

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	25 September 2024
Title of paper	We Heard, We Did – Healthwatch Report
Presented by	Lindsay Graham, Healthwatch Director
Author	Lindsay Graham, Healthwatch Director
Agenda item	7f
Confidential	No

Executive summary

Healthwatch Together is the collaboration of five local Healthwatch working across Lancashire and South Cumbria ICS. Our primary purpose is to listen to the views and experiences of local people who use health and social care services and work with the system to support the involvement of people, improvements in service delivery and promote and enable coproduction.

This report is the first formation of a new standalone Healthwatch Together report which will be produced on a quarterly basis to highlight what we have heard and actions we have taken. The report includes key themes and issues from each local area as well as reports we have published.

This quarter we have included links to each local Healthwatch Annual report which include their work programmes for the year ahead. Examples of projects include Disability Voices- exploring people’s experiences of living in Lancashire with a disability and Women’s Health.

The report will develop as our collaborative matures and will include stories and project spotlights, impact and outcomes.

Advise, Assure or Alert

Assure the committee:

- That regular robust engagement is taking place across Lancashire and South Cumbria and the intelligence is being shared to promote positive outcomes for local residents.

Advise the committee:

- Primary Care continues to be the most common area where we receive feedback including GPs and Dentists.

Recommendations

Healthwatch Together recommend this report is read and shared across your networks.

The annual reports for each local Healthwatch include our annual workplans and may be useful to inform ICB and partner organisations workstreams and ambitions.

Which Strategic Objective/s does the report contribute to		Tick		
1	Improve quality, including safety, clinical outcomes, and patient experience	x		
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		x		<i>Highlight any risks and where they are included in the report</i>
Are associated risks detailed on the ICB Risk Register?		x		
Financial Implications			x	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
N/A	N/A		N/A	
Conflicts of interest associated with this report				
N/A				
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			