

ICB Primary Care Commissioning Committee

Date of meeting	14 September 2023
Title of paper	Group decision-making matrix – involvement and engagement
Presented by	Neil Greaves, Director of Communications and Engagement Amanda Bate, Head of Communications and Engagement (Transformation)
Author	Amanda Bate, Head of Communications and Engagement (Transformation)
Agenda item	5
Confidential	No

Executive summary

This report summarises engagement and involvement approaches with members of the public to support decision making for the Primary Care Commissioning Committee and its sub-groups.

Lancashire and South Cumbria ICB has agreed a Strategy for Working in Partnership with People and Communities which has been refreshed and agreed in August 2023. This has been developed with wide engagement and involvement with partners – including NHS, local authorities, Healthwatch, VCFSE and members of the public. This also aligns with national guidance for working in partnership with people and communities by NHS England which sets out the legislation for ICBs.

The communications and engagement team have reviewed the decision-making matrix for the Primary Care Commissioning Committee and this paper recommends an additional section which has been suggested based on examples of good practice, feedback from current engagement and alignment with the principles of the strategy for working in partnership with people and communities.

Advise, Assure or Alert

Advise the committee:

- Recommended good practice in relation to engagement and involvement with local people for decision making by the Primary Care Commissioning Committee

Recommendations

The committee is asked to endorse the additions to the decision-making matrix in relation to public involvement and engagement

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
NA		

Conflicts of interest associated with this report

N/A

Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed	✓			A EHIRA has been completed on the ICB strategy for working with people and communities
Equality impact assessment completed				
Data privacy impact assessment completed				

Report authorised by:	Neil Greaves, Director of Communications and Engagement
------------------------------	---------------------------------------------------------

ICB Primary Care Commissioning Committee

14 September 2023

Group decision-making matrix – involvement and engagement

1. Introduction

- 1.1 Public engagement and involvement is an essential component of making sure that effective and efficient health and care services are provided to people and communities. 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 the needs, experiences, and insights at the heart of all we do.
- 1.2 Lancashire and South Cumbria ICB has agreed a Strategy for Working in Partnership with People and Communities which has been refreshed and agreed in August 2023. This has been developed with wide engagement and involvement with partners – including NHS, local authorities, Healthwatch, VCFSE and members of the public. This also aligns with national guidance for working in partnership with people and communities by NHS England which sets out the legislation for ICBs. The strategy is available here: [LSC Integrated Care Board :: Lancashire and South Cumbria strategy for working with people and communities \(icb.nhs.uk\)](https://www.lsc.nhs.uk/working-in-partnership-with-people-and-communities)
- 1.3 Through the strategy, the ICB has set out 10 principles which will be aligned, adopted, adhered to and actioned in relation to engagement and involvement of members of the public, communities and partners. These align with national policy guidance on working in partnership with people and communities.

2. National Legislation

- 2.1 NHS England sets out the legal duties for ICBs in relation to public involvement and engagement in decision making. This is available in Section B1 (page 64) of the national [Working in Partnership with People and Communities \(england.nhs.uk\)](https://www.england.nhs.uk/working-in-partnership-with-people-and-communities) guidance.
- 2.2 The guidance states: The legal duties require arrangements to secure that people are 'involved'. This can be achieved by consulting people, providing people with information, or in other ways. This gives organisations a considerable degree of discretion as to how people are involved, subject to the below requirements. Neither the legal duties, nor this statutory guidance, seek to prescribe exactly how to involve people in any given case. Indeed, what is necessary will always depend upon the circumstances. Therefore, while this guidance is ambitious in its intent, it is not intended to place additional legal

obligations on organisations and does not mandate that organisations may only discharge their duties in a particular way. Statutory Guidance Public bodies are required to act rationally, and this applies to the arrangements they make to involve people. Public bodies can demonstrate that they are acting rationally by keeping good records of decisions taken about when and how to involve the public.

- 2.3 Based on the national guidance it is recommended that the following additions to the Primary Care Commissioning Committee decision-making matrix provide a basis for the expectations for engagement and involvement on any decisions which may be taken however the level, approach and purpose of the engagement would be determined following a detailed understanding of the context and circumstances relating to the decision.

Area of decision	Description	Delivery Assurance Manager	PMS Group R-recommendation D-Decision	PCC Committee	Policy handbook
Decisions in relation to patient engagement, involvement and co-production					
Inform patients of service change or procurement activity	Make adequate provision to inform patients via letter, direct SMS messaging or other format of service change which directly affects patient experience	X	R	X	
Gather patient experience and feedback data	Identify and implement robust and proportionate level of patient engagement methodology	X	R	X	
Present for discussion the outputs of patient experience data gathering	Provision of comprehensive data relevant to service change to inform decision making	X	R	D	
Collaborate and co-design	Involve patient groups and residents in shaping service redesign, configuration and procurement	X	D	D	

Empower	Patient and resident involvement on decision making panels as relevant	X	D	D	
---------	------------------------------------------------------------------------	---	---	---	--

3. Recommendations

3.1 The committee is requested to:

1. Approve the proposed section on involvement and engagement for inclusion in the committee's decision-making matrix.

Amanda Bate

3 August 2023