

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	26 June 2024
Title of paper	Committee effectiveness: embedding learning from the workshop in April
Presented by	Neil Greaves, Director of Communications and Engagement
Author	Neil Greaves, Director of Communications and Engagement
Agenda item	2
Confidential	No

Executive summary

This report provides an update to the Public Involvement and Engagement Advisory Committee on the workshop which took place on 25 April 2024 with involvement of committee members, participants and representatives of the Citizen's Health Reference Group.

The workshop explored achievements over the previous year and areas for further development for the committee, including reviewing the vision and aims, how it will support ICB priority transformation programmes and the future workplan for 2024/25.

The report demonstrates that the outputs of the committee have led to actions in relation to priorities, establishing sub-groups, improvements to board cover papers and committee reporting and setting up a series of learning webinars to champion public voice and provide an opportunity to share best practice and place engagement activity.

Advise, Assure or Alert

Assure the committee:

- Improvements have been implemented following the Public Involvement and Engagement Advisory Committee workshop in April

Recommendations

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents of the report and summary of key themes from the workshop in April 2024
- Endorse the actions and next steps which have been set out to improve the effectiveness of the committee

Which Strategic Objective/s does the report contribute to

Tick

1	Improve quality, including safety, clinical outcomes, and patient experience
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✓

2	To equalise opportunities and clinical outcomes across the area	✓
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees	✓
4	Meet financial targets and deliver improved productivity	✓
5	Meet national and locally determined performance standards and targets	✓
6	To develop and implement ambitious, deliverable strategies	✓

Implications

	Yes	No	N/A	Comments
Associated risks			✓	
Are associated risks detailed on the ICB Risk Register?			✓	Reputation and engagement risks are included as part of ICB risk management process and therefore captured within the risk register
Financial Implications			✓	

Where paper has been discussed (list other committees/forums that have discussed this paper)

Meeting	Date	Outcomes
Public Involvement and Engagement Advisory Committee workshop	25.04.2024	Workshop session where outputs have originated from.

Conflicts of interest associated with this report

Not applicable

Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed			✓	
Equality impact assessment completed			✓	
Data privacy impact assessment completed			✓	

Report authorised by:

Neil Greaves, Director of Communications and Engagement

ICB Public Involvement and Engagement Advisory Committee- 26 June 2024

Committee effectiveness: embedding learning from the workshop in April 2024

1. Introduction

2.1 On 25 April 2024, a workshop to support the development of the ICB Public Involvement and Engagement Advisory Committee took place with involvement of committee members, participants and representatives of the Citizen's Health Reference Group (a group of volunteer citizen advisors which has been established by the ICB).

1.1 The workshop explored achievements over the previous year and areas for further development for the committee, including reviewing the vision and aims, how it will support ICB priority transformation programmes and the future workplan for 2024/25.

1.2 There were rich discussions in the workshop and clear commitment to the value of embedding public voice in all areas of the ICB and listening to what is important to people in Lancashire and South Cumbria. This paper describes the learning and recommendations which have been put in place as a result of the workshop.

2. Summary of committee developments and achievements

2.1 There was a discussion in the workshop around the development of the committee and achievements since the first meeting in October 2022 during a stage of organisation development for the ICB. These included:

- 9 committees have taken place between October 2022 and February 2024
- The ICB strategy for working in partnership with people and communities was produced in July 2022 subject to further engagement and recognising the development of a new organisation. Through engagement, discussions and oversight from the committee this was revised in July 2023.
- The strategy for working with people and communities has been embedded within the organisation through a framework for engagement and involvement for staff, an organisational policy for public engagement and involvement and a toolkit for staff to use to embed effective engagement and involvement in programmes of work.
- Oversight of an internal review and audit for ICB patient, public and carer engagement and involvement across the organisation and resulting actions.
- The committee has provided assurance on the approaches to engagement and involvement for the Integrated Care Strategy, NHS Joint Forward Plan for Lancashire and South Cumbria.
- There have been 10 deep dives into engagement and involvement approaches for programmes such as continuing health care, primary care,

virtual wards, maternity and neonatal, dentistry and population health improvement initiatives.

- There have been two updates on engagement approaches being embedded in places with partner organisations with examples of positive work taking place (Blackpool and Blackburn with Darwen).
- The ICB has established engagement and involvement mechanisms and approaches with oversight of the committee including:
 - A virtual citizen's panel which is made up of more than 1,400 members of the public who take part in surveys, research and providing feedback.
 - A programme of capturing lived-experience and patient stories which has resulted in more than 20 stories being shared with ICB Board, Quality Committee and with quality and programme teams in order to share experiences and capture learning and improvements which can be made.
 - Establishment of a Citizen's Health Reference Group of public advisors
 - Strengthening partnerships with local Healthwatch and VCFSE to hear views of those captured by partner organisations.

2.2 There was recognition in the workshop that much of the work to date has focused on establishing approaches and mechanisms for engagement within the ICB as a new organisation and now there is a need to move at pace in how these arrangements support the delivery of the recovery and transformation priorities for the ICB and wider health and care system.

3. Key themes

3.1 The summarised key themes and recommendations from discussions are:

Purpose and effectiveness of the committee:

- Important that the committee has sharp focus on supporting recovery and transformation priorities of the ICB whilst retaining what is important to people
- The workplan of the committee needs to be developed in conjunction with ICB Board agenda
- A move to quarterly committee meetings requires sub-groups and working groups to be established and report recommendations into PIEAC
- More connectivity is needed with the quality committee to recommend insights to be considered and closing the loop to demonstrate impact and outcomes from engagement

Considerations for ICB Board:

- Board reports should include evidence of engagement and this should be reflected in the cover sheet templates
- Communication:
 - Key message bulletins to Board and committee members on engagement and involvement activity, opportunities and outcomes
 - Greater promotion and publicity of opportunities for engagement and involvement is needed in addition to outcomes and impact

Sharing best practice and learning:

- Learning, knowledge sharing and partnership working is important to committee members
- An Annual public voice conference or event as a partnership to recognise public voice and engagement best practice in places and wider partners
- Quarterly webinar, engagement session open to partners, place, VCFSE and PIEAC to showcase good examples of engagement and sharing best practice, open and consistent conversations with staff, partners and the public going forward.

4. Actions and next steps

- 4.1 **Engagement and involvement priorities:** The priority for ICB in relation to engagement and involvement of local people is to continue to embed the principles from the strategy for working with people and communities into priority recovery and transformation programmes. This includes ensuring that these programmes understand and take into consideration what matters to local people, including diverse communities and health inclusion groups, when undertaking any programmes of change or improvement. This needs to make use of the established mechanisms and approaches which the committee has previously overseen.
- 4.2 **Consultation working group:** An ICB consultation working group has been established as a sub-group which is able to report into the Public Involvement and Engagement Advisory Committee to provide assurance on programmes which are going through the NHS England change process. This will allow for more detailed conversations about the progress of pre-consultation engagement and formal consultation with more concise recommendations being presented to the Public Involvement and Engagement Advisory Committee.
- 4.3 **Concise reporting to the committee:** The current regular reports for the committee will be reviewed to be more concise and focused, reducing unnecessary data and information. There will be separate reports provided by local Healthwatch. The complaints and insights reports will be independent to support any escalations which may be needed for the quality committee. Updates may also be provided to the committee membership on a regular basis to ensure they are kept updated with key projects and programmes.
- 4.4 **Series of webinar learning sessions:** It was agreed that detailed updates for engagement and involvement in places, along with other deep dive sessions on good practice and innovative engagement approaches should be undertaken in a more informal setting and open to wider groups of staff and partners. To support this a programme of informal learning webinars will be put in place quarterly where best practice in engagement and involvement can be shared and discussed with examples of place, Healthwatch and partner organisations able to be shared to champion public voice, innovation and best practice. These sessions can also be recorded and shared externally. Public

Involvement and Engagement Advisory Committee members will be invited to join these sessions. The first pilot session will take place on **XXX**.

- 4.5 **Changes to ICB Board cover papers:** References to engagement and involvement will be added to cover sheets for ICB Board papers to demonstrate engagement which has taken place or public views in relation to decision making.
- 4.6 **Establishment of working groups:** It is recommended that working groups will be established to allow for more involvement and progress to be made whilst the committee moves into a quarterly cycle. Initially, working groups are recommended to be established to support:
- Reaching diverse communities and health inclusion groups to support the New Hospitals Programme pre-consultation engagement programme
 - Engaging with audiences who are digitally excluded

5. Recommendations

- 5.1 The Public Involvement and Engagement Advisory Committee is asked to:
- Note the contents of the report and summary of key themes from the workshop in April 2024
 - Endorse the actions and next steps which have been set out to improve the effectiveness of the committee

Neil Greaves, Director of communications and engagement

14 June 2024