

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	Wednesday 18 December 2024
Title of paper	Citizens Health Reference Group report
Presented by	Neil Greaves, director of communications and engagement
Author	Dan Clough, communications and engagement manager
Agenda item	9d
Confidential	No

Executive summary
 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.

Advise, Assure or Alert
Assure the committee:
 - The ICB is effectively managing and utilising the Citizens Health Reference Group.
Advise the committee:
 - Of the latest activities of the Citizens Health Reference Group.

Recommendations
 The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents of the report.
- Recognise and endorse the activity undertaken by the Citizens Health Reference Group.

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				
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
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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	

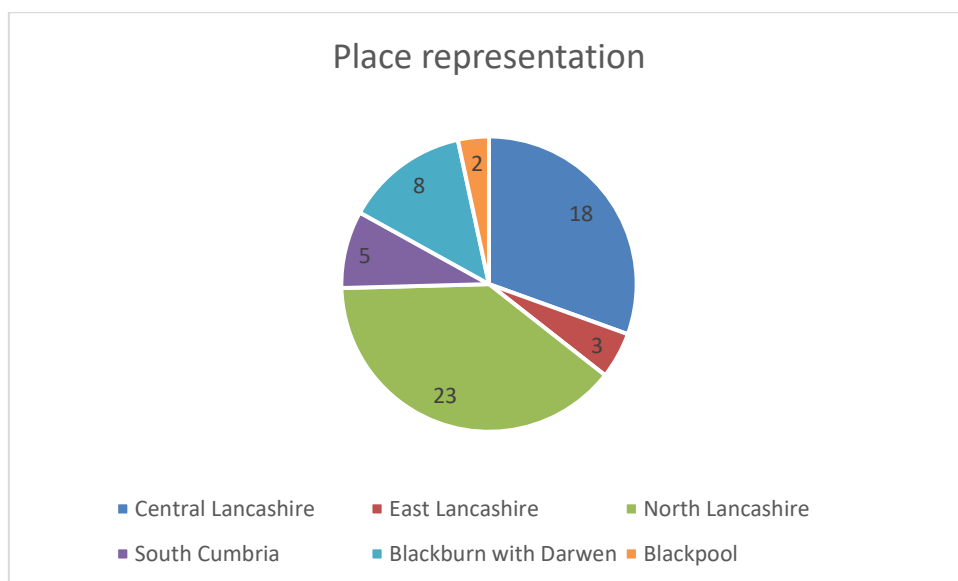
Report authorised by:	Neil Greaves, Director of Communications and Engagement
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1. Introduction

1.1. The report provides members of the ICB Public Involvement and Engagement Advisory Committee (PIEAC) with an update on the progress of establishing a programme of involvement of citizens advisors who volunteer their skills and experience to support the ICB and recent activities of the Citizens Health Reference Group.

2. Membership

2.1. Membership of the Citizens Health Reference Group now stands at 59 people. There is representation within the membership for all the ICB 'places', however work needs to be done during the next recruitment to target people in Blackpool, East Lancashire, West Lancashire and South Cumbria.



3. Workstreams

3.1. In the three months since the last Citizens Health Reference Group report, work has taken place to identify new workstreams that members can support as part of the ICB's work to involve members of the public at every level of its work. These workstreams were presented to the members who were asked to express an interest in those that appealed to them.

3.2. Please find below details of workstreams which have now concluded:

Date	Workstream	Comments/Outputs
March to October 2024	Urgent and emergency care strategy development	<p>Following feedback from the CHRG and via the public survey, a further iteration of the strategy was developed to include a number of changes. We received some really positive feedback too, which has also been incorporated.</p> <p>The key changes were:</p> <ul style="list-style-type: none"> • A glossary was developed to provide definitions of acronyms, system, place etc.

		<ul style="list-style-type: none"> • Amended wording to ensure consistency. • Aim 4 was changed as originally this was an enabler. • Expanded sections/narrative: <ul style="list-style-type: none"> ○ Roles and responsibilities ○ Expectation to deliver at place ○ Self-care and prevention ○ End of Life care ○ Connectivity between acute and community care transformation ○ Clinical leadership to ensure delivery • Included: <ul style="list-style-type: none"> ○ Quality standards ○ Performance metrics ○ Narrative to ensure we support our West Lancashire population as we are working closely with Mersey and West Lancashire colleagues • Changed some of the layout to make it an easier read. • We liaised closely with workforce and digital colleagues to ensure we had the right balance and correct information, linking to other strategies.
October 2024	Public perceptions survey testing	Reworded question that didn't make sense. Added additional demographic questions.
October 2024	Integrated urgent care survey	<p>We received 25 responses from the CHRG on the draft urgent care survey and incorporated many of the suggestions prior to launching the survey with the public. Some responses had no suggestions and were supportive of the draft questions/layout/wording/accessibility.</p> <p>The amends made to the survey were:</p> <ul style="list-style-type: none"> • Changes to wording to make the questions and answer options easier to understand. • Adding in more detail about what urgent care is to the survey introduction. • Simplifying the explanations around the draft design principles. • Inclusion of an additional question about where people would choose to go with an urgent care need (for themselves and for a child).
October 2024	Physical health checks for people with severe mental illness (SMI)	Group members with lived experience of SMI took part in a meeting which provided extremely rich insights which will support the development of a communications campaign aimed at raising awareness of health checks for this cohort of patients.

3.3 Please find below details of workstreams which are now live and have Reference Group members assigned to them:

Date started	Workstream	Comments
April 2024	Vascular Network	One member of the group sits on this network as a patient rep
October 2024	New Hospitals Programme	A group of members will support the New Hospitals Programme as work on this develops in the New Year.
October 2024	Dental access	A small group of members has come forward to support ongoing work to improve dental access and oral self-care
October 2024	Head and neck cancer, urology and cardiac	Split into three individual workstreams, members will support these acute transformation programmes as they develop next year
October 2024	Virtual wards	Members will work with the ICB communications lead to support the ongoing development of virtual wards in Lancashire and South Cumbria
October 2024	Mental health crisis services spec development	A group of members will work with the team developing a Lancashire and South Cumbria-wide service spec for mental health crisis services as this develops into 2025.
November 2024	Women's Health Group	Female patient reps have been sought to support a newly-established Women's Health Group.
December 2024	New Hospitals – Equalities Working Group	A patient rep was sought to attend this meeting. As there were a number of volunteers, three members of the Group will attend.

3.4 Please find below details of workstreams which are planned to commence in the New Year:

Workstream	Comments
Non-emergency patient transport services (NEPTS)	Expected to commence from April 2025
Clinical policy development	To launch in 2025
Campaigns	To launch in 2025

4 Meetings

4.1 At the Group's last quarterly meeting on 5 December 2024, 22 members were in attendance – 16 virtually via MS Teams and six in person at County Hall. The meeting was chaired by communications and engagement manager Dan Clough, and attended by two senior communications and engagement managers, Lyndsey Shorrock (in person) and Laura Harvie (via MS Teams). Director of communications and engagement Neil Greaves also attended to provide the strategic update.

4.2 Neil talked to the Group about the recent insight gained from the ICB roadshows which prompted a lively debate. He then introduced Lyndsey Shorrock who updated the group on the recent site announcement from the New Hospitals Programme and outlined plans for a public engagement programme in the New Year, before answering questions and taking comments on the proposals.

4.3 The group also received an update on the alignment of members to workstreams, with many of these expected to commence from January.

4.4 Dental access session

4.5 In addition to the quarterly meeting, a special session on dental access took place on 29 November 2024 to provide members with information on how NHS dental services are commissioned and to explain some of the issues people are facing with accessing NHS dentistry services.

4.6 An exercise was also run with members where they were asked to prioritise how they would spend NHS funding to target specific populations. The results of this exercise, outlined below, will support the development of a five-year plan for dental commissioning which will be published next year.

4.7 Members were asked to rank 10 areas of spending as either 'high', 'higher' or 'highest' in order to understand what they would prioritise. They were split into four groups and then the results were scored as one for 'high', two for 'higher' and three for 'highest' in order to put them into an overall table to see how the four different groups compared. The results are below:

Priority area	Score
Areas where there are high levels of children living in deprivation	12
Areas with highest rates of people who have contacted the NHS with toothache or an urgent need	11
Areas with highest rates of children (aged 5) who already have tooth decay	10
Areas where there are high levels of deprivation	
Areas where there are high levels of older adults living in deprivation	
Areas with low numbers of children already attending a NHS dentist	9
Areas with low numbers of older adults (65+) already attending a NHS dentist	7
Areas where there are high levels of older adults with a long term health problem	6
Areas where there is less money already invested in routine dental services	
Areas with low numbers of adults already attending a NHS dentist	5