



**Agenda Item**

5.4.3

**CTM Health Board**

**Highlight Report from the Stakeholder Reference Group**

<b>Dyddiad y Cyfarfod / Date of Meeting</b>	27/11/2025
<b>Statws Cyhoeddi / Publication Status</b>	Open/ Public
	Not Applicable
<b>Awdur yr Adroddiad / Report Author</b> <i>If you do not wish for your name to be included in the public domain, please only include your job title</i>	Julie Powell-Jones Planning Business Support Manager
<b>Cyflwynydd yr Adroddiad / Report Presenter</b> <i>If you do not wish for your name to be included in the public domain, please only include your job title</i>	Claire Thompson, Interim Executive Director of Strategy & Transformation
<b>Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor</b>	Claire Thompson, Executive Director of Strategy & Transformation Choose an item.

<b>Pwrpas yr Adroddiad / Report Purpose</b>	For Approval
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<b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)</b>		
<b>Committee / Group / Individuals</b>	<b>Date</b>	<b>Outcome</b>
(Insert Details)	Click or tap to enter a date.	

<b>Acronyms / Glossary of Terms</b>	
PCH	Prince Charles Hospital
CTMUHB	Cwm Taf Morgannwg University Health Board
CTM	Cwm Taf Morgannwg

IMTP	Integrated Medium Term Plan
SRG	Stakeholder Reference Group
POWH	Princess of Wales Hospital
WAST	Welsh Ambulance Service Trust
RCTCBC	Rhondda Cynon Taf County Borough Council
BCBC	Bridgend County Borough Council
IMTP	Integrated Medium Term Plan
NRI	National Performance Indicator

## 1. Introduction

1.1 This report had been prepared to provide the Board with details of the key issues considered by the CTMUHB Stakeholder Reference Group at its meeting on 15<sup>th</sup> October 2025.

1.2 Key highlights from the meeting are reported in section 3.

## 2. Purpose of this Meeting

2.1 The purpose of the CTMUHB Stakeholder Reference Group is to provide independent advice on any aspect of UHB business. This may include: -

- Early engagement and involvement in the determination of the UHB's overall strategic direction;
- Provision of advice on specific service proposals prior to formal consultation; as well as
- Feedback on the impact of the UHB's operations on the communities it serves.

2.2 The CTUHB Stakeholder Reference Group will: -

- Provide a forum to facilitate full engagement and active debate amongst stakeholders from across the communities served by the UHB, with the aim of reaching and presenting a cohesive and balanced stakeholder perspective to inform the UHB's decision making.

## 3. Highlight Report

**Alert  
Escalate** /

- **Membership Update**

Following approval by the Board on 17th July, three new members were welcomed to the SRG meeting on 15th October representing:

- Care and Repair Bridgend
- RCT Third Sector
- CTM Mind



	<p>Two new expressions of interest were received and endorsed by the SRG for escalation to Board for sign-off. These included representation from:</p> <ul style="list-style-type: none"> <li>• Interlink Community Voluntary Council</li> <li>• RCT Carers Support Project.</li> </ul> <p>In line with the Terms of Reference, several Members were contacted to confirm ongoing representation. Resignations were received and thanks extended to the WAST, and the RCTCBC and BCBC representatives. Correspondence is ongoing to secure replacement representation.</p> <p>Following advice from the Health Board’s Safeguarding Lead, conversations are progressing to secure young persons representation with the Health Board’s <i>Project Search</i> and <i>Apprenticeship Academy Leads</i> who oversee apprenticeship opportunities for young people living in the CTM catchment area.</p> <p>Welsh language representation has also been sought and advice offered from the Health Board’s Welsh Language Lead.</p>
<b>Advise</b>	<p>It was agreed that in future, SRG Minutes would be available bilingually, and accompanying documents would be circulated in English unless otherwise requested by Members.</p>
<b>Assure</b>	<p><b><u>CTM Veterans Day- update</u></b></p> <p>An insightful update was received on the Veterans Day event hosted by the health board earlier in the year. It was praised for its strong partnership working, inclusive design, and value for money. The event left a positive impact on veterans across CTM and is seen as a replicable model for future initiatives.</p> <p><u>Key Points:</u></p> <ul style="list-style-type: none"> <li>• The event raised awareness of support services.</li> <li>• The Marketplace supported direct access to local help.</li> <li>• The event highlighted the need for cross-sector education on veterans’ needs and the necessity to improve self-identification among veterans accessing services.</li> <li>• The Third Sector played a central role, especially in the event delivery. An equal partnership between the Health Board, Third Sector, the Local Authorities and Primary Care supported a cohesive approach.</li> </ul>



- Next steps include publishing the event report and expanding engagement through veteran hubs.

A lack of awareness was commented upon of the Veterans Charter among some professionals. Plans to address this through broader education and improved data collection was shared.

- **Organ Donation**

The Organ Donation Senior Nurse provided an update on organ donation activity, including registration and transplant data and recent awareness initiatives.

Key Points:

- Tribute Artwork: Daffodil-themed installation at Prince Charles Hospital honours donors; includes bilingual poem.
- Commemorative Event: Held during Organ Donation Week with donor families, choir performance, and media coverage.
- Awareness Campaigns: Included "Turn the Garth Pink" walk, Cardiff Devils partnership, and BBC coverage.
- Future Focus: Emphasis on early conversations, emotional support for families, and service improvement.

- **Mental Health & Learning Disabilities Strategy**

The Service Director, Mental Health and Learning Disabilities provided an overview of the strategy's integration into existing workstreams.

Key Points:

- Embedded Approach: Strategy principles are being aligned with ongoing transformation efforts within the care group.
- Strategic Alignment: Focus on connecting the strategy to current priorities and planning.
- Leadership Context: Reflecting on the Team's strategic journey undertaken over the past 11 months.
- Next Steps: A care group meeting is scheduled for the end of October to discuss incorporating the strategy into the Integrated Medium-Term Plan (IMTP).
- Vision: Commitment to a seamless, person-centred mental health services across NHS, local authorities, third sector, and lived experience communities.
- Service Goals:
  - Timely, appropriate support
  - Reduced delays



	<ul style="list-style-type: none"><li>○ First-contact resolution without barriers</li></ul>
<b>Inform</b>	<ul style="list-style-type: none"><li>● <b><u>IMTP Update</u></b></li></ul> <p>An update was given by the Assistant Director of Transformation on the strategic plan, focusing on the context to the plan and expectations on health organisations to deliver outcomes and key performance as set out in the NHS Wales Planning Framework, the NHS Wales Performance Framework and the ministerial priorities set by Welsh Government.</p> <p><u>Key Points:</u></p> <ul style="list-style-type: none"><li>● The health board submitted a balanced plan for 2025 – 2026. There are risks to achieving a break-even position, however the health board finance at month 5 is currently indicative of a break-even at year end. Supportive actions are in place to mitigate risks to the health board’s savings plans.</li><li>● Significant financial pressures remains across the health and social care sector and the forthcoming plan will be delivered in a challenging context.</li><li>● The health board plan must meet the requirements of the NHS Wales Performance Framework which sets out key performance metrics from population health (e.g. smoking and health lifestyle behaviour) to operational performance (ED access, ambulance handovers, planned care).</li></ul> <p>The health board’s corporate goals, (within the CTM 2030 framework) and the developing Strategic Clinical Services Plan provide the context for the IMTP (2026–2029). The plan is required to set out how the health board will meet all statutory requirements and during the next plan there will be a number of key developments such as the regional work with other health organisations which includes developments such as the Llantrisant Health Park.</p> <p>Commissioning Intentions were set for 2025-2028 planning. These are the priority areas set by the health board. They are currently under review but it is anticipated that many will remain consistent into the coming planning period.</p> <p>Next Steps: Further discussion planned with the SRG when the commissioning intentions have been reviewed and updated to ensure the SRG is able to contribute to the setting of future priorities and planning.</p> <ul style="list-style-type: none"><li>● <b><u>Service Change Updates</u></b></li></ul>



An update was provided by the Assistant Director of Transformation on the upcoming engagement activities and potential service developments relevant to the SRG.

#### Key Updates

- Two priority areas for further engagement were highlighted:
    - Maesteg service developments
    - Llantrisant Health Park site
  - Due to their significance, an exceptional SRG meeting may be proposed if timing does not align with the regular schedule.
  - Relevant documents will be shared in advance to support informed discussion.
  - Broader stakeholder input will be sought through Community Leaders Groups and other forums.
  - The SRG's role in shaping major service changes was emphasised.
  - Additional changes are anticipated and will be shared with the group as they enter the engagement phase.
- **Integrated Performance Indicators (IPI) Summary**

The Assistant Director of Transformation outlined how the IPI Report aligns with national frameworks and priorities. A new summary format is in development.

#### Performance & Quality

- Most indicators show amber status with static trends.
- Complaints: 75% responded to within 30 days; delays due to complexity.
- National Reportable Incidents (NRI) progress in reducing long-standing cases.

#### Access & Operations

- GP Access: Generally, 100% compliant; minor dip noted.
- ED Access: Amber status; ambulance handover times improving.

#### Workforce

- Staff wellbeing and development are key focuses.
- Turnover rates are decreasing.

#### Finance

- Forecasting break-even, though savings plans are under pressure.

- **Work Programme**

The Work Programme was circulated prior to the meeting of the SRG on 15<sup>th</sup> October 2025. A future presentation by CTM MIND has been noted for the February 2026 Meeting.



	<ul style="list-style-type: none"> <li>• <b>Any Other Business</b> None received.</li> </ul>
<b>Appendices</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

#### 4. Assessment

Objectives / Strategy	
<b>Dolen i Nod (au) Strategol BIP CTM / Link to CTMUHB Strategic Goal(s)</b>	Improving Care
	If more than one applies please list below:
<b>Dolen i Feysydd Strategol BIP CTM / Link to CTMUHB Strategic Areas</b>	Living Well
	If more than one applies please list below:
<b>Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals</b> <a href="#">150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)</a>	A Healthier Wales
	If more than one applies please list below:
<b>Dolen i Hwyluswyr Ansawdd</b> <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Learning, Improvement & Research
	If more than one applies please list below:
<b>Dolen i Feysydd Ansawdd</b> <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Domains of Quality</i> <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	Safe
	If more than one applies please list below:
No - Not Applicable	



<b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)</b>	If more than one applies please list below:
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Impact Assessment		
<b>Ansawdd</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> <b>Quality</b> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:  N/A
<b>Cydraddoldeb a'r Gymraeg</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb a'r Gymraeg? /</i> <b>Equality and Welsh Language</b> <i>Have you undertaken an Equality and Welsh Language Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome for Equality (delete as appropriate): POSITIVE/NEUTRAL/NEGATIVE  Outcome for Welsh Language (delete as appropriate): POSITIVE/NEUTRAL/NEGATIVE	If no, please include rationale below:
<b>Cyfreithiol / Legal</b>	There are no specific legal implications related to the activity outlined in this report.	
<b>Enw da / Reputational</b>	There is no direct impact on the reputation of the Health Board as a result of the activity outlined in this report.	
<b>Effaith Adnoddau</b> <i>(Pobl /Ariannol) /</i> <b>Resource Impact</b> <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

## 5. Recommendation

- 5.1 The Board is asked to **NOTE** the highlights outlined in section 3 of this report and **APPROVE** the Member nominations.