



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Memorandum of Understanding between NW ARMA and BCUHB

Ref: Designed for Life, Welsh Assembly Government Service Development and Commissioning Directives (2007): Arthritis and Chronic Musculoskeletal Conditions and the development of key relationships between the Betsi Cadwaladr University Health Board (BCUHB) and the North Wales Arthritis and Musculoskeletal Alliance (NW ARMA) Network Group.

Background

In January 2007 the Welsh Government Minister for Health and Social Services, Dr Gibbons, presented the **Service Development and Commissioning Directives (2007): Arthritis and Chronic Musculoskeletal Conditions**,^{1a/b} for implementation by Health Boards across Wales.

Of the 23 Key Actions the following key actions 2 and 23 clearly indicated a major change in concept in the involvement of key stakeholders including service users and their support organizations in service development.

Key Action 2 states "LHB's should establish a joint service advisory group involving all key stakeholders, providers and users of services to strengthen the planning and commissioning of integrated services for chronic musculoskeletal conditions".

Key Action 23 states "Planners and commissioners of local musculoskeletal services will engage with service users to assist in the design, development, monitoring and evaluation of services".

The National Leadership and Innovation Agency for Healthcare (NLIH) was formed as an NHS Wales organisation to help achieve this vision. Through the North Wales Demonstrator initiative the Chronic Conditions Management (CCM) Demonstrator Learning Papers 11² and 28³ (Jan 2011) evolved and the Wilson Sherriff North Wales wide consultation workshops formed the basis for the 'North Wales Demonstrator - Evaluating Service User Perspectives to Develop a Model Patient Advisory Group for Arthritis and Musculoskeletal Services'^{4a/b} which highlighted the vital and meaningful contribution that can be offered by service user and their support organisation stakeholders and recommended the enhanced NW ARMA Network Group to fulfil the role.

In 2010 in accordance with the recommendation of the 'Wilson Sherriff' Report (June 2010) and CCM Papers 11 and 28 the NW ARMA revised its Terms of Reference.⁵ (June 2011)

The underlying protocol developed in September 2013, a collaborative initiative between NW ARMA and BCUHB, is designed to achieve a long term positive relationship to ensure the involvement of key stakeholders in NHS MSK service development in North Wales and to ensure the key actions within the WG MSK are finally implemented and critically monitored.

This protocol will enable NW ARMA involvement in, and access to all planning, operational and development levels relating to MSK issues within BCUHB and reciprocal interaction by BCUHB within relevant NW ARMA Group activity. It will lead to a strengthening of trust and nurture the long term empowerment of service users and their support organisations who would wish to engage in NW ARMA / BCUHB activities.

The principles are stated below and are designed to be transferable to any management structure with minimal adaptation:-

- 1) Within the current BCUHB Clinical Programme Group (CPG) structure key CPG leads and Chairpersons will have a duty to advise the NW ARMA Network Group of any MSK service planning and development discussion in order for a NW ARMA opinion to be provided by its membership.
- 2) Reciprocally, NWARMA will provide relevant CPG leads and Chairpersons with opinions and views of its membership relating to the service delivery of BCUHB MSK services and any other related concerns/observations.
- 3) Relevant meeting Minutes from both groups will be shared with the exception of information that is deemed by the organisations to be of a 'sensitive' nature.
- 4) The BCUHB will, by negotiation with NW ARMA, 'strengthen' its 'equal status' member participation within the NW ARMA Network Group.
- 5) NW ARMA will provide membership to CPG's; a service user opinion to CPG Boards and local meetings to support MSK planning, operational or service monitoring.
- 6) Relevant protocols/ operational policies developed by BCUHB affecting the MSK community in North Wales **must** be offered to the NW ARMA Network Group for its observations and where possible the opportunity must be given for relevant non BCUHB NW ARMA members to constructively participate in its development and subsequent final approval.
- 7) An annual service review of MSK services in BCUHB against as a minimum the commissioning directives will take place to support the key CPG 3/5 year operational planning cycle: -
 - Primary Care Community and Specialist Medicine CPG
 - Anaesthetic CPG
 - Surgical CPG
 - Therapies and Clinical Support.

Where appropriate other CPG officers will be asked to review MSK impacts during stakeholder discussion including service change.

CS/MA 27th. January 2014

References.



1a Arthritis and
Musculoskeletal Com



1b Arthritis and
Musculoskeletal Com



2 CCM learning
Paper11Jan2011.pdf



3 CCM learning
Paper28Jan2011.pdf



4a
EvaluatingserviceuseWSWkshpMSK-follow



4b



5 NWARMA
TermsofReference1st
