

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	25 October 2023
Title of paper	Outcome of an audit of ICB engagement with public, patients and carers
Presented by	Neil Greaves, director of communications and engagement
Author	MIAA (Mersey Internal Audit Agency)
Agenda item	10
Confidential	No

Executive summary

At the Public Involvement and Engagement Advisory Committee in September 2023, members were invited to contribute to a draft internal assessment of ICB public, patient and carers engagement. This was used as part of an audit undertaken by Mersey Internal Audit Agency (MIAA) which aimed to provide assurance on the methods deployed for engagement and consultation with patients, carers and residents, including hard to reach groups, and that such engagement is clearly linked to changes in healthcare provision.

The following report is the outcome of the audit and includes a series of actions for improvement. Overall, the review identified that the ICB is developing effective governance arrangements over the delivery of its 'Strategy for Working in Partnership with People and Communities 2023-2026', engaging with stakeholders on matters of commissioning and redesign of service delivery in line with statutory requirements.

The overall outcome of the report is that there is 'moderate' assurance which reflects the stage of the journey to develop a fuller engagement programme, which is in turn linked to the development of the ICB's place-based delegation, and reflects the areas of improvement identified.

Advise, Assure or Alert

Assure the committee:

- The overall outcome of the audit identified that the ICB is developing effective governance arrangements over the delivery of its 'Strategy for Working in Partnership with People and Communities 2023-2026', engaging with stakeholders on matters of commissioning and redesign of service delivery in line with statutory requirements.
- Action is being taken to continuously improve engagement and involvement of public, patients and carers of the ICB – noting the level of assurance reflected the stage of development of the ICB and place-based delegation.

Advise the committee:

- To review progress against the actions stated in the audit at the committee meeting in February 2024				
Recommendations				
The Public Involvement and Engagement Advisory Committee is asked to: <ul style="list-style-type: none"> • Note the outcome of the audit and the recommended actions for improvement • Request an update against the actions to be reviewed by the committee in February 2024 				
Which Strategic Objective/s does the report contribute to				Tick
1	Improve quality, including safety, clinical outcomes, and patient experience			X
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			X
6	To develop and implement ambitious, deliverable strategies			X
Implications				
	Yes	No	N/A	Comments
Associated risks			X	
Are associated risks detailed on the ICB Risk Register?	X			Engagement and involvement is an enabler to risks included on the register for performance and quality improvements of services.
Financial Implications			X	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
ICB Public Involvement and Engagement Advisory Committee	6 September 2023		Review and contributions received from committee members on a draft internal assessment which contributed to the audit.	
Conflicts of interest associated with this report				
Not applicable.				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	
Data privacy impact assessment completed			X	
Report authorised by:	Neil Greaves, director of communications and engagement			