

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	12 December 2023
Title of paper	Continuing Healthcare (CHC): Process for involvement and capturing patient experience
Presented by	Rakhee Jethwa Associate Director CHC Rachel Melton Deputy Associate Director AACC & IPA
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Agenda item	6
Confidential	no

Executive summary

This report aims to:

Advise the committee that the new service model has been implemented from 1st October 2023 with regards All Age Continuing Care (AACC) and Individual Patient Activity (IPA) & that the new model includes a new Quality Hub which incorporates Public Involvement & Patient Engagement into AACC which includes Continuing Healthcare. Roles of the new posts within the Quality Hub are explained.

Advise the committee of the expectations of the Quality Hub within the first 6 months.

Assure the committee that Public & Patient Engagement is within the AACC & IPA agenda, which has not been clear within previous models, with programmes of work planned to embed this within the AACC & IPA teams.

Advise, Assure or Alert

The aim of this report is to:

Assure the committee:

- Public & Patient Engagement is within the AACC agenda & programmes of work planned

Advise the committee:

- Of the new Quality Hub function within AACC & IPA model which was implemented 1st October 2023
- Roles of leads within the new Quality Hub function
- Expectations within the initial 6 months of the Quality Hub function

Recommendations

The committee is asked to note the contents of this paper

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?			✓	
Financial Implications			✓	

Where paper has been discussed (list other committees/forums that have discussed this paper)

Meeting	Date	Outcomes
Not applicable		

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			✓	

Report authorised by:

Professor Sarah O'Brien, Chief Nursing Officer