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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Agenda Item

CTM Health Board

Highlight Report from the Stakeholder Reference Group

Dyddiad y Cyfarfod / Date of Meeting	Click or tap to enter a date.
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
Awdur yr Adroddiad / Report Author <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
Cyflwynydd yr Adroddiad / Report Presenter <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
Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor	Claire Thompson, Executive Director of Strategy & Transformation Choose an item.

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

Acronyms / Glossary of Terms

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
RCTCBC	Rhondda Cynon Taf County Borough Council
BCBC	Bridgend County Borough Council
SPC	Specialist Palliative Care
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning or Ace
SOP	Standard Operating Procedures

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 12th February 2026.
- 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 26th November 2025, two new members were welcomed to the SRG meeting on 12th February 2026 representing: • Interlink Community Voluntary Council • RCT Carers Support Project. One new expression of interest was received from the Chair of Ffrindiau/the CTMUHB LGBTQ+ Staff Network. This was endorsed by SRG members (including an additional three via email) for escalation to the Board for approval on 26 March 2026. Thanks were extended to the RCTCBC representative for agreeing to continue their tenure until a replacement is appointed. An update was provided confirming that the Health Board's Project Search and Apprenticeship Academy Leads who oversee apprenticeship opportunities for young people in the CTM area, are no longer able to support a children or young person's representative. Members suggested approaching Youth Academy members, and contact details will be shared. This will be explored further, with outreach planned ahead of the next SRG meeting. No suggestions have been received from Members for a Welsh Language representative.
Advise	In relation to the Welsh Language Standards, members were asked to inform the SRG if anyone wishes to access future meetings through the medium of Welsh. All SRG documents will continue to be circulated bilingually.
Assure	<u>Developing a Step Change to Positive Mental Health</u> The Head of Service and Deputy CEO at CTM Mind provided an overview of the organisation's regional footprint, services, and strategic priorities shaped by extensive 2025 engagement feedback. Key needs identified included: • Same-day support;

- Increased trauma care, and;
- More provision for children and young people.

Current services span GP-based support in Rhondda, the Valley Veterans Hub, a school-based Children and Young Person's (CYP) project, and primary care counselling, though a lack of simple walk-in access was highlighted. CTM Mind is now piloting an Open Access model across CTM, offering immediate in-person, online, or phone support alongside short interventions and structured counselling. Partners discussed opportunities for improved signposting, network connections, and collaboration in response to rising community need.

Cancer Service Update

A comprehensive overview was given by the Improvement and Development Senior Manager for Cancer and Outpatients and the Lead Nurse for Cancer of significant progress within CTM Cancer Services, highlighting steady improvement against the national 62-day cancer target—from around 40% to nearly 65%.

Key gains include:

- Reduced waiting times for first appointments;
- Faster "no cancer" diagnoses, and;
- More patients beginning treatment each month.

CTM is currently the highest-performing Welsh health board for the cancer target. Strong progress was reported across multiple pathways including breast, dermatology, colorectal, lung, and urology, supported by initiatives such as the *capsule sponge* service, expanded radiotherapy access, improved patient experience tools, and new information hubs.

Ongoing priorities focus on endoscopy recovery, compliance with optimal pathways, improving tertiary pathways and triage processes, reducing pathology delays, and strengthening workforce and diagnostic capacity. Cancer work continues to be embedded across specialty plans, with a commitment to further enhancing the speed and quality of cancer care.

Patient Centred Contact Transformation Programme

An in-depth update was received from the Assistant Director for Digital Transformation (CTMUHB) on CTM's Patient Centred Contact Programme, a major transformation initiative aimed at modernising how patients interact with Health Board services.

The programme focuses on improving patient experience at every contact point by combining digital innovation with cultural and system-wide change. While traditional channels such as phone and letters remain essential, the programme aims to increase digital options-such as expanded use of the NHS Wales App and enhanced online platforms to reduce simple, high-volume queries and allow staff to focus on more complex needs.

Over its first six months, significant discovery work has taken place, mapping current patient contact routes, identifying variation across services, reviewing internal processes, and gathering substantial patient feedback, which shows support for more digital access alongside reassurance that human contact will still be available. Expected outcomes include more informed and digitally enabled patients, better internal processes supported by real-time data, and a modern, efficient approach to communication across the Health Board.

Public engagement: Specialist Palliative Care

An update on the proposed changes to the Specialist Palliative Care (SPC) and the public engagement was given by Clinical Service Group Manager (Community Health). The important distinction between SPC, general palliative care, and end-of-life care was clarified, noting that SPC supports only a small number of patients with the most complex needs, while most palliative and end-of-life care is delivered by generalist teams with SPC input as required.

Members were informed that the seven-week engagement period is now running to gather views on proposed changes, driven by rising demand, widening case mix, significant workforce challenges, and the need for a sustainable model delivered within existing resources. The aims remain aligned with national priorities: delivering safe, compassionate care, supporting dignified end-of-life experiences, reducing unnecessary hospital admissions, and enabling more people to die in their preferred place. Engagement runs until 1 April, with a public drop-in session scheduled and a post-engagement report to follow.

It is envisioned that the redesigned model would strengthen community-based support, expand liaison working across district nursing and domiciliary care, and introduce new roles to improve discharge and reduce crisis escalation.



Inform	<u>IMTP Update</u> The Assistant Director of Transformation outlined CTM UHB's statutory three-year IMTP, which must align with national priorities and be financially balanced by March 2026- despite a very challenging financial outlook. The plan is built around six Welsh Government priorities: • Timely Access to Care, • Population Health; • Community by Design • Mental Health Access; • Quality and Safety • Women's Health. The IMTP also incorporates major programmes in digital transformation, workforce, and clinical service development, though 2026-27 will be a non-investment year. Once the plan is finalised, it will return to the Stakeholder Reference Group for further input. <u>Service Change Updates</u> The Assistant Director of Transformation also provided an overview of upcoming engagement activity and potential service changes relevant to the Stakeholder Reference Group. It was confirmed that recent temporary service changes, including stroke services, are being closely monitored and will follow full governance and engagement requirements before any further decisions are made. Work is underway to develop Standard Operating Procedures for service change and engagement, to ensure CTMUHB continues to meet national guidance and best practice. SRG members were encouraged to review the forthcoming three-year IMTP carefully and to raise any questions or concerns about potential service changes early so they can be addressed openly and transparently. <u>Work Programme</u> The Work Programme was circulated prior to the meeting of the SRG on 12th February 2026 <u>Any Other Business</u> None received.
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Appendices

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4. Assessment

Objectives / Strategy	
Dolen i Nod (au) Strategol BIP CTM / Link to CTMUHB Strategic Goal(s)	Improving Care
	If more than one applies please list below:
Dolen i Feysydd Strategol BIP CTM / Link to CTMUHB Strategic Areas	Living Well
	If more than one applies please list below:
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals <u>150623-guide-to-the-fg-act-en.pdf</u> <u>(futuregenerations.wales)</u>	A Healthier Wales
	If more than one applies please list below:
Dolen i Hwyluswyr Ansawdd <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:
Dolen i Feysydd Ansawdd <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:
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:



Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: ☐	No: ☒
	Outcome:	If no, please include rationale below: N/A
Cydraddoldeb a'r Gymraeg <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb a'r Gymraeg? /</i> Equality and Welsh Language <i>Have you undertaken an Equality and Welsh Language Impact Assessment Screening?</i>	Yes: ☐	No: ☒
	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:
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Health Board as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl / Ariannol) /</i> Resource Impact <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 nomination.