</tr>
<tr>
<td>18/10/12</td>
<td>1pm</td>
<td>UHB HQ</td>
<td>Internal - Healthcare Professionals' Forum</td>
<td>Siân Harrop-Griffiths</td>
<td>11</td>
</tr>
<tr>
<td>18 October</td>
<td>10am</td>
<td>Vale Council offices</td>
<td>Stakeholder - Vale Local Service Board</td>
<td>Sharon Hopkins</td>
<td>8</td>
</tr>
<tr>
<td>23 October</td>
<td>10am</td>
<td>Vale Centre for Voluntary Services offices</td>
<td>Stakeholder - Vale Health, Social Care and Wellbeing Network</td>
<td>Anne Wei</td>
<td>21</td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Location</td>
<td>Event Description</td>
<td>Presenter(s)</td>
<td>Duration</td>
</tr>
<tr>
<td>------------</td>
<td>--------</td>
<td>-----------------------------------</td>
<td>--------------------------------------------------------</td>
<td>---------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>23 October</td>
<td>2pm</td>
<td>UHB HQ</td>
<td>Stakeholder - Cardiff Partnership Board</td>
<td>Paul Hollard</td>
<td>10</td>
</tr>
<tr>
<td>26 October</td>
<td>2pm</td>
<td>Vale Council offices</td>
<td>Stakeholder - Vale Children &amp; Young People’s Board</td>
<td>Rose Whittle</td>
<td>14</td>
</tr>
<tr>
<td>29 October</td>
<td>6.30pm</td>
<td>Turnbull Day Room, St David’s</td>
<td>Stakeholder - CHC Health Watch Group</td>
<td>Paul Hollard</td>
<td>28</td>
</tr>
<tr>
<td>1 November</td>
<td>4pm</td>
<td>Turnbull Day Room, St David’s</td>
<td>Stakeholder - CHC Carers’ Meeting</td>
<td>Paul Hollard</td>
<td>4</td>
</tr>
<tr>
<td>5 November</td>
<td>6pm</td>
<td>Vale Council offices</td>
<td>Stakeholder - Vale Scrutiny Committee: Social Care and Health</td>
<td>Sharon Hopkins, Fiona Jenkins</td>
<td>21</td>
</tr>
<tr>
<td>7 November</td>
<td>6pm</td>
<td>Vale Council offices</td>
<td>Stakeholder - Barry Town Council</td>
<td>Sharon Hopkins</td>
<td>15</td>
</tr>
<tr>
<td>8 November</td>
<td>9-11am</td>
<td>Board Room, UHL</td>
<td>Internal - Staff Briefing Session</td>
<td>Paul Hollard</td>
<td>11</td>
</tr>
<tr>
<td>12 November</td>
<td>10.30am-12.30pm</td>
<td>Meeting Room 1, Star Leisure Centre, Cardiff</td>
<td>Public event</td>
<td>Sharon Hopkins</td>
<td>5 members of public Also in attendance: 2 CHC members. 2 CHC officers, UHB Director of Public Health, Consultants from A&amp;E, Obstetrics and Paediatrics, 2 UHB officers</td>
</tr>
<tr>
<td>12 November</td>
<td>12-2pm</td>
<td>Council Room, A Block, Upper ground Floor, UHW</td>
<td>Internal - Staff Briefing Session</td>
<td>Paul Hollard</td>
<td>14</td>
</tr>
<tr>
<td>12 November</td>
<td>8am</td>
<td>Council Room, UHW</td>
<td>Internal - Surgery Division Team</td>
<td>Siân Harrop-Griffiths</td>
<td>15</td>
</tr>
<tr>
<td>13 November</td>
<td>9.30am-12.30pm</td>
<td>Board Room, UHL</td>
<td>Internal Local Partnership Forum</td>
<td>Paul Hollard, Sharon Hopkins</td>
<td></td>
</tr>
<tr>
<td>13 November</td>
<td>1-3pm</td>
<td>Seminar Room 1, Postgraduate Centre, UHL</td>
<td>Internal - Staff Briefing Session</td>
<td>Graham Shortland</td>
<td>4</td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Location</td>
<td>Event Type</td>
<td>Attendees</td>
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<tr>
<td>14 November</td>
<td>10am-12pm</td>
<td>Seminar Room 1, Cochrane Building, UHW</td>
<td>Internal - Staff Briefing Session</td>
<td>Siân Harrop-Griffiths 30</td>
<td></td>
</tr>
<tr>
<td>14 November</td>
<td>1.30-3.30pm</td>
<td>Llanishen Leisure Centre, Cardiff</td>
<td>Public event</td>
<td>Siân Harrop-Griffiths</td>
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<td></td>
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<td></td>
<td>2 members of public</td>
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<td>Also in attendance: 2</td>
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<td></td>
<td>CHC members, 2</td>
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<td></td>
<td>CHC officers, UHB</td>
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<td></td>
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<td></td>
<td></td>
<td>Assistant Director of Planning,</td>
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<td></td>
<td>Consultants from A&amp;E, Obstetrics and Paediatrics, 2 UHB</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>officers</td>
<td></td>
</tr>
<tr>
<td>15 November</td>
<td>10am</td>
<td>Barry Civic Offices</td>
<td>Stakeholder - Vale LSB Implementation Group</td>
<td>Siân Harrop-Griffiths 6</td>
<td></td>
</tr>
<tr>
<td>15 November</td>
<td>2pm</td>
<td>Cardiff and Vale UHB HQ, Whitchurch</td>
<td>Stakeholder - UHB Stakeholder Reference Group</td>
<td>Paul Hollard 12</td>
<td></td>
</tr>
<tr>
<td>15 November</td>
<td>2-3pm</td>
<td>Mary Lennox Room, Barry</td>
<td>Stakeholder - CHC Carers’ Meeting</td>
<td>Siân Harrop-Griffiths 3</td>
<td></td>
</tr>
<tr>
<td>16 November</td>
<td>10am – 1pm</td>
<td>Cardiff Library</td>
<td>Stakeholder – Third Sector event</td>
<td>Sharon Hopkins 24</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>hosted by C3SC and VCVS</td>
<td></td>
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</tr>
<tr>
<td>20 November</td>
<td>12pm</td>
<td>County Hall</td>
<td>Stakeholder – informal meeting with</td>
<td>Paul Hollard</td>
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<td></td>
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<td></td>
<td>Cardiff Council Leader and Cabinet</td>
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<td></td>
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<td></td>
<td>Lead for Social Care and Health</td>
<td></td>
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</tr>
<tr>
<td>20 November</td>
<td>2pm</td>
<td>Wound Healing Seminar Room, UHW</td>
<td>Stakeholder - C&amp;V Integrated Health and Social Care Programme Board</td>
<td>Fiona Jenkins</td>
<td></td>
</tr>
<tr>
<td>20 November</td>
<td>5.30 - 7.30pm</td>
<td>Llantwit Major Leisure Centre</td>
<td>Public event</td>
<td>Paul Hollard</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6 members of the public</td>
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<td></td>
<td></td>
<td>Also in attendance: 1</td>
<td></td>
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<td></td>
<td>CHC member, 1</td>
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<td>CHC officer, UHB</td>
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<td></td>
<td>Director of Planning,</td>
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<tr>
<td>Date</td>
<td>Time</td>
<td>Location</td>
<td>Type</td>
<td>Presenter</td>
<td>Attendees</td>
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<td>----------------------------------------------------------------------------</td>
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<tr>
<td>21 November</td>
<td>9-11am</td>
<td>Board Room, Cowbridge Health Centre</td>
<td>Public event</td>
<td>Sian Harrop-Griffiths</td>
<td>7 members of the public. Also in attendance: 3 CHC members, 1 CHC officer, UHB Assistant Director of Planning, Consultant from A&amp;E, 2 UHB officers, Turnaround Director and Head of Nursing Localities (Rhondda and Taff Ely) - Cwm Taf Local Health Board</td>
</tr>
<tr>
<td>22 November</td>
<td>5-7pm</td>
<td>St Andrews Methodist Church</td>
<td>Public event</td>
<td>Graham Shortland</td>
<td>6 members of public (2 of whom had also attended Splott event). Also in attendance: 2 CHC members. 2 CHC officers, UHB Medical Director, Consultants from A&amp;E and Neonatology, 2 UHB officers</td>
</tr>
<tr>
<td>27 November</td>
<td>2-4pm</td>
<td>Lecture room 3, Postgraduate Centre at UHL</td>
<td>Internal - Staff Briefing Session</td>
<td>Ruth Walker</td>
<td>16</td>
</tr>
<tr>
<td>27 November</td>
<td>6-8pm</td>
<td>Board Room, UHL</td>
<td>Public event</td>
<td>Graham Shortland</td>
<td>6 members of the public</td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Location</td>
<td>Event Description</td>
<td>Contact</td>
<td>Attendance</td>
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<tr>
<td>29 November</td>
<td>7pm</td>
<td>Seminar Room 7, Cochrane Building</td>
<td>Internal - Local Negotiating Committee</td>
<td>Graham Shortland</td>
<td>11</td>
</tr>
<tr>
<td>30 November</td>
<td>10.30am-12.30pm</td>
<td>Council Room, A Block Upper Ground Floor, UHW</td>
<td>Internal - Staff Briefing Session</td>
<td>Sian Harrop-Griffiths</td>
<td>19</td>
</tr>
<tr>
<td>30 November</td>
<td>9.30-3.30</td>
<td>Brunel House</td>
<td>Stakeholder – stall at C3SC AGM</td>
<td>Linda Donovan</td>
<td>Approx 90 attendees</td>
</tr>
<tr>
<td>5 December</td>
<td>4-6pm</td>
<td>UHW Sports and Social Club</td>
<td>Stakeholder – stall at UHB Volunteers' Celebration event</td>
<td>Anne Wei</td>
<td>Approx 70 attendees</td>
</tr>
<tr>
<td>7 December</td>
<td>2pm</td>
<td>Meeting Room d, County Hall</td>
<td>Stakeholder - Cardiff Children and Families Board</td>
<td>Catherine Norton</td>
<td>14</td>
</tr>
<tr>
<td>10 December</td>
<td>5-7pm</td>
<td>County Hall, Committee Room 2</td>
<td>Stakeholder – informal meeting of Cardiff Council Members</td>
<td>Paul Hollard</td>
<td>16</td>
</tr>
<tr>
<td>13 December</td>
<td>2-4pm</td>
<td>Legacy Cardiff International Hotel</td>
<td>Stakeholder - LMC Cardiff and Vale Constituency Meeting (LMC members and open invite to GPs and Practice Managers)</td>
<td>Paul Hollard</td>
<td></td>
</tr>
<tr>
<td>13 December</td>
<td>6.30-8.30pm</td>
<td>St David's Hospital Turnbull Day Unit</td>
<td>CHC Members</td>
<td>Paul Hollard and Graham Shortland</td>
<td>6</td>
</tr>
<tr>
<td>17 December</td>
<td>7pm</td>
<td>Llantwit Major Town Hall</td>
<td>Stakeholder – informal meeting of Llantwit Major Town Councillors</td>
<td>Sharon Hopkins</td>
<td>10</td>
</tr>
</tbody>
</table>
## South Wales Programme – Cardiff and Vale Emerging Themes from Engagement

<table>
<thead>
<tr>
<th>Emerging Theme</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transport</strong></td>
<td>UHB consultants, Vale Local Service Board, Vale Voluntary Sector Joint Liaison Committee, Vale Children and Young People’s Partnership, Vale Scrutiny Committee (Social Care and Health), Barry Town Council, Vale Local Service Board Implementation Group, UHB Stakeholder Reference Group, Public Events (12 Nov, 20 Nov, 21 Nov, 22 Nov, 27 Nov), Staff events (12 Nov, 14 Nov, 27 Nov, 30 Nov), Third Sector workshop, Cardiff Third Sector Council AGM, CHC Health Watch, CHC Carers’ Group, UHB Volunteer event, Integrated Health &amp; Social Care Programme Board, Cardiff Children and Families Partnership Board, Informal meeting with Cardiff Councillors, Chartered Society of Physiotherapy, Informal meeting with Llantwit Major Town Councillors, Royal College of Paediatrics and Child Health, Bro Taf Local Medical Committee, Eryl Surgery, Local Councillor (Vale), Informal CHC meeting, Colwinston Community Council</td>
</tr>
<tr>
<td>• crucial role of emergency transport of very sick and injured patients including air ambulance service (ambulance service must be fit for purpose; concern that struggling to cope with current demand)</td>
<td></td>
</tr>
<tr>
<td>• development of public and non emergency transport infrastructure, including community transport schemes</td>
<td></td>
</tr>
<tr>
<td>• WAST must be equal partner in plans</td>
<td></td>
</tr>
<tr>
<td><strong>Capacity</strong></td>
<td>UHB consultants, Vale Local Service Board, Healthcare Professionals’ Forum, Cardiff Partnership Board, AGM, Vale Children and Young People’s Partnership, Vale Scrutiny Committee (Social Care and Health), UHB Stakeholder Reference Group, Public Events (12 Nov, 14 Nov, 27 Nov), Staff events (12 Nov, 13 Nov, 30 Nov), Third Sector workshop, Cardiff Third Sector Council AGM, CHC Health Watch, Integrated Health &amp; Social Care Programme Board, Cardiff Children and Families Partnership Board, Informal meeting with Cardiff Councillors, Local Councillor (Cardiff), Informal meeting with Llantwit Major Town Councillors, Bro Taf Local Medical Committee, Informal CHC meeting</td>
</tr>
<tr>
<td>• Infrastructure/facilities/money/staff and improved site access required at UHW to accommodate additional activity</td>
<td></td>
</tr>
<tr>
<td>• what other C&amp;V services would be displaced and need to move elsewhere</td>
<td></td>
</tr>
<tr>
<td>• improving patient flow and ability to cope with current demand</td>
<td></td>
</tr>
<tr>
<td>• potential saturation of local specialist services if more patients directed to C&amp;V (particular concern around ability of UHW A&amp;E to cope with additional demand and exacerbation of pressure on paediatric and neonatal beds)</td>
<td></td>
</tr>
<tr>
<td>• ongoing monitoring and review of impact on C&amp;V services</td>
<td></td>
</tr>
<tr>
<td>• changing demographics and housing plans need to be taken into account</td>
<td></td>
</tr>
<tr>
<td><strong>Access</strong></td>
<td>AGM, Vale Voluntary Sector Joint Liaison Committee, Vale Children and Young People’s Partnership, Vale Scrutiny Committee (Social Care and Health), Vale Local Service Board Implementation Group, UHB Stakeholder Reference Group, Public Events (12 Nov, 20 Nov, 21 Nov, 22 Nov, 27 Nov), Third Sector workshop, Cardiff Third Sector Council AGM, CHC Health Watch, UHB Volunteer event, Integrated Health &amp; Social Care Programme Board, Informal meeting with Cardiff</td>
</tr>
<tr>
<td>• reduced access</td>
<td></td>
</tr>
<tr>
<td>• to specialist services for those outside C&amp;V and some Vale patients</td>
<td></td>
</tr>
<tr>
<td>• potentially to routine hospital services for C&amp;V residents</td>
<td></td>
</tr>
<tr>
<td>• increased travel time and costs for patients and relatives</td>
<td></td>
</tr>
<tr>
<td>• clarity on what services are provided on which sites</td>
<td></td>
</tr>
<tr>
<td>• impact potentially greatest on most vulnerable and those living in more deprived communities</td>
<td></td>
</tr>
</tbody>
</table>
## South Wales Programme – Cardiff and Vale Emerging Themes from Engagement

### Appendix 4

<table>
<thead>
<tr>
<th>Communities; seldom heard groups even less likely to engage. Need Equality Impact Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>- patient safety issues associated with increased travel, particularly where early treatment is a critical factor</td>
</tr>
<tr>
<td>- increase the use of telehealth technology</td>
</tr>
<tr>
<td>- access to patient records across areas</td>
</tr>
</tbody>
</table>

| Councillors, Chartered Society of Physiotherapy, Bro Taf Local Medical Committee, Cardiff and Vale Medical Advisory Group, Eryl Surgery, Colwinston Community Council |

<table>
<thead>
<tr>
<th>External communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>- finding right way to explain case for change to ensure debate is about the right issues</td>
</tr>
<tr>
<td>- why ‘do nothing’ not an option</td>
</tr>
<tr>
<td>- reinforcing message that plans driven by safety and sustainability, not cost savings</td>
</tr>
<tr>
<td>- need for consultation phase to include details of what proposed on each site and demonstration of safe and timely pathways</td>
</tr>
<tr>
<td>- need clear information and education for patients on where to go for what and how to use services appropriately</td>
</tr>
</tbody>
</table>

| UHB consultants, Nursing and Midwifery Board, Vale Local Service Board, Vale Health, Social Care and Wellbeing Network, Cardiff Partnership Board, USC Programme Board, UHB Stakeholder Reference Group, Staff events (11 Oct, 8 Nov, 12 Nov, 13 Nov, 27 Nov), Third Sector workshop, Public Event 27 Nov, UHB Volunteer event, Local Councillor (Cardiff), Informal meeting with Llantwit Major Town Councillors, Bro Taf Local Medical Committee, Eryl Surgery, Local Councillor (Vale), Informal CHC meeting |

<table>
<thead>
<tr>
<th>Workforce issues</th>
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</thead>
<tbody>
<tr>
<td>- plans must resolve doctor training and recruitment issues for the future</td>
</tr>
<tr>
<td>- consultant staffing requirements for 24/7 centres</td>
</tr>
<tr>
<td>- rather than shrinking services to match current availability of staff, need to train and attract more doctors</td>
</tr>
<tr>
<td>- expectation that staff will be willing to move with services</td>
</tr>
<tr>
<td>- fit for purpose staffing required for the reconfigured service</td>
</tr>
<tr>
<td>- renew efforts to solve doctor training and recruitment problem in Wales</td>
</tr>
</tbody>
</table>

| UHB consultants, Voluntary Sector Joint Liaison Committee, Vale Local Service Board, Vale Scrutiny Committee (Social Care and Health), Public Events (12 Nov, 22 Nov, 27 Nov), Staff events (12 Nov, 13 Nov, 14 Nov), Third Sector workshop, Chartered Society of Physiotherapy, Bro Taf Local Medical Committee, Cardiff and Vale Medical Advisory Group, Informal CHC meeting, UHB Local Negotiating Committee |

<table>
<thead>
<tr>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>- clarity on when more detail will become available</td>
</tr>
<tr>
<td>- timescales for change need to be realistic</td>
</tr>
</tbody>
</table>

| Vale Voluntary Sector Joint Liaison Committee, Cardiff Partnership Board, Barry Town Council, Public Events (12 Nov, 20 Nov, 21 Nov, 22 Nov), Staff events (8 Nov, 12 Nov, 30 Nov), Bro Taf Local Medical Committee, Local Councillor (Vale) |

<table>
<thead>
<tr>
<th>Support for rationale of concentrating specialist services on fewer sites with less critical care continuing to be delivered locally. Safety and quality a priority.</th>
</tr>
</thead>
<tbody>
<tr>
<td>UHB consultants, Staff events (12 Nov, 27 Nov), Public events (14 Nov, 21 Nov), Third Sector workshop, CHC Carers’ Group, UHB Volunteer event, Informal meeting with Cardiff Councillors, Royal College of Paediatrics and Child Health</td>
</tr>
</tbody>
</table>
### South Wales Programme – Cardiff and Vale Emerging Themes from Engagement

<table>
<thead>
<tr>
<th>Theme</th>
<th>Stakeholders and Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential accommodation and other support required for families having to travel further to see relatives in specialist care, particularly paediatric/neonatal care</td>
<td>Barry Town Council, UHB Stakeholder Reference Group, Staff events (12 Nov, 30 Nov), Third Sector workshop, UHB Volunteer event, Cardiff Children and Families Partnership Board, Informal meeting with Cardiff Councillors</td>
</tr>
<tr>
<td>Internal communication and engagement – information and debate not cascaded sufficiently within UHB teams</td>
<td>UHB consultants, Healthcare Professionals’ Forum, Staff events (11 Oct, 8 Nov, 12 Nov, 13 Nov, 27 Nov)</td>
</tr>
<tr>
<td>Patient repatriation pathways need to be strengthened, facilitating consistent clinical decision-making that supports efficient discharge/transfer planning</td>
<td>Staff events (12 Nov, 13 Nov, 14 Nov, 30 Nov), Third Sector workshop, Informal meeting with Cardiff Councillors</td>
</tr>
<tr>
<td>Need for fully integrated and properly resourced community and primary care services to support reconfiguration</td>
<td>Chartered Society of Physiotherapy, Royal College of Paediatrics and Child Health, Bro Taf Local Medical Committee, Cardiff and Vale Medical Advisory Group</td>
</tr>
<tr>
<td>Concern that plans driven by need for cost savings</td>
<td>AGM, Public Events (12 Nov, 22 Nov, 27 Nov)</td>
</tr>
<tr>
<td>Danger of changes leading to greater medicalisation of care and acute provision needs dictating service models</td>
<td>Vale Local Service Board Implementation Group, UHB Stakeholder Reference Group, Integrated Health &amp; Social Care Programme Board, Informal meeting with Cardiff Councillors</td>
</tr>
<tr>
<td>Careful siting of maternity services to ensure high standard, safe specialist hospital services available at all times and within reasonable travelling times for women in labour; concentration of obstetric units must be accompanied by shift towards midwife-led care for most women (Midwifery Led Units or home birth teams)</td>
<td>National Childbirth Trust and Association for Improvements in Maternity Services, Informal meeting with Cardiff Councillors, Informal meeting with Llantwit Major Town Councillors</td>
</tr>
<tr>
<td>Impact proposals might have on other UHB service plans</td>
<td>Staff events (8 Nov, 12 Nov, 13 Nov)</td>
</tr>
<tr>
<td>Decision on Trauma Centre model needs to be driven by evidence not politics</td>
<td>Vale Voluntary Sector Joint Liaison Committee, Vale Local Service Board</td>
</tr>
<tr>
<td>Role/sustainability of non 24/7 sites</td>
<td>UHB consultants</td>
</tr>
<tr>
<td>Lack of control over services delivered to a population by a different Health Board</td>
<td>Vale Children and Young People’s Partnership</td>
</tr>
<tr>
<td>Consider more use of Third Sector services in the community</td>
<td>Third Sector Workshop</td>
</tr>
<tr>
<td>Support for scenario of 4 hospital sites. Two level 3 neonatal units is sustainable model for</td>
<td>Royal College of Paediatrics and Child Health</td>
</tr>
<tr>
<td>South Wales Programme – Cardiff and Vale Emerging Themes from Engagement</td>
<td></td>
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<td>-----------------------------------------------------------------------</td>
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<tr>
<td>future; maintenance of 3 units requires different working practices</td>
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</tr>
</tbody>
</table>

| Specialist services only viable if 5 centre model chosen. Preferred configuration is Cardiff, Swansea, Gwent, Prince Charles Hospital and either Princess of Wales or Royal Glamorgan (or network of provision between them) | Bro Taf Local Medical Committee |
| 4 hospital model is a safe combination and preferred option; Programme must follow bold option to avoid repeat of exercise in few years’ time | Cardiff and Vale Medical Advisory Group |
| Concern that Gwent SCCC is major part of plans when not yet built | Cardiff and Vale Medical Advisory Group |
| Not convinced that proposed changes will produce clear benefits for patients; inclusion of options around specific sites doesn’t support open and fair discussion | Local Councillor (Vale) |