

## ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	6 September 2023
<b>Title of paper</b>	Deep dive: Virtual wards patient experience
<b>Presented by</b>	Catherine Wright, Intermediate Tier Senior Development Manager
<b>Author</b>	Catherine Wright, Intermediate Tier Senior Development Manager Nathan Skelton, Communications and Engagement Manager
<b>Agenda item</b>	7
<b>Confidential</b>	No

Executive summary		
<p>The presentation provides a deep dive into understanding virtual wards across Lancashire and South Cumbria and the approaches and methods for capturing patient experience and feedback.</p> <p>Virtual wards are in place across each of the four acute hospital trusts across Lancashire and South Cumbria and between December 2022 and July 2023, 9,482 people have been admitted to virtual wards totalling 37,358 total bed days.</p> <p>The report summarises the early insight and feedback which has been captured.</p>		
Advise, Assure or Alert		
<p><b>Assure the committee:</b></p> <ul style="list-style-type: none"> <li>- The approaches and methods being implemented to capture and respond to patient experience and feedback</li> <li>- Early insights from listening to patients who have experienced virtual wards</li> </ul>		
Recommendations		
<p>The committee is asked to:</p> <ul style="list-style-type: none"> <li>• Note the contents of the presentation and the work taking place to capture and respond to patient feedback and experience in relation to virtual wards</li> </ul>		
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				<i>Highlight any risks and where they are included in the report</i>
Are associated risks detailed on the ICB Risk Register?			✓	
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			✓	
Data privacy impact assessment completed			✓	
<b>Report authorised by:</b>	Neil Greaves, Director of Communications and Engagement			