



Report Title	Cochlear Implant and Bone Conduction Hearing Implant Hearing Device Service – Engagement Process			Agenda Item	3.5
Meeting Title	Joint Committee			Meeting Date	06/09/2022
FOI Status	Open				
Author (Job title)	Specialised Planner Neurosciences and LTC				
Executive Lead (Job title)	Director of Planning				
Purpose of the Report	<p>This report has a dual purpose:</p> <ul style="list-style-type: none">Initially it presents an update on management group discussions and asks Joint Committee to support the management group recommendation.Secondly it presents the materials and process for a period of targeted engagement with regard the future configuration of the South Wales Cochlear Implant and Bone Conduction Hearing Implant Device Service.				
Specific Action Required	RATIFY <input type="checkbox"/>	APPROVE <input checked="" type="checkbox"/>	SUPPORT <input type="checkbox"/>	ASSURE <input checked="" type="checkbox"/>	INFORM <input checked="" type="checkbox"/>

Recommendation(s):

Members are asked to:

- **Support** management group recommendation,
- **Agree** the process to be followed (as advised by the Board of CHCs),
- **Agree** the content of the engagement materials as the basis of targeted engagement,
- **Advise** on processes for individual Health Boards; and
- **Note** the EQIA.

COCHLEAR IMPLANT AND BONE CONDUCTION HEARING IMPLANT DEVICE SERVICE – ENGAGEMENT PROCESS

1.0 SITUATION

This report has a dual purpose:

- Initially it presents an update on management group discussions and asks Joint Committee to support the management group recommendation.
- Secondly it presents the materials and process for a period of targeted engagement with regard the future configuration of the South Wales Cochlear Implant and Bone Conduction Hearing Implant Device Service.

2.0 BACKGROUND

Urgent temporary arrangements have been in place for the provision of Cochlear services from a single centre since 2019. Recent work has been undertaken to develop an options appraisal on the future commissioning of the service, with the scope of that consideration also including the provision of BAHA.

At the WHSSC Joint Committee (JC) meeting held on 12 July 2022, members received a report presenting the process and outcome of a recent review of tertiary auditory services and the planned next steps for the south Wales Cochlear Implant and BAHA Hearing Implant Device Service. The preferred commissioning options as the basis of engagement/consultation were noted and it was agreed that this option and the process to arrive at this option should be considered further through the Management Group (MG) meeting on the 28 July 2022. The outcome of this scrutiny could then be considered virtually or at a future extra-ordinary meeting of the JC if required.

A more detailed report describing the process to arrive at the preferred option was presented to the MG meeting 28 July 2022 and the outcome was that *members supported the preferred commissioning option of a single implantable device hub for Cochlear and BAHA for both children and adults with an outreach support model.* The report presented to the management group is attached at Appendix 1.

Advice has been sought from the Board of Community Health Councils, who advise a period of targeted engagement with patients, families and affected stakeholders. Engagement materials, and the approach will be considered through the Exec of each CHC prior to commencement. (Note dates run just

after Joint Committee). Engagement leads in affected Health Boards have also been kept informed.

2.0 ASSESSMENT

Process

The proposed process for the targeted engagement is:

- Letter to all patients/carers, including engagement materials, and outlining current position, case for change, options that have clinically been considered and a preferred option of future delivery
- Letter to all clinical teams including engagement materials, and outlining current position, case for change, options that have clinically been considered and a preferred option of future delivery
- Publication of the engagement process and materials on Health Board websites
- Cascade of documentation through Voluntary Councils for broader stakeholder view

Materials

In order to support the process, the following materials have been produced, and are attached for approval:

- Engagement document (Appendix 2)
- Draft Equality Impact Assessment (Appendix 3)

Further to approval of the core engagement document, an easy read version will be developed, as well as a questionnaire to aid response. Information gleaned through the engagement exercise will aid further completion of the EQIA.

Timeline

The following timeline for targeted engagement is proposed, noting that a period of consultation may be required following this stage:

Governance Process	Date	Action
Joint Committee Meeting	6 th September 2022	Present core engagement documents for sign off as basis of engagement
Health Board Meetings	September 2022	Seek support from Boards on engagement with Health Board residents (<i>note report will include CHC view from the HB area</i>)
Community Health Council meeting	19 th October 2022	Final update based on JC and HB views
Engagement Process	24 th October 2022	6 week engagement
Engagement Finishes	5 th December 2022	Consideration of comments and any associated mitigations
Health Board Meetings	January 2023 (tbc)	Outcome of the Engagement process
Community Health Council meeting	19 th January 2023 (tbc)	Outcome of the Engagement process

Next Steps

Next steps include:

Welsh translation – Engagement documentation will be available in both Welsh and English, as well as in other languages upon request.

Clinical Reference Group – Throughout the work on the options appraisal, commitment was given to develop a Clinical Reference Group that would continue to evolve thinking throughout the engagement process. The first meeting of this group will take place late September/early October to allow for adequate notice for clinical colleagues.

Discussions with affected staff - discussion has remained ongoing with colleagues in Cwm Taf Morgannwg, regarding staff who moved with the service during 2019 under honorary contract agreement. Staff have been notified in advance that a targeted engagement process is to commence within the timescales shared within this paper.

Update EQIA – Through the targeted engagement, information will be gathered that will enable further development of the EQIA.

3.0 RECOMMENDATIONS

Members are asked to:

- **Support** management group recommendation,
- **Agree** the process to be followed (as advised by the Board of CHCs),
- **Agree** the content of the engagement materials as the basis of targeted engagement,
- **Advise** on processes for individual Health Boards; and
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Governance and Assurance	
Link to Strategic Objectives	
Strategic Objective(s)	Development of the Plan Choose an item. Choose an item.
Link to Integrated Commissioning Plan	
Health and Care Standards	Safe Care Effective Care Timely Care
Principles of Prudent Healthcare	Care for Those with the greatest health need first Reduce inappropriate variation Choose an item.
NHS Delivery Framework Quadruple Aim	People in Wales have improved health and well-being with better prevention and self-management Choose an item. Choose an item. Choose an item.
Organisational Implications	
Quality, Safety & Patient Experience	To ensure that the delivery model will provide a safe and sustainable hearing implant device service, which meets national standards for the south Wales region.
Finance/Resource Implications	There are no resource implications.
Population Health	To ensure all users of the Hearing Implant Device centre have equal access to surgery and provide life management and care for patients offering care closer to home.
Legal Implications (including equality & diversity, socio economic duty etc)	There are no known legal, equality and diversity implications.
Long Term Implications (incl WBFG Act 2015)	Ensuring patients physical and mental well-being is maximised in which choices that will benefit future health.
Report History (Meeting/Date/Summary of Outcome)	Corporate Directors Group Board 18 th August 2022
Appendices	<ul style="list-style-type: none"> Management group report (Appendix 1)

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| | <ul style="list-style-type: none">• Engagement document (Appendix 2)• Equality Impact Assessment (Appendix 3) |
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