

Freedom of Information Request: Our Reference CTMUHB_414_21

You asked:

I'm currently looking at how health boards and trusts in Wales incorporate the patient voice in the development of services. Are you able to refer me to a relevant document/provide me with information about how your health board engages directly with patients please, including capturing lived experience across the range of services from mental to physical health.

Our response:

Please see listed below the information requested:

Public and stakeholder engagement at Cwm Taf Morgannwg UHB - At Cwm Taf Morgannwg University Health Board (CTM UHB) we know that from listening and learning from the public experience of health, we can understand what really matters to people and identify what is and is not working for them. Engagement helps to develop trust and fosters mutual understanding, making it easier to identify sustainable service improvements. It also helps us to identify local needs and priorities and target resources more effectively. We have recently developed a new strategy outlining our commitment to engaging with both our stakeholders and our communities.

All service changes or developments at Cwm Taf Morgannwg UHB are taken in line with a dedicated communication and engagement process with the public and our stakeholders. This is in full consultation with our local Community Health Council as a key partner.

Cwm Taf Morgannwg (CTM) board paper - In September, the following paper was published, providing a framework for CTM's commitment and approach to becoming an engaging organisation - [Microsoft Word - 8.1 CTM - Becoming An Engaging Organisation UHB 30 September 2021 - V2 \(nhs.wales\)](#)

Engagement forums and platforms - We have several forums and engagement platforms in place for communicating and engaging with our audiences:

Stakeholder Reference Group (SRG) - The SRG's role is to provide independent advice on any aspect of the Health Board's business, including-

- Early engagement and involvement in the determination of the Health Board's overall strategic direction
- The provision of advice on specific service proposals prior to formal consultation
- Feedback on the impact of the Health Board's operations on the communities it services

The SRG provides a forum to facilitate full engagement and active debate amongst stakeholders from across the communities served by the Health Board, with the aim of reaching and presenting a cohesive and balanced stakeholder perspective to inform the Health Board's decision-making. The stakeholder reference group meetings are currently bi-monthly (currently via Teams).

Partnership Panel - In the Rhondda Taf Ely locality, we operate a Partnership Panel which is an opportunity for the Health Board and local community to come together to look at models of care for emergency, minor injury and illness services in the area and to help reduce over-reliance on the emergency department at the acute site. The Panel's focus is on how we can work together in a constructive way to come up with ideas and solutions to the challenges facing these services. We also want to develop new ideas on communicating and engaging with people on choice and personal responsibility in the way these services are used.

Digital platforms - Our digital and social media platforms encourage conversation and feedback on a daily basis. We engage with the public through proactive social posts, polls and live opportunities to talk to us such as Facebook live sessions. Many of our service areas have their own social media platforms, which actively set out to gather public feedback. A good example of this is the Bump Talk Facebook group operated by Maternity Services. This has become a well-used platform for feedback into the service.

CIVICA - An All Wales procurement process was undertaken to acquire a service user feedback system for implementation with NHS Wales.

Implementation of the Civica system within CTM is being supported by the development of a Service User Feedback Group. This group which includes representation from across the Organisation supports the establishment of a systematic comprehensive approach to gaining understanding the service user experience. In addition, the group will ensure that processes and systems are in place to provide Services with survey outcomes so that service user feedback is integrated into the Health Board's approach to quality, safety and service improvement.

The Health Board's current priority is to scope out the questionnaires required to inform the quality indicators, as well as the prioritisation of adding surveys to the system. The maternity survey is the first to have been rolled out in September 2021. This is a series of short feedback surveys for parents and parents-to-be throughout their pregnancy and birth journeys.

Community Health Council (CHC) - As a Health Board we make full contribution to a number of Community Health Council Committees and Forums for supporting community and stakeholder engagement in relation to proposed service changes or of updates to service areas. These include:

- Services Planning Committee
- Executive Committee
- Full CHC Council
- Local areas committees whereby CHC representatives meet with staff from within our Integrated Locality Groups
- We also have a number of working groups set up across our CTM region involving CHC representatives and Health board staff. Many of these groups involve patients / service users / carers.

Stakeholder briefings - CTM provides a regular weekly briefing to our key stakeholders. This provides the latest updates on any proposed changes and offers regular opportunity for feedback and discussion with our key stakeholders.

CEO briefings - CTM's Chief Executive provides verbal weekly briefings to our elected members.