

Public Involvement and Engagement Advisory Committee

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| Date of meeting | 26 January 2023 |
| Title of paper | Integrated Care Strategy: engagement process and insights |
| Presented by | Jeremy Scholey, Engagement Manager, and Hannah Brookes, Communication and Engagement Manager |
| Author | David Rogers, Head of Communication and Engagement |
| Agenda item | 2.3 |
| Confidential | No |

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| Purpose of the paper |
| <p>This paper provides members with a report of the engagement process and insights around the ICB's proposed draft priorities for the Integrated Care Strategy. It shares the result of our engagement with people and communities across Lancashire and South Cumbria, and articulates, following analysis the insights we have gained, and which will feed into the development of the Integrated Care Strategy.</p> |
| Executive summary |
| <p>An engagement process was launched on 3 October 2022, to invite feedback from colleagues, partners and the wider community across Lancashire and South Cumbria, on the six draft priorities proposed by the Lancashire and South Cumbria Integrated Care Partnership (ICP).</p> <p>The survey was open for a four-week period with an initial summary given after three weeks and a final summary of findings from the closed question options provided on 31 October. This included a summary of the findings from Healthwatch focus group sessions undertaken over the same period.</p> <p>Due to tight timescales the summary of findings did not include an analysis of the open text feedback responses that were received. Two questions were asked that required written responses. Between them these elicited 824 open text comments, consisting of over 23,000 words of text.</p> <p>There was a broad range of issues and concerns that respondents raised. To make these more manageable some broad themes have been identified, split into two categories. The first relates to the main themes raised, where more than 5% of respondents mentioned the theme/issue in their response, and the second to those where fewer than 5% of respondents mentioned the theme but enough to make the issue resonate.</p> <p>The main themes were, in descending order:</p> <ul style="list-style-type: none"> • Maternity, early years, or family related issues (46 – 13.8% of responses) • Communication, co-ordination and collaborative working between partners and organisations and/or with communities (40 – 12% of responses) • That it was hard to rank priorities or pick a single priority as they are all interlinked or all important (33 – 9.9% of responses) • No comment or nothing further to add (30 – 9% of responses) |

- Had an issue with the survey itself or about the priorities chosen (21 – 6.3% of responses)

Other, less frequently raised themes included:

- Access to services, especially GP services
- Workforce issues
- Older people services and/or social care investment and standards
- Mental health, LD, autism, loneliness/isolation
- Transport and/or keeping services local
- Cost of living, poverty
- Prevention
- Health inequalities
- Employment
- Palliative/end of life care
- Rural deprivation or disparity of service provision
- Housing, both social housing and new builds

The themes are explored in detail in the reports and will be further explored in the presentation.

Recommendations

Members are

- invited to consider the presentations and findings of each of the studies, and
- consider the recommendations and action

Governance and reporting (list other forums that have discussed this paper)

| Meeting | Date | Outcomes |
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Conflicts of interest identified

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| Implications | | | | |
| If yes, please provide a brief risk description and reference number | Yes | No | N/A | Comments |
| Quality impact assessment completed | | | N/A | |
| Equality impact assessment completed | | | N/A | |
| Data privacy impact assessment completed | | | N/A | |
| Financial impact assessment completed | | | N/A | |
| Associated risks | | | N/A | |
| Are associated risks detailed on the ICB Risk Register? | | | N/A | |
| Report authorised by | | | | |