

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	6 September 2023
Title of paper	Public engagement and involvement assurance report: June to July 2023
Presented by	David Rogers, Head of Communications and Engagement
Author	David Rogers, Head of Communications and Engagement Communications and engagement team members
Agenda item	6a
Confidential	No

Executive summary

The report provides members of the Public Involvement and Engagement Advisory Committee (PIEAC) a summary of activities related to engagement, involvement and coproduction undertaken by the ICB and with partners between 1 June 2023 and 31 July 2023.

This report seeks to provide assurance to the committee and the ICB Board for the delivery against the strategy for working in partnership with people and communities across the ICB and embedding the principles of public involvement and engagement.

The report also summarises engagement, involvement and co-production activity supporting priority system transformation programmes and other ICB programmes of work and a summary of activity to support partnership working in place.

Advise, Assure or Alert

Assure the committee:

- The ICB is delivering activity across a range of programmes and initiatives to involve and engage members of public, patients, communities, staff, carers and wider partners.

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 learning being embedded
- Note the forward view of upcoming engagement, involvement and co-production activities for the next period

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			✓	
Are associated risks detailed on the ICB Risk Register?	✓			There is a risk proposed for this in another item on the committee agenda.
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

Not applicable

Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed			✓	
Equality impact assessment completed			✓	EHIRA assessments are completed for individual programmes of work.
Data privacy impact assessment completed			✓	

Report authorised by:	Neil Greaves, Director of Communications and Engagement
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Public engagement and involvement assurance report: June to July 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.

This report provides assurance to the committee and the Integrated Care Board (ICB) for the delivery against the [ICB strategy for working in partnership with people and communities](#) (as revised in July 2023) and embedding the principles of public involvement and engagement. This includes the establishment and development of an engagement and involvement infrastructure across the integrated care system, and at place, which is able to demonstrate how public voice is at the heart of decision-making and service delivery and improvement, in the ICB.

As well as hopefully, evidencing good practice, this report importantly provides the ICB with assurance of engagement, co-production and involvement in its work and the compliance of the ICB in its duty to involve.

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. Executive summary of engagement activities and key themes

- The ICB engagement team has held listening events in North Lancashire, Burnley and with Lancashire's disability network. The findings of these are described in our insight report. We are now consolidating the findings from all the listening events which summarise the insight from 7 events between January and July 2023.
- As part of the communications and engagement structure, engagement coordinators are in place for Lancashire, Blackburn, and Blackpool. Already the engagement coordinators are working with colleagues to support the delivery of local priorities and developing local engagement plans. A recruitment process is being completed for the role in South Cumbria.
- A transformation communications and engagement team is actively supporting the recovery and transformation priorities of the ICB. Over the last two months planning and development has been taking place to prepare for engagement to support clinical services transformation priorities including urology, head and neck and vascular services.
- Planning and preparation for pre-consultation engagement and scenario planning for potential consultations to deliver the New Hospitals Programme for Lancashire and South Cumbria has been an area of focus.
- Expressions of interest have been received from members of the public for joining a Citizen Health Reference Group which can embed lived-experience and public perspective into engagement and involvement planning of the ICB. The group is expected to be established in September.

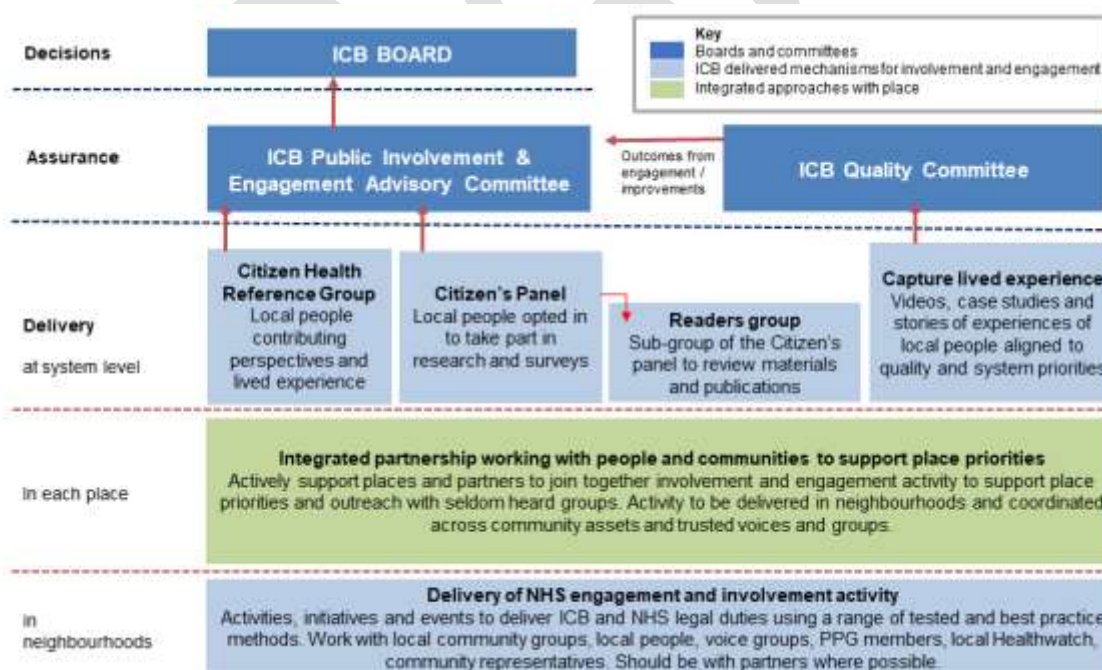
- There has been collaboration with a partnership of patients in Withnell to plan engagement activity in August and September which builds upon best practice. Professor Craig Harris, along with team members, have supported the group to understand the procurement process, and to develop an approach to eliciting the views of registered patients and community-owned methods of engagement. This activity will advise the service specification for a procurement exercise and has included coproducing engagement materials.
- An audit of ICB patient, carer and resident engagement is being undertaken by Mersey Internal Audit Agency (MIAA) in Autumn 2023. To support this a coordinated internal review against an MIAA best-practice checklist has been undertaken working across teams in the ICB. This internal assessment is intended for review by the PIEAC in September and outcomes of the audit will be shared with the ICB Audit Committee.

3. Progress on engagement infrastructure, delivery and mobilisation

3.1 Working with people and communities strategy and plan

In July 2023, the ICB executive endorsed a revision to the [ICB strategy for working in partnership with people and communities](#). This took into consideration learning from 2022/23, feedback from PIEAC members in the June meeting and reflects the publications of the [Integrated Care Strategy for Lancashire and South Cumbria](#) and the [NHS Joint Forward Plan for Lancashire and South Cumbria](#).

The engagement and involvement model below depicts the context and levels of assurance for the ICB and is included within the revised strategy.



3.3 Engagement and involvement toolkit and guidance for ICB staff

A toolkit and guidance for use by ICB teams has been developed to support the implementation of the strategy for working with people and communities and to support

engagement across the NHS with public, communities and partners. The toolkit aims to support teams to embed the ten principles for engagement and involvement in all areas of the organisation and partnership.

The toolkit includes:

- An Engagement, involvement and coproduction framework for the NHS in Lancashire and South Cumbria
- An Engagement, involvement and coproduction quick-start guide for staff
- A demographic insight report – with key insights on the population and health inequalities in Lancashire and South Cumbria
- A diversity and inclusion glossary of terms

The toolkit is included on the PIEAC agenda for September. These documents are iterative and will be reviewed at regular intervals to keep them up-to-date and ensure they are useful for our staff and teams across the ICB and wider partners.

3.3 Internal audit of patient, carers and resident engagement

The ICB Audit Committee have requested Mersey Internal Audit Agency (MIAA) to undertake an internal audit of patient, carer and resident engagement. To support this, the ICB has undertaken an internal self-assessment against a checklist set out in best practice guidance shared by MIAA. This assessment is presented at PIEAC as an agenda item. We view this audit as a positive opportunity to develop how we work and to embed learning to improve engagement and involvement approaches. Key lines of enquiry (KLOE) are:

1. Decision Making and Governance - Ensure people and communities have an active role in decision-making and governance
2. Involvement and Feedback - Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions
3. Engagement and impact - Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working
4. Building relationships - Build relationships based on trust, especially with marginalised groups and those affected by health inequalities
5. Partnership working - Work with Healthwatch and the voluntary, community and social enterprise sector as key partners
6. Clear and accessible information - Provide clear and accessible public information
7. Community centred approaches - Community centred approaches that empower people and communities, making connections to what works already
8. Co-production - Have a range of ways for people and communities to take part in health and care services
9. Partnership with people and communities - Tackle System Priorities and Service Reconfiguration in Partnership with People and Communities (Covered within principles 2,3 and 4 above)
10. Lessons learned - 10. Learn from what works and build on assets of all health and care partners – networks, relationships and activity in local places

3.4 Citizen's Panel

The Citizen's Panel is a core element of the ICB's system engagement and involvement approach and includes a distribution list of members of the public who have agreed to receive regular emails and take part in NHS research and provide feedback.

The total membership: 1,361 (as at 15 Aug 2023). This is a slight increase from the previous report and reflects the promotional work we undertook at listening events. The items in the citizen panel newsletters include surveys or opportunities to feedback which contribute to engagement initiatives as described in the survey responses section of the report above.

The ICB manages a readers' group which is a subset of the citizen panel and consists of 184 residents who have expressed an interest in reviewing documents and materials produced by the ICB.

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.

Insights from the citizen panel are included in the insights report.

3.5 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 through patient stories. The communications and engagement team work with the quality team to follow up the actions arising from these stories, while recognising that action, change and improvements do take time to agree and embed.

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
September 2023	Know your numbers KNY: a life saved OR Menopause and Hormone Replacement Therapy (HRT) – 4-10 th September is KYN week	ICB Board
	Know your numbers – heart failure: a life saved	Quality Committee
October 2023	Autism – in development	Quality Committee
		ICB Board

November 2023	Dentistry	Quality Committee
		ICB Board

3.6 Citizens Health Reference Group

In June 2023, the PIEAC endorsed an approach to develop a group of residents with lived experience who can provide advice and their perspectives as local people to improve engagement and involvement approaches and approaches for the ICB. This is a developing approach which is expected to iterate as place and system develops but provides an opportunity to include more public and resident voices around ICB meetings and groups. It is well understood that this opportunity is unlikely to be suitable for those who are the most vulnerable in our communities but is a starting point for improving how local voice is embedded across the ICB. Expressions of interest have been received from members of the public for joining a Citizen Health Reference Group and these are intended to be reviewed and the group established in September 2023.

4. Integrated partnership working with people and communities to support place priorities

4.1 Blackburn with Darwen

Education and health services in Blackburn with Darwen 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:

- An outline of roles and responsibilities of school staff, school nurse, other health practitioners, pupils and parents and carers in supporting medical needs
- An outline of what support can be expected within a school setting for children and young people.
- An understanding of who can carry out clinical and care procedures that relate to the child or young person

Part of the framework details the responsibility of parents/carers in supporting their child's medical needs in the school setting. Before the framework is finalised parent/carers as well as health and education professionals were invited to review the document, especially the section(s) particularly relevant to their group.

In response to this, 21 parents/carers provided feedback, the majority (67%) of which had a child attend mainstream primary school, 14% in nursery and 19% in a special school. They were asked if the section in the framework relevant to them made sense and if there is anything missing they would like to be considered. The framework made sense to 90% of the parents/carers who responded and two parent/carers made suggestions they would like to be considered.

Blackburn with Darwen Neighbourhood Review

Care and support have been delivered through the Blackburn with Darwen neighbourhoods for a number of years now with ambitions to deliver the best, most effective care for residents through integrated neighbourhood working. A neighbourhood review is in process to find out how Blackburn with Darwen can continue to improve joint working and delivery. An online survey has been developed and shared amongst neighbourhood teams including primary care networks and partner organisations to hear from them about their ambitions for integrated neighbourhood working; what it could look like in five years-time and what would need to be in place to continue to ensure joint working can thrive. Further focus groups, discussions and public engagement are being planned.

Virtual health and care/advice recruitment session post GCSE results

Planning is currently ongoing for a virtual health and care advice/recruitment session for school leavers in Blackburn with Darwen post GCSE results. This will be a signposting to routes to employment, and career pathways. The audience is students (and their parents/carers) who are undecided or not achieved grades for their preferred courses in terms of health and care careers. Partners involved who will be speakers at the session include health, education, social care and the voluntary sector. The event will provide help on where to access information on a range of careers that can be started in health and social care and volunteering opportunities in Blackburn with Darwen as well as how to access educational courses provided by Blackburn College. There are two events planned – the first is on 30 August with a follow up event on 6 September.

Priority wards

Findings from community engagement carried out by Healthwatch Blackburn with Darwen are being reviewed by place. The aim of the engagement was to understand why residents from the 11 priority wards in Blackburn with Darwen have high attends and admissions at the emergency department at Royal Blackburn Hospital. Key themes of areas for improvement in services include promotion of services, education of residents, access to services, better integration of services, reducing barriers and rethinking the language used.

An 8-week task and finish group will be mobilised within place to focus on the 3 wards that have outlying non-elective admissions. The main remit of the task and finish group will be to coordinate existing activity, identify opportunities, and develop a plan for the end of winter and a longer term 12-month plan that will develop some baseline activity mapping around to understand impact.

Child poverty – young people's views

Blackburn with Darwen Public Health team is developing a child poverty strategy to mitigate the impact of poverty and working with organisations to reduce the barriers that children, young people and families who live in poverty may experience. Healthwatch Blackburn with Darwen carried out two focus groups in two high schools within the borough and shared an online survey with schools for young people to complete of which 780 responses were received.

Young people's overriding feedback was that poverty means that you cannot afford the basics in life – food, heat and light and housing, in addition to not being able to afford the same things as your peers. They also felt that it led to instability and potentially unsafe living environment. Young people thought that poverty would lead to poor mental and physical health. Over 80% of respondents felt that people's circumstances had become more challenging in the last year and greatest concerns about money were worrying about money all the time and being in debt.

4.2 Blackpool

The local authority coproduction team runs regular learning circles, workshops and Community of Practice events bringing together local authority, VCFSE and health colleagues.

Community Voices session

An initial meeting was held at Bickerstaffe House in July. The session was attended by Director of Health and Care Integration, public health, VCFSE, Healthwatch/Empowerment, health and other colleagues. The focus of the session was on asset-based community development, considering challenges and issues for residents, visitors and organisations. These sessions will be ongoing with a task and finish group to be identified.

Active into Autumn

An event is planned for 18.09.23 at Floral Hall in Winter Gardens, showcasing local statutory and VCFSE organisations and how people can get involved. This event follows on from Spring into Spring event in April 2023. Partners are working together to raise awareness and encourage local people to attend the event.

Priority wards

Findings from community engagement by Healthwatch Blackpool and Revoelution have been reviewed by the place which included deep dive activities in five priority wards. More than 700 doors were knocked on and more than 400 people shared their experiences. Discussions took place in their own homes or community-based focus groups. 14 themes were identified from the experiences people shared including access to health and care, cost of living crisis and the challenges of social isolation. Further work in these wards is now being developed working with partners across Blackpool.

4.3 South Cumbria

Recruitment for an engagement coordinator is progressing for South Cumbria which has limited engagement opportunities in place.

4.4 Lancashire

Listening events

Listening events took place in Burnley on 7 June and in North Lancashire (virtual) on the 5 July. Individual reports are created with attendees and the final draft is shared with the Director of Health and Care Integration in each place for consideration and action. A more focused listening event for the Lancashire Disability Network took place on 27 June. Findings and insights are shared in the insight report. Following the North Lancashire event, we will integrate the findings from all 7 events into a single 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.

5. Formal consultations and service change

There are currently no formal consultations taking place in Lancashire and South Cumbria. The following areas relate to potential future formal consultations or service changes where work is underway:

New Hospitals Programme:

On 25 May 2023, the Government has announced a record investment of more than £20 billion, ring-fenced for the next phase of the national New Hospital Programme, which brings proposals for new cutting-edge hospital facilities for Lancashire and South Cumbria a step closer. Planning for pre-consultation engagement and consultations which may occur in the future as part of this programme is underway collaboratively across organisations. Latest information on this programme is available here: <https://newhospitals.info/>

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 has continued 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. Two surveys were developed: one for NHS staff feedback and one for patient and public feedback. A supplementary toolkit to support promotion of the surveys was also developed and shared with Trust patient experience teams. The surveys were launched in June 2023 and concluded on 21 July 2023. The patient and public survey achieved 364 response, and 66% of these had been a patient in the last 12 months. The staff survey generated 184 responses. Although complete, the next steps include a detailed analysis of the qualitative data to extract specific and actionable suggestions from the feedback (thematically) and to share the findings with relevant programme leads. More detail is included in the insight report.

More targeted engagement work is currently taking place and is planned for August to September to support specific engagement relating to the following services:

- Urology
- Head and neck services
- Vascular services

6. Engagement and involvement by the ICB June to July 2023

The following projects and activity has been delivered during this period:

Children and Young People's THRIVE Emotional Wellbeing and Mental Health Framework

A THRIVE young people/parents/carers engagement programme ran between 30 May to 25 June 2023. This survey, alongside a poster, was co-produced by a team of children, young people and parents/carers and led by two members from Children's Services Commissioning

Team at Blackpool Council. The engagement was intended to find out from young people and parents/carers the principles and values they wanted to see from such services and their staff so these could be fed into a procurement exercise. This work has been conducted alongside 2 members of Blackpool Council children's commissioning team who led the co-production with young people/parents/carers for developing the survey. The insights from this work is included in the insights report.

Lancashire and South Cumbria ophthalmology services

A targeted engagement exercise was carried out to find out if the delivery of ophthalmology services across Lancashire and South Cumbria are safe and sustainable with clear and consistent standards and outcomes. Although the survey was completed previously, the implementation of the findings were put on hold due to a delay in the proposed procurement of ophthalmology services. A total of 38 responses were received from a survey along with patient experience insight and the findings were used to influence the development of the service specification. The ICB is now in the active stage of the procurement process for a Tier 1 Ophthalmology Service.

Withnell Surgery Health Centre, Central Lancashire

To support a future procurement exercise for Withnell Health Centre, patients and the public, including a Withnell patient group, have been involved in developing and strengthening the ICB's approach to engaging and involving local people in primary care commissioning.

The communications and engagement team and senior managers from the ICB have now met four times with the Withnell Patient Group, who have established a steering group to work with the ICB. Initially these were preparatory, trust building meetings to agree the scope of the engagement work and to shape recommendations for a new primary care procurement evaluation strategy. These have included awareness raising with the group concerning the procurement process and engagement support within this. The group is currently in the process of agreeing coproduced materials to support engagement with patients and the public in Withnell to contribute to the procurement process. The coproduction of this engagement and the delivery is anticipated to inform future primary care procurements. Updates on this is available here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre>

Adult ADHD

The demand for Adult ADHD services has increased by more than four times from April 2021/22 to March 2022/23. This reflects a national picture, but without a defined ADHD framework included within the NHS Long Term Plan, there is a requirement on local ICBs to make local decision on how to meet this demand. The rise in demand for referrals is likely to be underpinned by multiple factors, but includes media influence, awareness of the condition, and patient behaviour. It is felt by the project team that to fully ensure the commissioned service meets the demands of this population it is important to engage with both patients and referring clinicians to understand the reasons for this increase in referral and how we can structure services to meet this demand.

An extensive engagement programme commenced in July including focus groups, interviews, listening events and meetings with general practice and clinicians. Insights from this work is expected at a future insights report.

Enhanced health checks

Considerable progress has been made to date with an ongoing commitment in rolling out and embedding enhanced health checks across our communities in Lancashire and South Cumbria. The team have acknowledged that public and patient involvement is a key factor to consider improvements, and to reflect on what is working well and measure the outcomes. Working with local teams, approaches are in place to capture patient experience and feedback that most of the teams would be collecting routinely after an appointment and it will form an important part in the data and intelligence we need to evaluate the EHC and shape the future of the project.

7. Planned engagement and involvement by the ICB for August to September

The following projects are planned and or will be developed over the next two months:

Haverthwaite Surgery, South Cumbria

An update on Haverthwaite Surgery in South Cumbria is on the ICB website: [LSC Integrated Care Board :: Haverthwaite Surgery update \(healthierlsc.co.uk\)](https://healthierlsc.co.uk).

The ICB is arranging a meeting with the practice PPG and have drafted a survey to support engagement online, as well as schedule face to face engagement at the practice. As an ICB we want to listen to patient's views as we want to avoid residents feeling uninformed about the future of the practice. There is notable sensitivity in the community concerning the future of the practice and our goal is to ensure patients are assured of the opportunity for dialogue and are fully engaged. This engagement work is planned for August and September.

Lundy Model of engagement with children and young people

Professor Sarah O'Brien, senior leaders from the nursing and quality directorate, and communications and engagement team, 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 principles 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. The next step is a full audit of engagement opportunities for children and young people using the Lundy model and we anticipate that this will return in full to the PEIAC via the insight report and this assurance report.

Children in care leavers' health review

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 the ICB is 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. The engagement will be led by the ICB but undertaken by our partners. This engagement work is continuing into September, as notably the safeguarding teams have found it challenging to reach care leavers.

SEND engagement and communications

The communications and engagement team are now actively working with the SEND team (NHS and Local Authority) to support engagement around SEND in anticipation of an imminent

inspection for Lancashire. We are currently scoping the work involved and building relationships with the POWAR group (children and young people network) to contribute to the work we are doing to support the implementation of the Lundy model.

Frailty

An engagement programme is being developed to support the assessment and implementation of a coproduced model of frailty to support those with moderate frailty. This aims to reduce the number of people who have moderate frailty attending urgent and emergency care, and being admitted to hospital during episodes of frailty unnecessarily. With the right assessment, self care, support and interventions, those with moderate frailty should be able to be supported to live independently at home without needing hospital care which for this group of people may have negative unintended consequences. This work aims to commence in August with a phasing of the engagement and involvement approaches into November, providing the team with interim feedback to inform the development of the project and model.

Maternity and Neonatal engagement

A group to oversee engagement and equality in maternity and neonatal services has been established, involving the ICB maternity and neonatal service team, representatives from the ICB engagement team, VCFSE representatives (Angela Allen) and Healthwatch. The terms of reference were agreed. The group is accountable to Professor Sarah O'Brien as the responsible officer. Several projects are ongoing, including Smoking in Pregnancy, Close Relative Marriage & Genetic Risk, Increasing Placental Growth Factor screening to improve outcomes of pre-eclamptic and eclamptic women, Birth Afterthoughts (Reproductive Trauma Service) and maternal nutrition. The Birth Afterthoughts project incorporates the CORALS project provided by Prof. Gill Thomson, UCLan where evidence shows that there is massive variation in the practice of having afterbirth conversations with women who have experience birth trauma. Healthwatch Together are now supporting the Maternity Voices Partnerships in Lancashire and South Cumbria and working with the ICB to ensure that these become an active part of our engagement strategy. The group is also considering the recently published Black Maternal Report and will share the insights in a future PIEAC report.

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

Glossary

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