

## ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	18 <sup>th</sup> December 2024
<b>Title of paper</b>	We Heard, We Did
<b>Presented by</b>	Lindsay Graham, Healthwatch Director
<b>Author</b>	Lindsay Graham, Healthwatch Director
<b>Agenda item</b>	7f
<b>Confidential</b>	No

### Executive summary

Healthwatch Together is the collaboration of five local Healthwatch working across Lancashire and South Cumbria ICS:

Healthwatch Blackburn with Darwen  
Healthwatch Blackpool  
Healthwatch Cumberland  
Healthwatch Lancashire  
Healthwatch Westmorland and Furness

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 provides a brief over view of our engagement work from July to September 2024. The report also includes key themes and issues from each local area, information and signposting provided, as well as reports we have published.

This quarter reports we have published include Enter and View\* report and project reports.

\*An Enter and View is a statutory power afforded to local Healthwatch by the Health and Social Care Act 2012. Approved Healthwatch representatives have the power to enter any health and social care service funded through public monies to view the care and treatment being provided and speak with the people receiving that care and treatment to gather their experiences and views.

### Advise, Assure or Alert

**Assure the committee:**

- That regular robust independent 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.

Which Strategic Objective/s does the report contribute to		Tick
1	Improve quality, including safety, clinical outcomes, and patient experience	<b>x</b>
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:**