

# Cyflwyniad – TPAS - Presentation

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Mawrth 20 March 2024

v1



GIG  
CYMRU  
NHS  
WALES

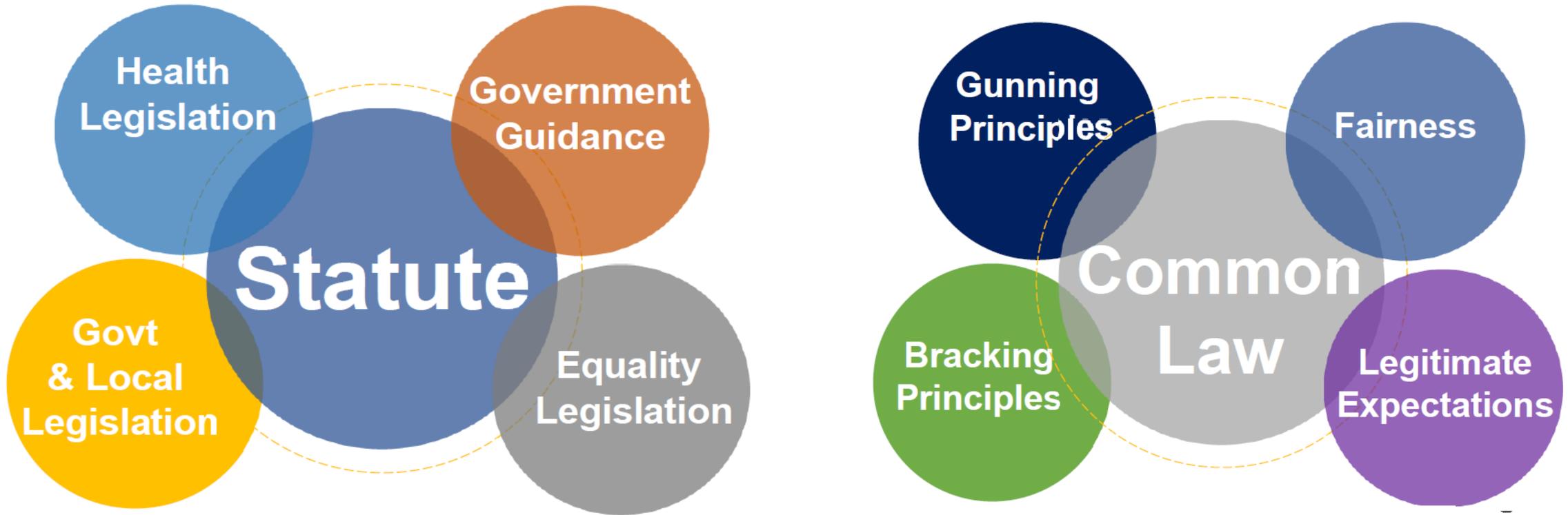
Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

relationship management  
citizen participation  
stakeholder engagement  
community relations  
public relations  
community development  
stakeholder management  
external relations  
external affairs  
stakeholder relations  
citizen engagement  
community engagement  
civic engagement  
public participation



# Why should the Health Board Engage?

## Framework of the law



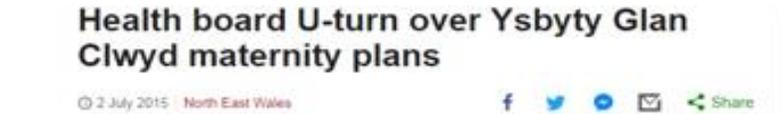
## UK and Welsh Government policies and legislation

- **NHS (Wales) Act 2006, S183 Public involvement and consultation**
- **2011 Guidance for engagement and consultation on health service changes in Wales**
- **The Well-being of Future Generations (Wales) Act 2015**
- **Equality Act 2010**
- **A Healthier Wales: Our Plan for Health and Social Care**



# What happens when it goes wrong?

***“the Board had lost the trust of the community.”*** Mrs Justice Davies



## Non statutory reason for engagement

- **To involve people and stakeholders in the development and delivery of improved health services**
- **Provide better care through patient centred services**
- **Increase understanding of the challenges we face**
- **Continual and open dialogue to build a culture of transparency and trust**
- **To involve local people, staff and stakeholders in identifying solutions**



# The Engagement Team

- The Engagement Team sits within the Partnerships, Engagement and Communications Department (PEC)
- Four Engagement officers
- Geographically based (East, Central, West)
- Also a focus on engagement with Black, Asian & Minority Ethnic Communities and seldom heard groups



# What areas of engagement have we supported?

- **Living Healthier Staying Well refresh**
- **End of Life / Palliative Care Strategy**
- **Clinical Services Strategy**
- **Orthopaedics**
- **Bite Sized Health in the workplace**
- **Covid vaccination / hesitancy**
- **Armed Forces and Veterans**
- **DNA / Outpatients**
- **Engagement Practitioner Forums**
- **Capital Programmes, e.g. Royal Alexandra Hospital, Nuclear Medicine**
- **Promotion of Mental Health, e.g. Q&A sessions on Men's Mental Health**



# Engagement Experience and Involvement

## Orthopaedics – Regional Level

- Survey
- Staff Engagement
- Public Engagement

## Stroke – National Level

- National Survey – input to National Conversation
- Stroke Association
- Rehabilitation Units – X 3

## Bite Sized Health – Local Level

- Workplace
- Cluster
- Campus



## Changes as a result of Involvement

### Neurodevelopment

- Tackling waiting lists
- Family Engagement - listening
- You Said / We did

### Stroke Services

- Improve Access to Services - pathways
- Rehabilitation Unit in each IHC \*
- Co-design Service Model



## Priorities for next 12 months

- **Embedding a culture of engagement – improved systems, processes, toolkits, training, enabling others, demonstrating impact**
- **Engagement focus on key health priorities, e.g. clinical services, planned care, primary care, ED, health inequalities**
- **A focus on meaningful engagement – through developing innovative ways to engage, two way conversations, co–design/production, capturing relevant insight**
- **Build and maintain our relationships with partners and public, e.g. regional engagement, forums, bite sized health, seldom heard groups**



**Posture & Mobility Service Survey - 2023**  
 An opportunity to tell us about Posture & Mobility service provision in North and Mid Wales




**GIG** **NHS** **WALLES** Swydd Iechyd Prifysgol Betsi Cadwaladr University Health Board  
<https://www.smartsurvey.co.uk/s/PostureandMobilityService2023Survey/>

# How to get Involved with BCUHB Services

## Surveys – Website and Paper Copies in Clinics

- Posture and Mobility – Service Review

## Shaping Services - Join a Group

- North Wales Cancer Forum
- Maternity Voices
- Hafal – Mental Health
- ARMA – Arthritis and Musculoskeletal
- Equality and Human Rights Group

## Events

- Local Conversations – 3 May, Holyhead
- Bite Sized Health – 21 March, Denbigh




**Digwyddiad Gwybodaeth Iechyd a Lles**  
**Mawrth 21 March**  
 11am - 2pm

**Health & Well-being Information Event**  
 Neuadd Y Farchnad Lôn y Goron

**Dinbych / Denbigh**  
 Market Hall Crown Lane LL16 3TB

**CHYNSOR CHENIGWARTH DIABETS - DIABETES SUPPORT AND ADVICE**

**CHYNSOR FFRYLLLO - PHARMACY ADVICE**

**SWELLA BODYS - HEALTH ASSESSMENT**

**YMARWARTH FFRWDI O FYW - LIFESTYLE INTERVENTION**

**CHYNSOR PŴYBODI FFRWDI - BLOOD PRESSURE CHECKS**

Ymgysgu fel Chwybwr - 2024 / Chwybwr Engagement - 2024  
[info@bitesizedhealth@bcuhb.nhs.uk](mailto:info@bitesizedhealth@bcuhb.nhs.uk)



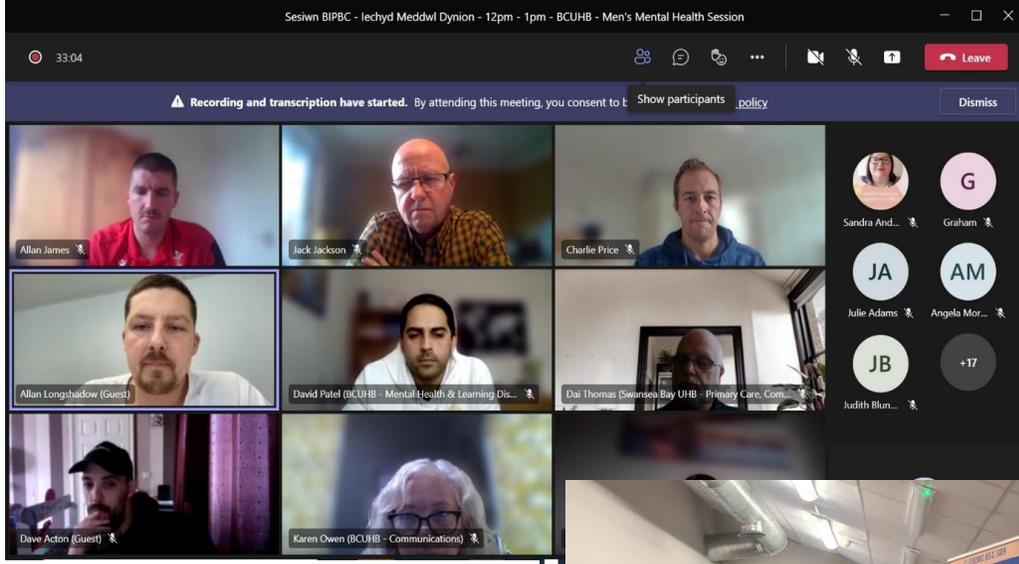
**Sgyrsiau Iechyd Lleol - Local Health Conversations...**  
 Sesiwn Galw-fewn / Drop-In Session

- Beth sy'n gwellhio'n dda? / What works well?
- Beth all fod yn well? / What could be better?
- Beth ddylai BIPBC flaenoriaethu? / What should BCUHB prioritise?

**Caergybi - Ynys Môn / Holyhead - Anglesey**  
**MAY 3 MAY**  
 11am - 1pm

**Holyhead and Anglesey Weightlifting Gym**  
 Mill Bank, Garreglwyd Rd, Holyhead LL65 1NS



**Betsi Cadwaladr**  
22 h · 🌐

We want to hear the views of people with experience of being diagnosed, waiting for care and/or having had joint repla... See more

**HAVE YOUR SAY**

Understanding your views on and experience of planned orthopaedic surgery

cymryd rhan get involved

3 likes · 12 comments · 12 shares

Like Comment Send Share





## Current Updates - Website



- Special Measures
- Best Start Resources
- Measles Vaccination Campaign
- Orthopaedic Hub
- Covid Spring Boosters
- Surgery Appointments and Waiting Lists

[Home - Betsi Cadwaladr University Health Board \(nhs.wales\)](https://www.nhs.uk/healthboards/betsi-cadwaladr-university-health-board/)



Cwestiynau? / Questions?