

ICB Public Involvement and Engagement Advisory Committee

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| Date of meeting | 12 December 2023 |
| Title of paper | Development of Citizens Health Reference Group |
| Presented by | Neil Greaves, Director of Communications and Engagement |
| Author | Dan Clough, Communications and Engagement Manager |
| Agenda item | 10 |
| Confidential | No |

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| Executive summary | | |
| <p>The report provides members of the ICB Public Involvement and Engagement Advisory Committee with an update on the development of the ICB Citizens Health Reference Group and an induction plan for establishing a formal group.</p> <p>Following a request for volunteers with the Citizen's Panel, sixteen residents from Lancashire and South Cumbria have expressed an interest in joining the group. An induction programme commenced in November and will continue in January 2024, to support the individuals to agree the purpose and function of the group.</p> | | |
| Advise, Assure or Alert | | |
| <p>Assure the committee:</p> <ul style="list-style-type: none"> - The establishment of the Citizens Health Reference Group is progressing and will be fully established in 2024. <p>Advise the committee:</p> <ul style="list-style-type: none"> - Of the steps taken so far in the development of the Citizens Health Reference Group and of the recruitment that has taken place. - Of the plans to develop the group over the next 12 to 18 months. | | |
| Recommendations | | |
| <p>The Public Involvement and Engagement Advisory Committee is asked to:</p> <ul style="list-style-type: none"> • Note the contents of this report. • Recognise and endorse the approach to develop the Citizens Health Reference Group. • Agree that in principle, individuals from this group will be identified as participants to provide public perspective to future PIEAC meetings | | |
| 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 | ✓ | | | Members of the Citizens Health Reference Group may be entitled to claim mileage expenses where appropriate. |

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 | | | ✓ | |

Report authorised by:

Neil Greaves, Director of Communications and Engagement

Development of Citizens Health Reference Group

12 December 2023

1. Introduction

In July 2022, the ICB board approved the strategy for [working with people and communities](#) which aimed to support the ICB to put the voices of the people at the centre of decision making. This was based on the understanding that engaging and involving people in our communities will help to make best use of services to support health and wellbeing and to drive down health inequalities in Lancashire and South Cumbria. The strategy was developed with wide engagement with partners and local people.

Much of the engagement and involvement work across the NHS and in partnership with other health and care partners takes place locally and within communities. To strengthen how we come together, decide how well this is working and shape how the NHS plans local involvement, we have begun to develop a Citizens Health Reference Group, comprising of volunteers from the Citizen's Panel. These volunteers will take part in activities which help amplify public voice and local perspectives such as attending committee meetings, taking part in reviewing ways of involving local people and taking part in procurement exercises. Learning has been taken on-board from coproduction work in places and partners and the initial proposals from the group have been reconsidered.

This paper summarises the approach to establishing the group and how this aims to support the aims of the ICB in relation to public engagement, involvement and embedding public perspectives.

2. Recruitment

Recruitment has taken place through an expression of interest shared with members of the Citizen's Panel and members of previous similar groups from CCGs. This resulted in submissions from 16 individuals.

The volunteers were asked to complete a short form providing information about themselves and their backgrounds, along with agreeing to a number of principles for being involved in a group. They also indicated which parts of the health and care system interested them most which related to transformation programmes such as mental health, cancer services or primary care. This will allow the ICB to offer opportunities to those individuals tailored to their individual interests or existing knowledge.

While the initial phase of recruitment has concluded and the current cohort is the one that will be the subject of the initial launch of the Citizens Health Reference Group, biannual recruitment drives are planned to take place in the future to allow for any new members to have the opportunity of an induction, so they are able to participate fully.

3. Induction and development of the group

On 23 November, 15 of the volunteers attended an introductory meeting via Microsoft Teams, at which they had an opportunity to get to know each other and meet the chair of the Public Involvement and Engagement Advisory Committee along with members of the communications and engagement team with whom they will have the most regular contact.

The session also included the opportunity to listen and capture views from the group. The key considerations for the group included:

- Clearer sense of purpose and role of the group
- Request that meetings are initially chaired by members of the ICB communications and engagement team

- That a more diverse membership is something which should be worked towards including geographical representation
- The idea of the group being a network but the activity to be involved in programmes happen outside the meeting
- Participants for the Public Involvement and Engagement Advisory Group can be identified from the group to embed public perspective and the approach to this needs to be considered

To tackle these considerations and to support the group, a face-to-face induction process is intended to take place between January and March 2024. This will allow the ICB to provide important information on the purpose of the group and also allow members to ask questions and also support co-production of how the group is managed going forward.

As part of the co-production, members will contribute to the development of a terms of reference and set of standing orders for how the group will operate. Members will also be required to sign a confidentiality agreement. They may also be asked to undertake training including in relation to information governance and safeguarding.

Proposed timeline for induction

| Date | Meeting | Topics | ICB attendees (exc comms) |
|--------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| End Nov 2023 | Introductory session via MS Teams | Who's who Introduction to the group and its purpose Understanding the ICB engagement approach Principles of the group/chair arrangements | Debbie Corcoran |
| Jan 2024 | Face-to-face induction session | Introduction to the ICB and background information Getting to know the comms team | Kevin Lavery |
| Feb 2024 | Face-to-face induction session | System recovery Overview of transformation agenda | Maggie Oldham |
| March 2024 | Face-to-face induction session | HR/orientation session Operational workings of the group | |

4. Next steps

Between November and January there will be individual conversations and emails with the reference group with opportunities to connect with local engagement events and to share information from any actions from the introductory sessions, such as sharing key strategy documents and information.

Following the conclusion of the induction process, volunteers will start being aligned to opportunities to get involved in work related to transformation programmes of the ICB with clarity on how they can be involved and support. In addition, an approach will be developed to identify a small number of individuals who can be participants at Public Involvement and Engagement Advisory Committee meetings.

The intention is for the group to meet quarterly, aligned to Public Involvement and Engagement Advisory Committee dates, to receive updates from the ICB and to feedback on their involvement in transformation programmes and any other specific projects they would like to be involved in. This will be a valuable means of keeping in touch with members and will allow them to raise any concerns or issues which can then be addressed.

5. Recommendations

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents of this report
- Recognise and endorse the coproduction approach to develop the Citizens Health Reference Group
- Agree that in principle, individuals from this group will be identified as participants to provide public perspective to future PIEAC meetings