

ICB Consultation Working Group

Date of meeting	9 December 2024
Title of paper	Shaping Care Together – engagement update
Presented by	Neil Greaves – director of communications and engagement, NHS Lancashire and South Cumbria ICB
Author	Lyndsey Shorrock – senior communications and engagement manager, NHS Lancashire and South Cumbria ICB
Agenda item	7e
Confidential	No

Executive summary

Shaping Care Together (SCT) is a health and care transformation programme operating across Southport, Formby and West Lancashire. This partnership programme is supported by Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL), NHS Cheshire and Merseyside Integrated Care Board (ICB) and NHS Lancashire and South Cumbria ICB. Its aim is to improve the quality of care for local residents by exploring new ways of delivering services and utilising staff, money and buildings to maximum effect. Phase one of the programme focusses on urgent and emergency care.

On 26 July a pre-consultation engagement period began and people were asked to share their views on urgent and emergency care across Southport, Formby and West Lancashire. That period concluded on 4 October with nearly 3,000 people completing a questionnaire and more than 200 people attending a series of public meetings.

The insights from this engagement were used to inform the options appraisal process which concluded in November. A draft pre-consultation business case is now being developed.

Advise, Assure or Alert

Assure the committee:

- Of the approaches to involve and engage residents of West Lancashire in the Shaping Care Together programme.

Recommendations

The ICB public involvement and engagement advisory committee is asked to:

- Note the contents of the report and the findings of the pre-consultation engagement.

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	✓			Risks of judicial review and reputational impact if poor levels of engagement and involvement
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

Conflicts of interest associated with this report

N/A

Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed			✓	
Equality impact assessment completed	✓			Pre-consultation equality analysis report completed.
Data privacy impact assessment completed			✓	

Report authorised by:

Neil Greaves, director of communications and engagement

Shaping Care Together – engagement update

1 Introduction

- 1.1 Shaping Care Together (SCT) is a health and care transformation programme operating across Southport, Formby and West Lancashire. This partnership programme is supported by Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL), NHS Cheshire and Merseyside Integrated Care Board (ICB) and NHS Lancashire and South Cumbria ICB. Its aim is to improve the quality of care for local residents by exploring new ways of delivering services and utilising staff, money and buildings to maximum effect. Phase one of the programme focusses on urgent and emergency care.
- 1.2 The programme is diligently following the NHSE 'Planning, assuring and delivering service change for patients' guidance. This guidance is designed to be used when substantial service change is being considered/implemented and will support us in taking new proposals forward, including effective public involvement, enabling us to reach robust decisions on change in the best interests of our patients.
- 1.3 A case for change detailing the current and future needs of the local population, the provision of local services and the key challenges facing the health and care system was approved by all three organisations in summer 2024.

2 Pre-consultation engagement

- 2.1 On 26 July a pre-consultation engagement period began which asked people to share their views on urgent and emergency care across Southport, Formby and West Lancashire. The engagement concluded on 4 October with some notable highlights:
 - 2,900+ surveys completed (1,460 from West Lancashire)
 - More than 600 members of the public and staff engaged with at roadshow events
 - More than 200 people attended a total of five public meetings
 - Five focus group sessions with patients, staff and VCFSE groups
 - 11,000 website visits and a reach of over 101,000 on social media
 - 800,000 reach through radio advertising
 - Advertising via 54,000 pharmacy bags
 - Adverts in the Liverpool Echo and Ormskirk Advertiser newspapers

See appendix A for a more detailed summary of the findings.

- 2.2 A final report is currently being developed which will include more detailed quantitative analysis of the engagement. This will include by geography, protected characteristics and other demographics. The final report will also include thematic reports per location, details of all public meetings and focus groups, and a 'you said, we did' account of all input received.

3. Options appraisal process and pre-consultation business case

- 3.1 The views expressed by stakeholders as part of the pre-consultation engagement were used to develop a long list of options for emergency care services. Each option was subjected to a rigorous appraisal process throughout the course of two workshops in November.
- 3.2 Four patient representatives attended the hurdle criteria workshop: one from Ormskirk, one from Skelmersdale, one from Southport and one from Formby. This included two men and two women, with one representative being from an ethnic minority.
- 3.3 The evaluation workshop had five patient representatives one from Ormskirk, one from Skelmersdale, one from the rural areas, one from Southport, and one from Formby. The additionality of a patient representative from the rural areas was to ensure there was balanced representation compared to NHS staff. Healthwatch representatives were also participants in the workshop.
- 3.4 A pre-consultation business case is currently in development and is expected to be finalised in January. It will then go through a rigorous approval process involving local authorities, NHS England and the ICB Boards.

4. Recommendations

The ICB public involvement and engagement advisory committee is asked to:

- Note the contents of the report and the findings of the pre-consultation engagement.

Lyndsey Shorrocks
Senior communications and engagement manager
29 November 2024