

Public Involvement and Engagement Advisory Committee

Date of meeting	28 June 2023
Title of paper	Public engagement and involvement assurance report: April to May 2023
Presented by	David Rogers, Head of Communications and Engagement
Author	David Rogers, Head of Communications and Engagement Members of the Insight, Coproduction and Engagement function of the Communications and Engagement team.
Agenda item	2.3
Confidential	No

Purpose of the paper

The report provides a summary of engagement, involvement and coproduction activity by the ICB between 1 April and 31st May 2023.

Executive summary

The report provides members of the Integrated Care Board (ICB) Public Involvement and Engagement Advisory Committee (PIEAC) a summary on activities and insights related to engagement, involvement and coproduction undertaken by the ICB between 1 April 2023 and 31st May 2023.

This report seeks to provide assurance to the committee and the ICB Board for the delivery against the strategy for working with people and communities across the ICB and embedding the principles of public involvement and engagement. This includes establishing an engagement and involvement infrastructure which is able to demonstrate how public voice is at the heart of decision making and service delivery in the ICB.

The report also summarises engagement, involvement and co-production activity supporting priority system transformation programmes and other ICB programmes of work.

This report is the fifth report. This report remains a shorter, more focused assurance report, following the presentation of the last simplified and shortened report in March which was supported by the PIEAC.

Recommendations

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents and summary of insights contained in the report
- Recognise and endorse the engagement and involvement activity undertaken across the ICB and the resulting insights shared in the report
- Note the forward view of upcoming engagement, involvement and co-production activities for the next period

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

Meeting	Date	Outcomes
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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
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Public engagement and involvement assurance report: April to May 2023

1. Introduction

Public involvement is an essential part of making sure that effective and efficient health and care services are delivered; by reaching, listening to, involving and empowering our people and communities, we can ensure that they are at the heart of decision making. The NHS in Lancashire and South Cumbria is committed to putting our population's needs at the heart of all we do.

The report will provide assurance to the committee and the Integrated Care Board (ICB) for the delivery against the strategy for working with people and communities across the ICB and embedding the principles of public involvement and engagement. This includes establishing an engagement and involvement infrastructure which is able to demonstrate how public voice is at the heart of decision making and service delivery in the ICB. As well as being good practice, it is particularly important that the Board receives assurance of involvement in its work and influence regarding its decision making because the ICB has a legal (statutory) duty to involve residents in the development and decisions of the ICB, as well as the delivery of NHS services.

It is recognised that while this report continues to be refined and developed, in essence it's focus is on the discharge of the ICB's duty to involve and as such focuses on engagement and involvement solely by the ICB as well as in partnership with stakeholders and partners.

The relationship with the ICB Quality Committee, and the System Quality Group (SQG) are also important as they have an important role in demonstrating, assuring, and making decisions in relation to any quality improvements arising from any insight and findings from our involvement and engagement with people and communities. Significant work has been undertaken to ensure the work of the PIEAC and the Quality Committee are integrated and to avoid unnecessary duplication of effort and to ensure that there is strengthened oversight and connectivity between the committees.

2. Headlines for engagement activity and key themes

- Over the last two months and since the last report, the ICB engagement team has continued to build on the engagement infrastructure and processes. Since the last report, the team have held three listening events (Barrow, Blackburn and Burnley) and the findings are articulated in our insight report.
- Our work with place-based partnerships continues apace. Engagement coordinators are in place for Lancashire, Blackburn, and Blackpool, and we are recruiting for the vacancy in South Cumbria. Already the engagement coordinators are working with colleagues to develop local engagement plans and support.
- Work has begun to develop the approach to establish engagement networks with local communities in places. These build on existing networks and groups and provide an opportunity for the ICB to listen to community representatives.
- The ICB has taken the lead in developing an engagement programme to capture views from members of the public on the vision, priorities and pledges outlined in the NHS Joint Forward Plan for Lancashire and South Cumbria. The engagement has sought to target seldom heard groups and prioritise those voices. The results of this activity

are an item on the PIEAC agenda. This is being used to contribute to the development of the NHS Joint Forward Plan for Lancashire and South Cumbria.

- The citizen’s panel continues to grow in terms of its membership and engagement, and we are working hard to promote this as a key system engagement opportunity. Already we are seeing the benefit of this through the readers sub-group whose numbers have rapidly increased.
- Following the Withnell procurement and campaign arising from this, work continues with patients and the public, including the Withnell Patient Group, to further develop and strengthen the ICB’s approach to engaging and involving the public around the ICB’s approach and decision-making in relation to primary care commissioning.

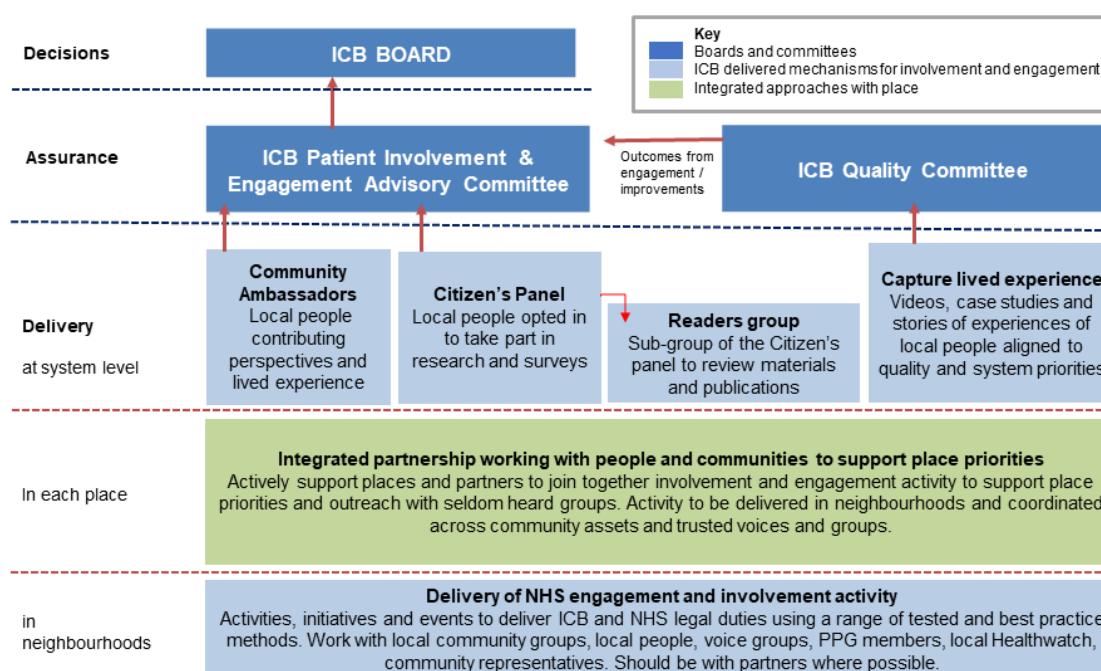
3. Progress on engagement infrastructure, delivery and mobilisation

3.1 Working with people and communities strategy and plan

A revised and updated version of our Working with people and communities strategy is presented at PIEAC in June 2023. The strategy was first published in October 2022 and was developed in the summer of 2022. Given the development of the ICB and the progress made with the engagement team, and the evolution of PIEAC it is the right time to review and update the strategy. Additionally, we have seen the emergence and development of our places, with place-based leads and teams, the development of our Integrated Care Partnership Integrated Care Strategy, and the ICB Five Year Forward Plan. It puts new impetus in supporting the strategic direction of the ICB through meaningful involvement, engagement and coproduction.

3.2 Developing and implementing an engagement and involvement model

The engagement and involvement model below depicts the context and levels of assurance for the ICB.



3.3 Engagement and involvement toolkit and guidance for ICB staff

As part of our development of the communications and engagement team, along with a robust and resilient engagement infrastructure and process, the team are developing an engagement toolkit and guidance for use by ICB teams and to support wider partnership working across the ICS, including the Provider Collaborative Board. The toolkit aims to support teams to embed the ten principles for engagement and involvement in all areas of the organisation and partnership. In addition to this a demographic report is also being produced to support greater understanding of communities and key demographics across Lancashire and South Cumbria and the four place areas. These two documents will be presented at PIEAC in August, and alongside this we have developed a workforce awareness and training programme which will launch when the toolkit is signed off by the PIEAC.

3.4 Citizen's Panel – database of public connected to ICB

The ICB has developed a citizen's panel of members of the public who have agreed to participate in surveys, engagement and give their insights concerning health, wellbeing and health services in Lancashire and South Cumbria. This model has been presented as good practice nationally and has been adopted by a number of ICBs.

Number of citizen panel members as of 31 st May 2023	1,342 (representing a small increase)
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We now produce a monthly citizen panel bulletin, along with news flashes. The purpose of this bulletin is to keep panel members informed of decisions by the ICB as well as of matters of interest including information regarding self help resources and campaigns. The primary focus of the bulletin is to involve panel members in the work of the ICB so members are invited to participate in surveys, focus groups and interviews. Recently members were invited to participate in our lived experience narratives programme so that they could tell their stories to us as part of this. This has proved successful. The bulletin is received and opened by the majority of panel members and has a high level of engagement based on the open rate (which is increasing) and the click rate.

	April 23	May 23
Total recipients of the bulletin	1,304	1,303
Email opens	757	747
Open rate (%)	58%	57%
Total clicks	109	123

Popular stories in the last newsletter (May) included:

- Update re New Hospitals Programme – 36%
- Joint forward 5 year plan – 20%
- Know your risk of diabetes – 9%

- ICB signs partnership with the voluntary community, faith and social enterprise sector (VCFSE)– 6%
- Burnley Listening Event – 1%

3.5 Readers Group

In response to demand from ICB colleagues, and interest from members of the citizen’s panel, we have established a Readers’ Group. The group has started to review documents, information, letters and leaflets and offer suggestions on how these can be more patient friendly. The Readers Group membership has grown to 178 members by the end of May. Members of the readers group have had the opportunity to comment on the NHS Joint Forward Plan and previously commented on the Compassionate Communities website and the Integrated Care strategy and priorities. The majority of members have opted for online engagement although there is an appetite for face-to-face engagement.

To support the panel, we have created pages on the ICB website, along with our strategy, and plans, and it also provides a link to join the citizen’s panel which will be used as part of our proposed recruitment drive: <https://www.healthierlsc.co.uk/get-involved/citizen-panel>.

Recruitment to increase the membership of the panel has been actively promoted on social media and increased activity is planned for media and through the local engagement events.

3.7 Capturing lived experience

Our programme of capturing lived experience is a growing and important aspect of our work. These are captured either in video or narrative format. A growing number of people are keen to share their experiences and insights and we are building a schedule of these. A web page to share and explore the lived experience that we have already captured is in development. The Communications and Engagement and Quality teams are working together to follow up the actions arising from these stories and demonstrate impact.

Date	Topic of story	Committee
April 2023	No Board	
	Lung Cancer Screening	Quality Committee
May 2023	Children and Young People (CYP) – Eating disorders	Quality Committee
	Dementia/Carer (written narrative)	ICB Board
June 2023	No Board	
	Scoliosis (Elective Care)	Quality Committee
July 2023	CYP – Eating disorders	ICB Board
	Menopause and Hormone Replacement Therapy (HRT)	Quality Committee

3.8 GP Practice Patient Participation Groups (PPGs)

Members of the communications and engagement team have been visiting PPGs to listen to them, and also understand what support they need to develop and be active participants and contributors to the health and care system and its development. As a result of the initial visits

the team are proposing a range of support to PPGs, including PPG chairs development network, an annual conference to share good practice and support to help them promote their work and improve recruitment. We heard that PPGs feel that they are not attracting young people and expressed an interest in developing innovative approaches to do so. We have linked into the Young People's network in Lancashire and South Cumbria as a result of the Chair of this group sharing his personal story around eating disorder services. We have agreed to work with him, and youth networks to support PPGs in the development of Youth PPGs. We have agreed our package of support to Primary Care Networks to support them, PPGs and PPG networks in developing engagement at neighbourhood level.

3.9 Supporting place-based partnerships

The ICB communications and engagement team has aligned engagement coordinators to each of the place-based partnership areas. Recruitment will be taking place to fill a vacancy in the support for South Cumbria. As part of the restructure of the ICB in April 2023, the engagement coordinators aim to support place teams to deliver their priorities and support engagement activities working in partnership with local authorities, providers, VCFSE organisations and community organisations. As this work develops in each of the places it is intended to be detailed in future reports to the PIEAC.

4. Public involvement and engagement listening events

A programme of listening events has been established across the integrated care system, led by the ICB and delivered in each place, the intention is to increase our visibility and connection with communities. The first two events have taken place in Blackpool and Central Lancashire respectively. The insights from these events have shaped some recommendations and these have been included in reports and were presented in the last report. Following these events, we held face-to-face listening events in Blackburn (10 May), Barrow (31 May). Events have taken place in Burnley on the 7 June and an event is scheduled for North Lancashire online for the 5 July. Individual reports are coproduced with attendees and the final draft is shared with the Director of Health and Care Integration in each place for consideration and action. Following the North Lancashire event, we will integrate the findings from all 6 events into a system report.

These initial listening events were designed to help reconnect with existing groups and build relationships and have varied in success. We targeted the invitations to those groups such as PPGs and patient voice groups who were informing us that they wanted such an event and the initial online events for Blackpool and Preston were well attended. There was a strong appetite for the events, along with our promotional efforts. While we found that online events were very well attended, the experience of face-to-face events was mixed. In Blackburn, attendance was poor, despite promotion, including via Healthwatch, Community and Voluntary Services (CVS) and PPGs. Feedback suggested that online events, or going to existing meetings, groups and networks is valued more than attending a meeting in a central location. Our experience of Barrow and Burnley was that to hold face-to-face meetings in a central location in place would require considerably more promotion and pre-engagement and this has resulted in good attendance and good insight. Feedback from these two events suggested that more engagement is welcome, and it should be carried out at hyperlocal, neighbourhood level, meeting people where they are, and listening to them in situ.

Taking this into consideration, and recognising the development of Integrated Care Partnerships, it is suggested that more targeted engagement support is provided to support

place priorities going forward using this learning and joining up with partner organisations - rather than continuing to hold listening events in the way the ICB has. This will be more effective in engaging and listening to people across the life course, and with patients in condition specific networks and groups.

The findings from the Barrow, Blackburn and Burnley listening events are reported in our insights report and will be the focus of follow up.

5. Formal consultations

There are currently no formal consultations taking place in Lancashire and South Cumbria. However, following a review and scoping exercise, we have identified that the New Hospitals Programme, and the clinical services transformation and community services transformation could potentially lead to formal consultation. While these are subject to national and health overview and scrutiny committee agreement, we will continue to progress pre-consultation engagement and keep all stakeholders informed as these areas of work develop.

6. Engagement and involvement by the ICB April to May 2023

The following projects have been undertaken over the last two months:

NHS Joint Forward Plan for Lancashire and South Cumbria – The ICB, with its partner NHS trusts, must prepare a joint forward plan (JFP) to be refreshed before the start of each financial year. For this first year, however, NHS England has specified that the date for publishing and sharing the final plan with NHS England, their integrated care partnerships (ICPs) and Health and Well-being Boards (HWBs) should be 30 June 2023. The next steps in the development of the draft JFP are set out in the document itself. A key action for April to June was engagement with our population on the vision, values and strategic priorities outlined in a draft of the plan. The following was our approach to the engagement, which was supported at the March PIEAC:

- Utilise existing listening events to hold discussions with local representatives including PPG members and local Healthwatch) and members of the public
- Dedicated focus groups and engagement sessions with seldom heard groups and those from protected characteristics by working with partners and community groups
- Engage the ICB citizen's panel in providing feedback on the vision, values and priorities in the Joint Forward Plan
- Engage staff across the Trusts and ICB in providing feedback on the vision, values and priorities in the Joint Forward Plan
- Utilise social media and online channels to capture feedback from public and partners.

As part of the promotion of the survey the communications and engagement team engaged with people and community organisations to involve them in the conversations and to encourage people to complete the survey.

These included:

- BME communities
- Disabled networks /groups
- LGBTQ

- GRT
- Women's groups
- Maternity
- Children and Young People (CYP)
- Low-income groups
- Older people
- Condition specific groups: asthma, diabetes, heart disease, stroke,
- Citizen Panel & Readers
- VCFSE
- Healthwatch
- Listening event attendees
- Large employers
- Parent groups/networks
- Carers
- PPGs and GP Practice Managers

A detailed report is presented at the June PIEAC.

Clinical services transformation for Lancashire and South Cumbria – The NHS in Lancashire and South Cumbria has commenced an engagement programme to support clinical service transformation to better understand whether the case for change for clinical service developments makes sense, how to make sure any change works best for patients and staff and how people want to get involved. This work has been undertaken initially concurrently with the NHS Joint Forward Plan engagement as part of a survey and engagement activities. This work will continue into July before the engagement is closed. The ICB is working with Trust patient experience teams to undertake further engagement work with patient groups and community groups as part of the next phase of this work.

The Thornton Practice: Closure of Carleton branch practice - The Carleton branch site of The Thornton Practice will close at the end of July 2023. The landlord of the current building has informed us that our lease will not be extended beyond its current expiration date of July 2023. Unfortunately we have been unable to identify any alternative options within Carleton and so all services will be located at the main site at Thornton Medical Centre in Church Road. Investment at Thornton Medical Centre in Church Road will create an additional six clinical rooms. All patients will be able to continue using The Thornton Practice's main site and take advantage of the services on offer there. The ICB communications and engagement team supported The Thornton Practice in fulfilling its patient communications and engagement obligations regarding the closure of its smaller Carleton branch site. The closure has become necessary as the landlord of the building has served notice on the practice and so its lease will come to an end. An extensive search in the area has not found any appropriate alternative space, so all services will be centralised within the main practice site in Thornton. The full report is here:

https://www.healthierlsc.co.uk/application/files/4916/8683/9091/Carleton_branch_closure_-_engagement_report.pdf

Liverpool House Surgery - more than 400 patients (more than 10 per cent of the total list size) at Liverpool House Surgery took part in the public engagement exercise around the closure of the practice in Barrow. The practice will close at the end of June following the retirement of the two partner GPs. List dispersal was the ICB's recommended option due to the poor state of the Liverpool House building and the proximity of several other GP practices in the town.

Withnell Surgery Health Centre, Central Lancashire – The ICB has committed to working with patients and the public in Withnell to further develop and strengthen the ICB’s approach to engaging and involving the public around primary care commissioning and to support a potential future procurement process. Within the period of this report, ICB colleagues have met twice with Withnell patients who have established a steering group. These have been preparatory, trust building meetings to agree the scope of the engagement work and have included awareness raising with the group concerning the procurement process and engagement support within this. Further meetings are anticipated on a regular basis with the next planned for the beginning of July.

Slaidburn Practice, East Lancashire – The engagement team and senior managers from the primary care team have been engaging with the Slaidburn practice and representatives of the PPG to consider patient engagement. This work is preparatory at this stage and we will report on the progress of this at the next PIEAC.

Dying Matters – end of life and conversations in the workplace about death and bereavement – we have been working with the end of life and palliative care team to obtain insight about the issue of workplace conversations about death and bereavement. The data for this is currently being analysed. Alongside this we are looking to develop an expert patient and care network to support end of life and palliative care developments.

Children and Young people’s (CYP) mental health - Between 11 May and 8 June, three online surveys were shared on social media and with schools and colleges across Lancashire and South Cumbria in relation to children and young people’s mental health. The first survey was aimed at young people aged 11-18, the second at parents/carers and the third at education staff. The purpose of the surveys was to understand if, how and where young people seek help for mental health concerns, and how parents/carers and education staff support young people in their care. In particular, the ICB wanted to obtain an understanding of whether or not people were aware of the Healthy Young Minds website and if they had ever visited it. A total of 419 people completed the CYP survey, 674 completed the survey aimed at parents and carers, and we had 69 responses from education staff. All three surveys are currently being analysed.

7. Partnership working with Healthwatch

Local Healthwatch and Healthwatch Together, the partnership of the four local Healthwatch in Lancashire and South Cumbria, are important partners for listening to views of local residents and members of the public.

Healthwatch Together has been commissioned by the ICB for 2023/24 to support the hosting and engagement with Maternity Voice Partnerships. It is expected that future reports will include any insight from this important work. ICB support for maternity voice partnerships has previously been raised at the ICB Board.

Healthwatch Together is also providing a small amount of engagement support carried forward from a commission in 2022/23 for each of the place-based partnerships. These projects are being developed working directly with local teams and progress will be reported in the following report.

8. Planned engagement and involvement by the ICB for July to August

The following projects are being planned and developed over the next two months:

Lundy Model of engagement with Children and Young people – Professor Sarah O'Brien, senior leaders from the nursing and quality directorate, and engagement along with other colleagues received training in the Lundy Model of engagement for children and young people. It was a superb event and was very relevant to the work of both functions. The Lundy Model is a very complementary model to the Working in Partnership with People and Communities Strategy and the work of our team – the principles are sound and are very relevant and meaningful for engagement with children and young people. Lancashire County Council already adopts this model of engagement and the other local authorities are considering this. We understand that the VCFSE is open to and in some areas uses this model too. The following are now being actively adopted and considered:

- 1) Adopt the model and integrate it to the review and revised version of the Working with People and Communities Strategy
- 2) Ensure the ICE (engagement) team are aware and use it in the context of CYP engagement working with Sarah's teams to support them too.
- 3) Consider a presentation at a future PIEAC to consider the model and its application
- 4) Establish a joint directorate operational group (this has been actioned, led by Vicki Webster)
- 5) Schedule a patient story to the Quality Committee and for the Board. This has already been done for the Quality Committee around eating disorders and is scheduled for the Board in July.

Children in Care Leavers' Health Review engagement – across Lancashire and South Cumbria children in care leaving care receive a health check and health documentation as part of their transition to independent adult life. The process is markedly different across the three local authorities and we have been working with local authority children in care, and safeguarding leads to develop an engagement approach to eliciting the views of children and young people to inform a single, consistent and agreed approach to care leavers health reviews and documentation. At the time of reporting, the engagement will have started and is being led by the ICB but undertaken by our partners. This engagement work is continuing into the summer, as notably the safeguarding teams have found it challenging to reach care leavers. The survey currently has 33 responses and as result we are planning engagement focus groups over July and August.

Getting to outstanding (End of life/palliative care) – we have been working with the end of life/palliative care team to develop engagement on the "getting to outstanding" pathway and development of engagement mechanisms. This work is continuing, and we anticipate that this will align with the NHS Joint Forward Plan engagement work.

Supporting pupils with medical conditions in schools and other settings - Education and health services in Blackburn with Darwen have joined in partnership to develop a framework: 'Supporting Pupils with Medical Conditions in Schools and Settings'. The framework is intended to provide support to schools and settings to ensure that pupils who may need additional help to manage their medical conditions are fully supported; this includes all needs from administering medication through to clinical procedures in schools. This will allow pupils to participate in all aspects of their school life including trips, educational visits and residential and extended school activities. Developed with representatives from Blackburn with Darwen

Council, Lancashire and South Cumbria Integrated Care Board, NHS Providers, educational settings and our local parent/carer forum, the framework includes. Before the framework is finalised, we are inviting parents, and pupils to review the document.

For information or contacts for any of the engagement initiatives described in this report, please contact David Rogers: david.rogers10@nhs.net

9. Glossary

A glossary of terms to support this paper is available here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/glossary>