

# Lancashire and South Cumbria Integrated Care Board Public Involvement and Engagement Advisory Committee (PIEAC) – Action Log

(Updated post 26 June 2024 committee meeting)

Key to status symbols							
Complete and propose to close		Overdue		In progress		Cancelled	

**Actions**

Ref	Min Ref	Meeting date	Action title and description	Owner	Due date	Status	Progress Update
1	1.4(b)	12 December 2023	<b>Freedom of Information –</b> Numbers of requests received along with more in-depth information to be provided to Roy Fisher outside of the meeting.	Neil Greaves	25 September 2024		<p>21.02.2024 There is work taking place for the ICB to review and strengthen FOI processes within the organisation which will lead to improved reporting from the next meeting in June 2024.</p> <p>19.06.2024 There has been a review of the process to manage FOIs for the ICB. NG to liaise with Digital and Data team to provide regular updates to PIEAC from September 2024.</p> <p>26.06.2024 Themes and trends will be reported to the next meeting.</p> <p>17.09.24 – An appendix has been included as part of item 7b which shows data for FOIs. More work to refine the detail for trends and themes for December 2024</p>
2		28 February 2024	<b>Develop webinars to demonstrate good practice engagement in place-based partnerships</b> To produce a presentation	David Rogers/ Jessica Partington	25 September 2024		<p>19.06.2024 Following the recommendation (in item 2 on the agenda) to embed place based partnership updates relating to engagement and involvement in a series of webinars going forward, this is planned to take place in the first learning webinar session in September 2024.</p> <p>26.06.2024 Invites for this webinar to be shared with all Board members.</p>

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			demonstrating progress in engagement and involvement for Lancashire place and other place based partnerships. At the workshop in May this was agreed to be achieved through a series of learning webinars.				28.08.24 – webinars have been planned and invites have been shared. It is proposed to close.
3		28 February 2024	<b>Metrics for the committee effectiveness review</b> Agree and confirm plans for the PIEAC committee effectiveness review.	Sarah Mattocks	25 September 2024		19.06.2024 – this is being organised by the corporate governance team to take place during summer 2024. 26.06.2024 – review to incorporate the impacts of engagement. 28.08.2024 – this is now planned to take place for the committee in December 2024.
4		28 February 2024	<b>Repository of insights</b> To discuss in the development session how insights can be available in a repository	David Rogers	25 September 2024		19.06.2024 This was discussed in the development workshop and is being considered by the communications and engagement team. 26.06.2024 An update will be brought to the next meeting 28.08.2024 – A repository of ICB insights has been created and published on the ICB website - <a href="https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us-1/what-youve-told-us">https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us-1/what-youve-told-us</a> There is more to develop insights collectively with

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							partners and looking how themes are developed. This will take some time to develop systems to do this.
6		28 February 2024	<b>Insights from engagement relating to primary care</b> Provide an update relating to engagement and involvement insights and actions as a result.	Lindsey Dickinson / Amanda Bate	25 September 2024		19.06.2024 – it is recommended that a summary report is provided following the meeting to committee members. 26.06.2024 The Chair shared that this will be discussed at the next meeting when primary care will feature on the agenda. 28.08.24 – This will be included in the insights report including insights from the national GP patient survey.
7	1.4	26 June 2024	<b>Pharmacy First</b> Review how the impact of communications and engagement can be demonstrated back to the committee	Neil Greaves	25 September 2024		17.09.2024 - A survey is being developed to shared with the Virtual Citizens Panel and on social media to capture insights. The results will be reported to a future meeting and will inform future communications planning.  The ICB has developed a communications plan to remind the public about this service. This local campaign will include an update on update of the service as well as a case study from a patient who has used it. National resources are in the process of being updated and we expect a relaunch in November, which the ICB will use to further promote the service.
8	2	26 June 2024	<b>Committee Effectiveness: embedding learning from the workshop in April 2024</b>	Neil Greaves	25 September 2024		28.08.2024 - Terms of reference for the subgroups will be brought to the committee in September. This will be covered on the agenda for the consultation working group.



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			Develop some principles regarding the work to be undertaken by the subgroups and bring back to the committee.				
9	3c	26 June 2024	<b>Complaints report</b> Themes and trends to be included in this report going forward, along with consideration of other partners who have stepped in to support with PALS in order that this is captured.	David Brewin	25 September 2024		17.09.2024 – An updated report has been included within the agenda.
10	3c	26 June 2024	<b>Sharing complaints and insight reports with other committees</b> The complaints and insight reports to be shared with quality committee.  Insights regarding primary care complaints and insights to be shared	Neil Greaves / David Brewin	18 December 2024		28.08.2024 – on track for sharing insights.

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			with the primary care quality group in October.				
10	3d	26 June 2024	<p><b>Update requested from Citizens Health Reference Group members on PPGs</b></p> <p>Liaise with primary care to determine what is required contractually around PPGs and how are they monitored</p>	Neil Greaves	25 September 2024		28.08.2024 – A verbal update will be provided at the meeting regarding actions taken including sharing good practice on the GP intranet for embedding Patient Participation Groups. An audit of PPGs was undertaken in Q3 2022/23 and this is planned to be undertaken in Q4 2024/25 to understand current self-assessment from GPs on having a PPG in place and opportunity to capture good practice and what is working well. This can be reported to PIEAC in March 2025.
11	4	26 June 2024	<p><b>Involvement and engagement process and outcomes to support urgent and emergency care strategy</b></p> <p>Strategy to be shared with members. Re-visit this item once the strategy has been submitted to the Board so there is clarity and assurance on the forward approach.</p>	Neil Greaves	25 September 2024		28.08.2024 - Strategy has been shared with members. This was approved by the ICB Board on 11.09.2024

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12	5	26 June 2024	<p><b>Strategy for working in partnership with people and communities progress review</b></p> <p>Committee to review this again when the annual committee effectiveness review has been undertaken</p>	Neil Greaves	18 December 2024		28.08.2024 – This has been added to the committee workplan
13	6	26 June 2024	<p><b>Shaping Care Together: engagement on case for change</b></p> <p>An update to be produced for the committee outlining the engagement programmes being undertaken and the timescales against them</p>	Neil Greaves	25 September 2024		28.08.2024 – This is planned for the agenda in September therefore propose to close.

**Committee to Committee Actions**

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Ref	Action to and from Board and other Committee	Committee referred from	Owner	Due date	Status	Progress Update
1	<b>Pharmacy First Initiative</b> - Review engagement, involvement and communications in relation to the Pharmacy First initiative	Primary Care Commissioning Committee	Debbie Corcoran	29 August 2024		<p>26.06.2024 discussed at PIEAC that it is important for the ICB to support pharmacies to proactively promote the service, whilst working to the principle of connectivity into place and reaching those less likely to access routine communications.</p> <p>The recommendation from the PIEAC was to coordinate capturing insights from the virtual citizens panel which has been undertaken in August and September with insights being presented to the primary care team for action. A verbal update was provided to the Primary Care Commissioning Committee 29.08.2024.</p>