










## Action Log



### Public Involvement and Engagement Advisory Committee (PIEAC) Update for 28 February 2024 Committee Meeting

Key to symbols							
Complete and propose to close		Overdue		In progress		Cancelled	

#### A. ACTIONS AGREED IN PIEAC MEETINGS

Reference and meeting date	Action	Lead/s	Status	Due date	Comments/Update
(23/24)25Oct2023-02	<p><b>Winter Communications and Strategy Plan</b></p> <p>A summary report of the Lancashire and South Cumbria Winter Communications and Engagement Strategy and Plan to be brought back to PIEAC. Update and evaluation of impact to be provided to the committee at February's PIEAC. ICB Communications team to connect with the teams from Primary Care, Blackpool place and N Zaman of the VCFSE (Voluntary, Community, Faith and Social Enterprise) alliance to discuss in further detail the communications plan to further strengthen it, in light of Committee feedback.</p>	John Barbour		28 February 2024	<p>12.12.23 – N Greaves confirmed work underway and updates had been received, further discussion to take place with K Eagan.</p> <p>Update from J Barbour - Deployment of plan being monitored and RAG rated through the C&amp;E <a href="#">Planning and Monitoring log</a>.</p> <p>Evaluation of impact to be provided to the committee at February's PIEAC.</p> <p>Toolkits have been strengthened in the light of feedback from Primary Care.</p> <p>Toolkits are deposited in a <a href="#">‘Help spread the word’ webpage</a>.on the ICB website.</p>

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(23/24)25Oct2023-04	<p><b>ICB Audit of Engagement with Public, Patients and Carers, MIAA (Mersey Internal Audit Agency)</b></p> <p>Deliver the action plan set out in the report for the committee to monitor, with milestones and timeframes, policy, framework and audit to enable an embedding in practice. Update to be provided at the February PIEAC on progress.</p>	Neil Greaves / Sarah O'Brien		28 February 2024	Action plan will be discussed PIEAC meeting 28 February 2024
(23/24)12Dec2023-05	<p><b>Insight report</b></p> <p>February's insight report to include reflection on the system model and consideration how participants were feeding back into the networks.</p>	Neil Greaves / David Rogers		28 February 2024	To be included in February's insight report.
(23/24)12Dec2023-06	<p><b>Public Involvement and Engagement Policy – Citizen's Response Panel</b> to be asked to test the policy, if they understood why this was being done and the importance of sharing detail. Support for the policy to be sought from members not at the committee meeting held on 12 December, prior formal endorsement by the ICB Board.</p>	Neil Greaves		28 February 2024	<p>09.01.24 – Support received for the policy from committee members not at the meeting on 12 December 2023. The ICB Board would be asked to endorse the committee's recommendation to approve the policy at its meeting on 10 January 2024.</p> <p>21.02.2024 The policy was approved via the triple A report at Board. The review date has been agreed for 3 years (subject to changes in any national or local policy relating to the ICB's statutory duty to involve). It has been adopted as part of our governance processes and published on the website.</p>
(23/24)12Dec2023-07	<p><b>Freedom of Information –</b></p> <p>Numbers of requests received</p>	David Brewin		26 June 2024	21.02.2024 There is work taking place for the ICB to review and strengthen FOI processes within the

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	along with more in-depth information to be provided to Roy Fisher outside of the meeting.				organisation which will lead to improved reporting from the next meeting in June 2024.
(23/24)12Dec2023-08	<b>Complaints and Patient Experience</b> – Infogram of oversight of the PIEA Committee and Quality Committee to be produced, in relation to complaints.	David Brewin		28 February 2024	21.02.2024 David Brewin will provide a verbal update at the meeting.
(23/24)12Dec2034-09	<b>Dental access and oral health</b> – To look into people’s difficulties in getting access to emergency dentist. T Whiteside provided an example of a friend who had difficulties.	Amanda Bate		28 February 2023	21.02.2024 Neil Greaves to give verbal update at the February PIEAC as current awaiting latest update.

**B. ACTIONS FOR PIEAC FROM ICB BOARD OR OTHER COMMITTEES**

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