

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	26 June 2024
Title of paper	Urgent and Emergency Care Five-year Strategy 2024-2029
Presented by	Barbara McKeowen, Senior strategy manager, urgent and emergency care Olivia Godwin, Development manager, urgent and emergency care
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Agenda item	4
Confidential	No

Executive summary

The attached presentation outlines the use of previous patient insight and the robust engagement process with system partners and members of the ICB Citizen's Health Reference Group during the design and development of the Urgent and Emergency Care Five-year Strategy 2024-2029 for Lancashire and South Cumbria.

Demand on urgent and emergency care services continues to increase year on year and with the challenges of short-term funding during winter periods, agreement was reached at the 'Fit for Future' event held on 26 July 2023, that a five-year urgent and emergency care strategy would enable our system to plan and design urgent and emergency care services to meet the future needs of our population.

The draft strategy was developed based on patient, clinical and partner organisation insights and then shared widely, alongside a feedback form, with system partner organisations and members of the public via a panel of representatives from the ICB Citizen's Health Reference Group who also cascaded to their networks. Circa 500 comments were received in total during the engagement period which ran from 3-24 May 2024.

A comprehensive review of the feedback received was undertaken by the Urgent and Emergency Care team. The comments were themed into categories e.g., workforce, primary care, digital and additional information is being incorporated into the strategy, where appropriate.

The proposed final version of the strategy will be presented to members of the Integrated Care Board on 17 July 2024. Further engagement with the public on urgent and emergency care is planned for summer/autumn 2024.

Advise, Assure or Alert				
<p>Advise the committee of the Urgent and Emergency Care Five-Year Strategy for Lancashire and South Cumbria and the engagement with the public and system partners which has been undertaken.</p> <p>Assure the committee that engagement with the public and system partners has been undertaken and will continue, with a robust process to review the feedback received and action as appropriate.</p>				
Recommendations				
<p>The committee is requested to:</p> <ul style="list-style-type: none"> note the engagement work which has been undertaken to develop and finalise the Urgent and Emergency Care Five-Year Strategy. endorse the process to support the approval of the Urgent and Emergency Care Strategy by the Integrated Care Board. 				
Which Strategic Objective/s does the report contribute to				Tick
1	Improve quality, including safety, clinical outcomes, and patient experience			✓
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		✓		<i>Highlight any risks and where they are included in the report</i>
Are associated risks detailed on the ICB Risk Register?			✓	
Financial Implications			✓	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
Not applicable				
Conflicts of interest associated with this report				
Not applicable				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed	✓			Completion in progress
Equality impact assessment completed	✓			Completion in progress

Data privacy impact assessment completed	✓			Completion in progress
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Report authorised by:	Neil Greaves, Director of Communications and Engagement
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