

Public Involvement and Engagement Advisory Committee

Date of meeting	25 April 2023
Title of paper	Engagement proposal to support development of NHS Joint Forward Plan
Presented by	Neil Greaves, director of communications and engagement Carl Ashworth, director of planning
Author	Neil Greaves and Carl Ashworth
Agenda item	2.3
Confidential	No

Purpose of the paper

Following the ICB Board's review of the draft Joint Forward Plan for 2023 onwards, this paper proposes detailed next steps for further engagement and involvement with members of the public on its contents and presentation.

Executive summary

The draft LSC ICS Joint Forward Plan was presented to the ICB Board on 29th March for their review and support prior to a three-month period of partner and public engagement and further subsequent development of the plan.

This proposal sets out a summary of the engagement and involvement approach to be adopted and delivered to inform and influence the final version of the plan. This work will take place alongside parallel actions to develop a delivery plan for the JFP and its five strategic priorities working with partners and organisations involved in delivering the plan.

This document builds upon the outline steps to propose plans for engagement and involvement to further development of the JFP document.

It is proposed that a summary of the engagement activity and outcomes, including changes made to the final document, are presented to the PIEAC on 28 June, prior to the final plan being approved by the ICB Board in July 2023.

Recommendations				
<p>The Public Involvement and Engagement Advisory Committee is asked to review the paper and to:</p> <ul style="list-style-type: none"> • Support the proposed next steps for engagement and involvement to support further development of the NHS Joint Forward Plan for Lancashire and South Cumbria • Note the proposal to receive outcomes from the engagement activity in June 				
Governance and reporting (list other forums that have discussed this paper)				
Meeting	Date	Outcomes		
Draft Joint Forward Plan and proposed next steps presented to ICB Board	29 th March 2023	Draft plan noted. Next steps supported.		
Proposals on engagement to support the Draft Joint Forward Plan at ICB executive	11 th April 2023	Supported		
Conflicts of interest identified				
None				
Implications				
(If yes, please provide a brief risk description and reference number)	Yes	No	N/A	Comments
Quality impact assessment completed			✓	
Equality impact assessment completed			✓	
Privacy impact assessment completed			✓	
Financial impact assessment completed			✓	
Associated risks			✓	
Are associated risks detailed on the ICS Risk Register?			✓	
Report authorised by:	Neil Greaves, director of communications and engagement Carl Ashworth, director of planning			

Public Involvement and Engagement Advisory Committee – 25 April 2023

Draft Joint Forward Plan 2023 onwards - Next Steps on engagement and involvement

1. Introduction

1.1 The ICB Board received at their meeting on the 29 March a draft NHS Joint Forward Plan for 2023 onwards. The covering paper described the process of development of the plan to date; set out an assessment of the plans against national guidance; and proposed a number of next steps, which were supported by the Board.

1.1 There were two key strands for the key actions to be undertaken from April to June – the first was the development of the draft JFP document itself:

- **Address the gaps** in the plan in line with the RAG analysis against national guidance
- **Engagement with our population**
- **Engagement to ensure all partners are signed up to the plan**
 - Our NHS provider partners
 - Our Local Government Partners
 - Health & wellbeing Boards
 - Integrated Care Partnership
- **Health equity impact** review of the plan
- **‘Critical friend’ review** by NHS England

1.2 An EIRA is being undertaken to help us identify under-represented groups within our population. NHS Lancashire and South Cumbria ICB is committed to ensure that efforts are made to seek the views of these groups by building on our relationship with the VCFSE sector and the work undertaken to support the New Hospitals Programme.

1.3 The second strand of actions related to the development of a plan for delivery of the five strategic priorities identified in the draft Joint Forward Plan.

1.4 This document describes in more detail proposals for how the engagement and involvement with the population will be planned, managed and delivered.

2. Areas of focus for engagement and further development of the Joint Forward Plan

2.1 The priorities for action are as follows:

Action	Target date
Address the statutory and recommended gaps in the plan as reported to the board in March	Revised draft to be available 13 th April
Revise the content of the plan following feedback from the board in March	
Engage on the plan with the public and partners	Mid April – Mid May
Publish and sign off the plan via the Board	Early July

2.2 It is recognised that the narrative in the draft JFP will no doubt change in response to feedback through the engagement and involvement with the population but the challenges we face and the priorities for action we need to take to tackle those challenges are unlikely to.

2.3 The current version of the NHS Joint Forward Plan is detailed and much of the document describes actions which were agreed as part of the NHS Long Term Plan in January 2019 where engagement on the principles has taken place both nationally and locally. Therefore, to get the best value from the engagement it will be important to determine which areas of the plan will provide the most impact for Lancashire and South Cumbria.

2.4 The NHS Joint Forward Plan is also aligned with the Integrated Care Strategy which has been through an engagement process via the Integrated Care Partnership where local views have contributed to the strategy's priorities. This report is on the agenda for the PIEAC to review. There is a need to ensure that we do not duplicate any engagement which has already taken place although constantly listening to feedback on how priorities and initiatives are implemented is important.

2.5 A single page summary of the draft Joint Forward Plan is attached as a Appendix to this report.

2.6 It is proposed that the following areas are priority areas of focus for the engagement and involvement activity to test, coproduce where possible and capture public views and insight to support further iterations of the NHS Joint Forward Plan for Lancashire and South Cumbria:

- **Vision and values:**

The draft Joint Forward Plan proposes the following vision and values for Lancashire and South Cumbria. These have been developed and in place for partnership working for a number of years and require review and engagement with the population.

Our Vision	<p>We want our population to live longer and healthier lives which will be enabled by:</p> <ul style="list-style-type: none"> • Healthy communities • High-quality and efficient services • Health and care services that are centred around the needs of our communities and offer high-quality employment opportunities for our workforce
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Our Values	<p>We are committed to delivering high-quality, patient-centred care which improves people’s lives with compassion, humanity, kindness, respect, and dignity. We will make the most efficient and effective use of the healthcare resources across Lancashire and South Cumbria.</p>
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• **Pledges to our population:**

The draft Joint Forward Plan proposes a number of pledges to the population for Lancashire and South Cumbria. It is clear that this is an area where these can be genuinely coproduced with the population through a series of engagement workshops and focus groups using the draft as a starting point for conversations. This will enable these to be tested and capture views and feedback from local people.

Our pledges to our population		
1	You will have healthy communities	You will be supported to keep well both physically and mentally by health and well-being services that are connected across organisations and at system, place, and neighbourhood level.
2	You will have high-quality and efficient services	<p>You will:</p> <ul style="list-style-type: none"> • Have access to high-quality, and patient-centred services. We will ensure our providers work collaboratively to share their resources and expertise, offering access to the care that gives the best outcomes for patients. • Have access to joined up and coordinated services and support, which is easier to navigate and access. • Be treated with compassion, humanity, kindness, respect, and dignity.
3	A health and care service that works for you	You will be provided with opportunities to make choices about your healthcare and have greater opportunities to design and co-produce local services, to ensure they meet your needs.

• **Pillars of the plan and strategic priorities:**

The draft NHS Joint Forward Plan sets out how we intend to deliver the statutory aims of the ICB through four pillars and a set of strategic priorities. It is recommended that these are tested and discussed with members of the public. Some of this may inform how these are described and the language used to describe these. Much of the feedback and views of these priorities are expected to influence how these priorities are implemented.

The four pillars are the four key aims of an ICB as set out in the Health & Social Care Act 2022:

Our Four Pillars			
Tackling inequalities <i>in outcomes, experience, and access</i>	Improving outcomes <i>in population health and health care</i>	Enhancing productivity and value for money	Helping the NHS to support broader social and economic development

In order to achieve these aims, the draft Joint Forward Plan sets out five strategic priorities and proposes a way of measuring their delivery over the short, medium and longer term:

Measuring Success				
Strategic Priorities		Short term 1-3 years	Medium term 4-6 years	Long term 7-10 years
1	Strengthen our foundations	3-year system financial plan	Financial balance across the NHS system	
2	Improve prevention and reduce inequalities	Seamless and integrated provision in place within every community.	Reduced admissions and disease prevalence	Improved healthy life expectancy at system and place
3	Integrate and strengthen primary and community care	Strengthened primary and community care	Enhanced and integrated primary and community care provision in place	
4	Improve Quality and Outcomes	Improved CQC and SOF ratings for the six providers	<ul style="list-style-type: none"> Optimised care and clinical pathways Improved quality of estates Enhanced workforce 	
5	World Class Care	Short term actions on priority areas	Medium term actions on priority areas	Long term actions on priority areas

3. Engagement and involvement plan

3.1 The following table presents the plan for engagement to be delivered by the communications and engagement team to support the development of the NHS Joint Forward Plan for Lancashire and South Cumbria:

Task	Due by	Lead
Engagement Plan		

<p>Engagement Plan</p>	<p>Develop a detailed engagement plan to support engagement activity including agreement of the areas of the plan to focus engagement activity.</p> <p>Share the draft JFP and engagement process for endorsement by PIE AC (Public Involvement and Engagement Advisory Committee)</p>	<p>Tue 25 April</p>	<p>NG</p>
<p>Desktop review of existing engagement and insight</p>	<p>A desk top analysis of existing insight and engagement within a defined timeframe against the pledges and the key priorities within the plan to sense check and ensure views from other engagement can be incorporated and adopted where possible.</p>	<p>By end of April</p>	<p>DR</p>
<p>Deliver engagement and involvement activity</p>	<p><i>Engagement with the public, VCFSE and wider partners.</i></p> <ul style="list-style-type: none"> • Listening events – utilise planned listening events to capture feedback from local people and community representatives (including PPG members, community representatives, local Healthwatch). • Focus groups - dedicated focus groups and engagement sessions with local people, VCFSE and other partners. These are an opportunity to coproduce the 'pledges to our population'. • Share a toolkit: circulate a toolkit of audience specific information to a range of partners to capture feedback from a range of audiences: staff, elected officials, Health & wellbeing Boards (Lancashire, Blackpool, Blackburn with Darwen, Cumbria), VCFSE partners. Capture feedback using surveys and discussions. • Social media: utilise social media and online channels to capture feedback from public and partners. Feedback to be captured in a range of formats. <p>Targeted engagement with specific groups:</p> <ul style="list-style-type: none"> • VCFSE and seldom heard: we will work with VCFSE partners to encourage them to share with local people and those seldom heard to contribute their views into the plan. Workshop with VCFSE partners to capture insight and feedback) • Staff: We will provide opportunities for health and care staff from across the partnership to provide feedback and contribute to their views. Staff will be actively engaged in the development of the ICB values as part of 'Big Conversations' which are due to commence on 21 April. 	<p>From 17th April – 29th May (6 weeks) - Up to end May</p>	<p>David Rogers and engagement team</p> <p>VCFSE supported by NG and Jane Cass</p>
<p>Revisions</p>	<p>Ensure all comments and feedback is reflected in the final document and set out the plan for publishing the public facing version of the final plan.</p>	<p>Mid-June</p>	<p>CA</p>
<p>Summary and easy read versions</p>	<p>From the final document:</p> <ul style="list-style-type: none"> • Develop a summary version which captures key messages. This could be described as an executive summary and intends to be in plain English. • Develop an Easy Read document to describe the plan to young people and those with learning disabilities. • Develop videos with leaders to describe key elements of the plan 	<p>May – early June</p>	<p>NG</p>
<p>You said, We did</p>		<p>PIEAC in June</p>	<p>Comms and engagement team</p>

	<p>Report to demonstrate the impact from the engagement and develop You Said We Did. This will be shared with PIEAC as part of a summary to endorse the approach to the engagement in June.</p>		
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4. Conclusion

4.1 It is important that the NHS Joint Forward Plan actively takes into account the views of local people and the population. This proposal aims to deliver a programme of engagement which influences key areas of the publication prior to it being agreed in July through a range of channels and mechanisms and working with partners.

4.2 The ICB will ensure that engagement analysis and evaluation is robust, with specific monitoring of equality, inclusion and involvement. We will capture equality insight data to ensure the voice of our population is largely representative and where this is not evidenced, we will undertake further engagement with representative groups.

5. Recommendations

5.1 The Public Involvement and Engagement Advisory Committee is requested to:

- Note the contents of the report and the proposal to develop the NHS Joint Forward Plan for Lancashire and South Cumbria through involvement with local people
- Approve the proposed plan for involvement and engagement set out in the paper and associated timescales

Neil Greaves
Director of Communications and Engagement

Carl Ashworth
Director of Planning

18 April 2023

Appendix – our NHS Joint Forward Plan for Lancashire and South Cumbria on a page

LANCASHIRE AND SOUTH CUMBRIA ICS - JOINT FORWARD PLAN ON A PAGE										
Our mission and core purpose	To improve the Health and Wellbeing of the 1.8m people in L&SC by working collaboratively with partners									
	Reduce health inequalities	Improve outcomes	Enhance productivity and value for money	Support social and economic development						
Our vision	To have healthy communities and give people the best start in life so they can live longer, healthier lives									
	Healthy Communities	High Quality and Efficient Services	Health and Care Service that works for everyone including staff							
Our strategic priorities	Whole population approach <table border="1" style="display: inline-table; margin-left: 10px;"> <tr> <td>Start Well</td> <td>Live Well</td> <td>Work Well</td> <td>Age Well</td> <td>Die Well</td> </tr> </table>					Start Well	Live Well	Work Well	Age Well	Die Well
	Start Well	Live Well	Work Well	Age Well	Die Well					
	STRENGTHEN OUR FOUNDATIONS									
	Manage long term demand, optimise spend, optimise use of capacity and optimise healthcare systems and processes.									
	IMPROVE PREVENTION		IMPROVE AND TRANSFORM CARE PROVISION							
	Action on prevention and inequalities by collaborating and integrating with partners including harnessing the NHS as an anchor institution		Strengthen and integrate primary and community care with partners and providers		Improve quality and outcomes through standardisation & networking with providers					
	WORLD CLASS CARE									
	Priority disease areas and conditions – Cancer - CVD- Mental Health - Maternity									
	Priority population groups and communities– Children and Young People – Learning Disabilities – CORE 20%									
	Our enablers	WORKING DIFFERENTLY			GETTING THE BASICS RIGHT					
Integrated working		Double Devolution	Lifting the Bureaucratic Burden	Comprehensive workforce plan across all organisations and sectors						
Research and Innovation		Reducing inequalities	Empowering our population	Buildings, infrastructure, and digital investment						
			Strong Delivery focus							
Measuring success	Improved healthy life expectancy at place and system and a reduced gap in healthy life expectancy across the system									
	Improved financial position ££	Integrated provision across the whole life course	Enhanced and integrated primary and community care provision in place	Improved quality of services	Improved pathways of care for priority areas					
	Our People Pledges		Our Partner Pledges		Our Population Pledges					
Our values and guiding principles	High quality and patient centred care which improves people's lives									
	delivered with		while							
Compassion and kindness	Respect and dignity		Ensuring the effective use of resources	Collaborating within the NHS and with partners						