

## ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	25 September 2024
<b>Title of paper</b>	Citizens Health Reference Group report
<b>Presented by</b>	Neil Greaves, director of communications and engagement
<b>Author</b>	Dan Clough, communications and engagement manager
<b>Agenda item</b>	7d
<b>Confidential</b>	No

<b>Executive summary</b>				
The report provides members of the ICB Public Involvement and Engagement Advisory Committee (PIEAC) with an update on the recent activities of the Citizens Health Reference Group.				
<b>Advise, Assure or Alert</b>				
<b>Assure the committee:</b>				
<ul style="list-style-type: none"> <li>- The ICB is effectively managing and utilising the Citizens Health Reference Group as a way of capturing public perspective and utilising the group as citizen advisors</li> </ul>				
<b>Advise the committee:</b>				
<ul style="list-style-type: none"> <li>- Of the updates and activities of the Citizens Health Reference Group as discussed in the recent quarterly meeting.</li> </ul>				
<b>Recommendations</b>				
The Public Involvement and Engagement Advisory Committee is asked to:				
<ul style="list-style-type: none"> <li>• Note the contents of the report.</li> <li>• Recognise and endorse the activity undertaken by the Citizens Health Reference Group.</li> </ul>				
<b>Which Strategic Objective/s does the report contribute to</b>				<b>Tick</b>
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			
<b>Implications</b>				
	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Associated risks				
Are associated risks detailed on the ICB Risk Register?			x	
Financial Implications			x	
<b>Where paper has been discussed (list other committees/forums that have discussed this paper)</b>				
<b>Meeting</b>	<b>Date</b>		<b>Outcomes</b>	
Citizens Health Reference Group quarterly meeting	5 September 2024		Updated on key matters for ICB including engagement	

		programme and involvement of the group.
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**Conflicts of interest associated with this report**

Not applicable

**Impact assessments**

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

**Report authorised by:**

Neil Greaves, director of communications and engagement

## **Citizens Health Reference Group update – 5 September 2024**

### **1. Introduction**

The report provides members of the ICB Public Involvement and Engagement Advisory Committee (PIEAC) with an update on the recent activities of the Citizens Health Reference Group.

### **2. Recruitment**

Following a recruitment campaign over recent months, there are now around 50 members of the Citizens Health Reference Group. All members have expressed an interest in joining the group and attended induction sessions either in person or via Microsoft Teams.

### **3. Contributing to transformation programmes**

The communications and engagement team is now prioritising identifying workstreams that will benefit from a patient voice and aligning members of the group to those workstreams. This could take the form of a limited number of individuals joining an existing group or a newly established task and finish group, the formation of a special subgroup for engagement, or the facilitation of a full meeting to discuss a specific topic.

### **4. Current activity of group members**

Due to the focus on engagement in recent weeks and months, only a small number of members have been actively involved in supporting workstreams. These include:

- A group of members has worked with the team developing a new strategy for urgent and emergency care and made a number of suggestions for the strategy which have been taken on board. The members were regularly communicated with by the programme lead and have reported feeling valued and listened to.
- A member of the group has agreed to become part of the vascular network and has recently attended his first meeting.
- A small number of members have volunteered to represent the Group at the Public Involvement and Engagement Advisory Committee.

### **5. Quarterly Meetings**

The recent quarterly meeting took place on 5 September 2024. 24 members were in attendance – 13 virtually via MS Teams and 11 in person at County Hall. The meeting was also attended by two communications and engagement managers from the ICB, Dan Clough and Nathan Skelton, as well as director of communications and engagement Neil Greaves, and director of population health Andrew Bennett.

Key messages from the meeting:

- The team has committed to providing a strategic update at each of the quarterly meetings. The update was provided by Andrew Bennett, who talked to the group about the financial position of the ICB and the local health and care system and the relevance of population health and the

importance of proactive, joined-up care and support in relation to the ICB's vision.

- This was followed by an open question and answer session in relation to the update and other questions the group had.
- Andrew Bennett introduced a video that has been produced with three clinicians who are involved in virtual care. They explain the benefits of the new virtual wards provide an understanding of how they work. There was some discussion about virtual wards, or Hospital At Home. Overall, the group members were positive about the information shared by the clinicians with some having experienced the service. There were queries regarding accessibility and how the service is described to the public. There was also a suggestion for how the service could be used for people waiting for treatment which will be explored. The video was well received and it was suggested that patient case studies would improve it.
- Members were also updated on the ICB's engagement activity and on how the group would develop over the next few weeks. Members were encouraged to attend events and share with their networks.
- The next quarterly meeting of the group is scheduled to take place on 5 December 2024.