

## Minutes of Patient and Multi Agency Meetings

### ABM Audiology Combined Meeting

Friday 23rd April 2021 at 2.00 p.m.

Conference Room, Education Centre, NPTH and via Zoom

[SBUHB Combined Meeting]

<b>In attendance</b>	<b>Action</b>
<p>Sarah Theobald Alan Gibbon (AG) Lead Audiologist Neath Port Talbot Hospital Steven Pascoe (SP) Principal Audiologist Singleton Hospital Paul Stokes (PS) Audiologist Neath Port Talbot Hospital Sue Stephens (SS) Tech Officer Sensory Team NPT Alison Burridge (AB) Tech Officer Sensory Team NPT Catherine Reed-Hughes (CRH) Western Bay Care &amp; repair Garry Merrell (GM), Deaf Blind worker, City and County of Swansea sensory team Jackie Whiteman (JW), County of Swansea sensory team (Delayed) Paul Chappell (PC), Royal National Institute for Deaf and Hard of Hearing Louise Sweeney (LS) Wales Council for the Deaf KC Swansea Patient Representative AP Swansea Tinnitus Support Group DA Patient representative (Swansea)</p>	
<p><b>Apologies</b></p> <p>PS advised that PC may be delayed attending the meeting but no other apologies.</p>	
<p><b>1. Welcome and Introductions</b></p> <p>SP welcomed representatives, thanking them for taking the time to attend the meeting. Introductions were made and SP advised of apologies / delays and requested members to introduce themselves and their roles and their position within the PMAG. SP discussed record and took consent.</p>	
<p><b>2. Previous Minutes</b></p> <p>SP apologised for lack of minutes due to PS being double booked Nov 19.</p>	

Reminded that minutes would be taken by PS and saved to HB website

### 3. Service planning, developments, delivery (Audiology Department report)



report for pmag  
23042021.docx

ST introduced herself as the new head of Audiology for Swansea Bay University Health Board, she started January 2021 as Rhys Meredith (RM) had retired. ST explained that she would deliver updates and then explained departmental staff changes including new Head of Paediatrics, Natalie Philips

ST updated PMAG of the changes made to Audiology services in SBUHB since the Pandemic started and delivered her Audiology department update report (attachment above):

- Departmental Management Changes
- Response to the Pandemic
- Pandemic related developments / service improvements
- Waiting times
- Quality Standards
- Patient Satisfaction Scores
- Service developments: Primary Care Audiology; School Entry Hearing Screening

### 4. PMAG Terms of Reference review

SP reviewed the TOR. Meetings held bi-annually, that we would schedule for afternoons and run from 2-4 p.m. It was noted that ABM is now SBUHB and AOHL is now RNID and were duly updated.

Membership was discussed and it was noted that the patient experience unit have not attended for some time, or Age Cymru. SP explained that minutes (bar last meeting) were emailed out, stored on our server and published on our website. Standing agenda items include planning, development and delivery of services, audit of services and updates from each of the agencies and patient groups represented. SP Confirmed that the TOR were embedded in Agenda emailed out 15/04/2021 and also below in the minutes.

<p>ST notes that the name of the PMAG group was non-specific. There are many PMAG's in the HB but the Audiology one does not identify itself and asked for people's thoughts: For example, should we be called Patient and Multi Agency Group for 'Deaf and Hard of Hearing' or PMAG for 'Patients living with hearing Loss'?</p>  <p>Terms of Reference PMAG 1.2.doc</p>	<p><b>All to consider and report back before next PMAG meeting</b></p>
<p><b>5. Request for up to date posters, patient information leaflets</b></p> <p>SP reminded that a call went out requesting any new literature and posters. If any 3<sup>rd</sup> sector organisations have up to date information for waiting area information boards and rooms, please forward these to us. We are conscious that service provision may have changed since the last PMAG meeting and do not want to be giving out of date information.</p>	<p><b>All 3<sup>rd</sup> sector organisations to submit any new literature and/or posters</b></p>
<p><b>6. External service updates</b></p> <p><b>a. Local patient groups (NPT, Swansea) –</b></p> <p>DA from <b>Swansea Hard of Hearing group (HOH)</b> reported a good year despite the various challenges caused by C-19. From day one new technology was adopted and regular Zoom meetings were delivered. Pre C19, monthly meetings would be held for up to 25 people face to face but with Zoom 17-18 people who have access to the technology now attend regularly. The HOH group currently have approximately 70 odd members who all receive a fortnightly newsletter. Lottery community fund ensures that at Christmas time everyone was involved with a virtual party. Up to fifteen members of the HOH logged in and a DVD of the party sent out. Advent calendars were also sent out to all members and they received lovely feedback, one member mentioned that it was the first time she had one. A Christmas lunch was also provided by Wiltshire farm foods – 18 members had a nice meal. The lip reading group have also managed to continue to meet via Zoom. With up to 12-14 members meeting weekly.</p> <p>SP asked if the HOH group were planning face to face meetings soon. DA replied that they would like too as soon as they can, but as the library is due to relocate this may have an impact.</p>	

**AP Swansea Tinnitus Support Group (STSG)** – Used to send separate newsletters but amalgamated so two groups get the same information. Members however haven't had to use zoom, many have not been isolated as they tend to be a younger group and haven't needed to shield. Good continued supported by BTA. They have 6 weekly training sessions. Swansea hard of hearing group (HOH) are waiting for a new venue in Swansea but it may be better to have separate zoom meetings from the HOH meetings and one to one rather than group meetings for new members.

Lots of new members have joined the STSG. Many have made enquiries about tinnitus as a side effect of Covid and the Covid vaccine. The additional calls received re vaccinations have been signposted to the BTA and the Yellow Card Scheme.

Re future STG meetings they are not as dependant as HOH on library venue.

**JW County of Swansea sensory team** – Meeting business needs as usual, have started undertaking appointments again. Lateral Flow Tests are being completed twice weekly, and returning to offices in a manageable safe way. New IT systems have been introduced – including a new Wicker system. Two new work posts are being created despite cut backs, 1 for hard of Hearing and 1 to help with sight. Despite the lockdown the team have worked hard together to manage the duty line. This was managed remotely as the base went down at one point. Despite all the additional pressures some positives have come out of the pandemic. The way SS have had to work have been reviewed and enabled them to work smarter.

**GM Deaf Blind worker, City and County of Swansea sensory team** – Since pandemic they have been doing less visits, it's required some creative thinking. Meeting clients in gardens, at the doorstep, through windows and where appropriate family of the clients with the necessary IT skills have also helped. Until recently they have been unable to use the resource room where equipment can be demonstrated. Duty line has been busy, but have not been making as

many visits in person. Therefore, the waiting list has gone up but the team have responded as well as they can. This should improve once the new systems have been introduced. GM introduced the group to a handy app called Live Transcribe. It converts speech to text on your mobile, this saves the client from having to refer to family members when talking on the phone or remotely etc. SP enquired whether GM and colleagues had been mainly working from home? GM confirmed that yes in the main, working remotely from home. SP agreed that the pandemic has created a lot of positives like this not all negatives.

**LS Wales Council for the Deaf** – Have continued to support clients and provide information. The website has been one of the main points of contact where they contacted them. LS noted that PS has recently helped a relative of a patient in booking an appointment and getting assistance. The WCD have continued to encourage HOH groups to use Zoom and congratulated DA for adopting this early on and keeping in touch with members of his group. For smaller groups where remote contact isn't possible risk assessments are being completed and hope to meet up again soon. British Sign Language classes 1-2-3-4 continue and six level 1's students have passed. Remote not as good as classroom but ok considering the current situation. BSL videos are being encouraged for Welsh Government as they only have provision for translators.

**SS Tech Officer Sensory Team NPT** – the team have carried on as best as they can, especially with urgent cases. It has required working closer with other authorities. Temporary equipment has been provided as an interim until services up and running. SS noted that NPTH audiology have been invaluable by providing support to patients and clients via texts and video calls. The audiology team have been available throughout and worked closely with SS. SS introduced AP, they are working closely with similar roles. The sensory duty line continues to be available during normal office hours. For the majority of the time they have been able to work from home, with 3<sup>rd</sup> parties supporting each other. Again all staff have had to have Lateral Flow Tests twice weekly, not pleasant but necessary for the safety of staff and clients. Referrals have continued to be received thick and fast, AP and SS are doing as much as they possibly can. There have been

various challenges when communicating using PPE and taking all necessary precautions.

**KC Patient representative** – She reported that there are some problems no-one covers e.g. she cannot hear callers on the telephone and some companies won't discuss issues via email. KC recently tried changing energy company but could not get the information required from her existing supplier due to communications issues. She used to be able to email Swansea council but now they only offer a phone number. KC noted that she also depends on hearing loop systems but these are only effective if they are switched on. This includes Post Offices and banks who still don't turn them on, KC has also campaigned for Hospitals to provide loops where necessary. At a previous Ophthalmology appointment in NPTH there was no loop available so KC asked AG for their loop next door. KC also volunteers in University and asks them to bring in their loop system. KC asked if the group knew how she could receive help using her computer. She visited Apple in Cardiff but found that she has to make an appointment. It was suggested that libraries would normally help but their services have been suspended due to pandemic. KC noted that her GP is brilliant with 3 loops available. ST noted that a lot of what KC has brought up is outside the power of the group. AG clarified to KC that utility companies are outside the remit of the PMAG.

**CRH Western Bay Care & repair** – Work is continuing fitting adaptations for clients. Team have also been working from home but handy men from the warehouse. Home visits have recommenced using PPE and making risk assessments where necessary. The post continues to be funded until 2023 but applications will be made for additional funding. If necessary other avenues may be available through the local HB and council funding.

**PC Royal National Institute for Deaf and Hard of Hearing-** They continue to provide information for clients. Staff have all been working from home where possible. Most services have recommenced post lockdown. They continue to provide sessions on deaf awareness and

<p>are available to HBs and businesses alike. The support for Veterans ended a year ago abruptly due to lockdown. It had been envisaged that there would be something to mark the end of the project. However, a mini project with the Legion to reconnect veteran communities and to support them is being continued. Live well with Hearing Loss ended a year ago but Live Well Too will continue the service. They continue to offer equipment support for HL and tinnitus. Zoom has been utilised instead of visits and telephone calls. Befriending service using volunteers to help people who have been isolated during the pandemic. Hear to Help has restarted with a drop off service, in Powys it restarted in Ystradgynlais. It will continue to run every 4<sup>th</sup> Wednesday of the month commencing May 26<sup>th</sup> 2021. It will operate from the car park, clients stay in the car and a 'runner' with PPE will pick up and drop off. SP asked how do they know if clients have turned up outside? It will be appt based only except in Ireland where it be drop off. It is being operated from venues with large car parks. Signage tells them not to leave their cars and do not approach buildings. The runner calls to the car with a tray at the window for aid and puts it an envelope with their details. The aids are then taken inside to volunteers.</p>	
<p><b>7. Any other business</b> – GM asked about wax removal availability in different areas? ST explained that a Welsh Health Circular (WHC) advised that there is an obligation for audiology to provide the service (WHC within ST report on page 2). There is temporary money for all clusters in Neath Valley. The patient just needs to ring their GP surgery to make the appointment. If a GP has not signed up for Primary Care support and they do not provide wax removal, then unfortunately the patients would have to seek private wax removal provision. It is in everyone's interests to get permanent funding so that audiology can continue to develop the service.</p>	
<p><b>8. Date / Time of next meeting</b> – PS proposed Friday 12<sup>th</sup> November 2021</p>	<p>Actioned and confirmed by all present</p>