

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	28 February 2024
Title of paper	Public engagement and involvement assurance report: December 2023 to January 2024
Presented by	David Rogers, Head of Communications and Engagement
Author	David Rogers, Head of Communications and Engagement Communications and engagement team members
Agenda item	5a
Confidential	No

Executive summary

The report provides members of the Public Involvement and Engagement Advisory Committee (PIEAC) a summary of activities related to engagement, involvement and coproduction undertaken by the ICB and with partners between 1st December 2023 and 31st January 2024

This report seeks to provide assurance to the committee and the ICB Board for the delivery against the strategy for working in partnership with people and communities across the ICB and embedding the principles of public involvement and engagement.

The report also summarises engagement, involvement and co-production activity supporting priority system transformation programmes and other ICB programmes of work and a summary of activity to support partnership working in place.

Advise, Assure or Alert

Assure the committee:

- The ICB is delivering a range of engagement and involvement activity as part of our delivery, transformation and across a range of programmes and initiatives. This meets our aspiration to involve and engage members of public, patients, communities, staff, carers, and wider partners

Recommendations

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents and summary of insights contained in the report
- Recognise and endorse the engagement and involvement activity undertaken across the ICB and the learning being embedded
- Note the forward view of upcoming engagement, involvement, and co-production activities for the next period

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?	✓			There is a risk proposed for this in another item on the committee agenda.
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			✓	EHIRA assessments are completed for individual programmes of work.
Data privacy impact assessment completed			✓	

Report authorised by:	Neil Greaves, Director of Communications and Engagement
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Public engagement and involvement assurance report: December 2023 to January 2024

1. Introduction

Public involvement is an essential part of making sure that effective and efficient health and care services are delivered; 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 our population's needs at the heart of all we do.

This report provides assurance to the committee and the Integrated Care Board (ICB) for the delivery against the [ICB strategy for working in partnership with people and communities](#) (as revised in July 2023) and embedding the principles of public involvement and engagement. This includes the establishment and development of an engagement and involvement infrastructure across the integrated care system, and at place, which can demonstrate how public voice is at the heart of decision-making and service delivery and improvement, in the ICB.

As well as hopefully, evidencing good practice, this report importantly provides the ICB with assurance of engagement, co-production and involvement in its work and the compliance of the ICB in its duty to involve. Significant work has been undertaken to ensure the work of the Public Involvement and Engagement Advisory Committee (PIEAC) and the Quality Committee are integrated and to avoid unnecessary duplication of effort and to ensure that there is strengthened oversight and connectivity between the committees.

2. Executive summary of engagement activities and key themes

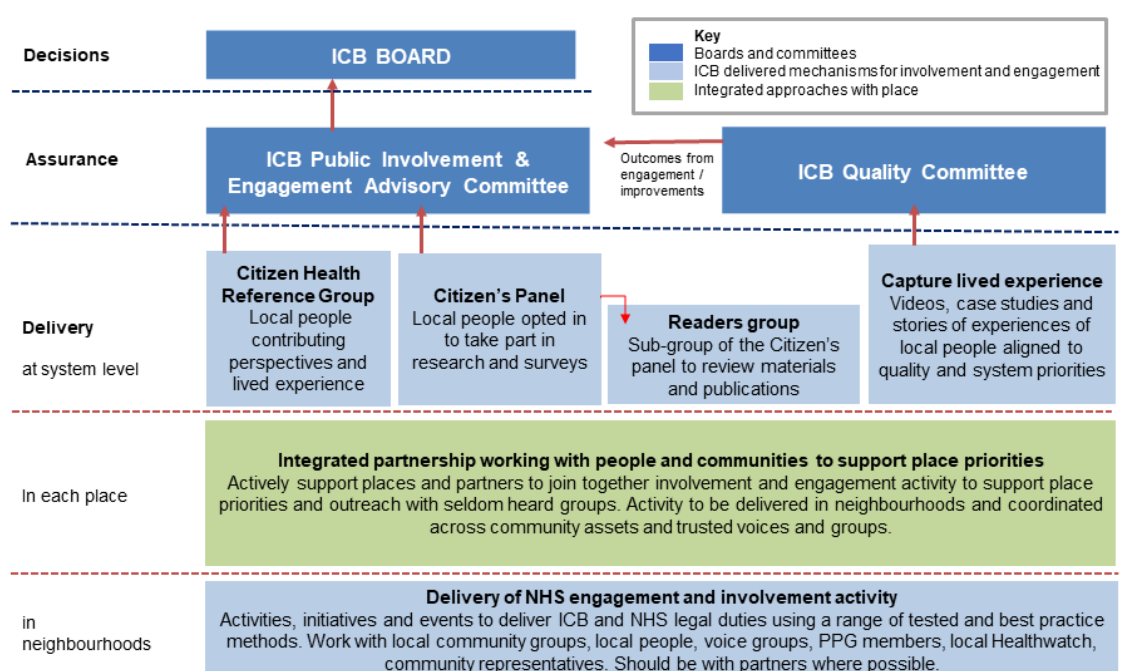
- A strong focus on engagement and related activity has been undertaken in our places over the last two months, and this continues, this includes building relationships at hyperlocal level.
- The focus on place-based engagement has benefited our promotion of winter messages, with the establishment of local communication and engagement response networks which involve key partners on the ground. As we begin to move out of winter, we see these networks beginning to focus on other important matters that not only affect healthcare but require strong partnership engagement. We are looking at collaborations with public health and VCFSE organisations.
- As the challenges of the winter months begin to reduce, we see a rising concern around the increase in measles nationally. Our engagement networks are now focusing on sharing these messages, working with public health teams, and amplifying key messages and action for parents, carers, and the public – using insight to focus these efforts in targeted areas.

3. Progress on engagement infrastructure, delivery, and mobilisation

3.1 Working with people and communities' strategy and plan

In July 2023, the ICB executive endorsed a revision to the [ICB strategy for working in partnership with people and communities](#). This took into consideration learning from 2022/23, feedback from PIEAC members in the June meeting and reflects the publications of the [Integrated Care Strategy for Lancashire and South Cumbria](#) and the [NHS Joint Forward Plan for Lancashire and South Cumbria](#).

The engagement and involvement model below depicts the context and levels of assurance for the ICB and is included within the revised strategy.



3.3 Engagement and involvement toolkit and guidance for ICB staff

A toolkit and guidance for use by ICB teams has been developed to support engagement across the NHS with public, communities, and partners. The toolkit is now in use, shared with the wider workforce and used as a tool to support teams to embed the ten principles for engagement and involvement in all areas of the organisation and partnership. The toolkit and related information are now on a dedicated section of the ICB intranet, illustrated below. The toolkit includes:

- An Engagement, involvement and coproduction framework for the NHS in Lancashire and South Cumbria
- An Engagement, involvement, and coproduction quick start guide for staff
- A demographic insight report – with key insights on the population and health inequalities in Lancashire and South Cumbria
- A diversity and inclusion glossary of terms

3.4 Citizen's Panel

The Citizen's Panel is a core element of the ICB's system engagement and involvement approach and includes a distribution list of members of the public who have agreed to receive regular emails and take part in NHS research and provide feedback.

The total membership is 1,405 individuals from across Lancashire and South Cumbria as of 12 Feb 2024. This is a slight increase from the previous report and reflects the need for further promotional work. The items in the citizen panel newsletters include surveys or opportunities to feedback which contribute to engagement initiatives as described in the survey responses section of the report above.

The ICB manages a readers' group which is a subset of the citizen panel and consists of 224 residents, which is an increase from previous reports. The panel consists of those who have expressed an interest in reviewing documents and materials produced by the ICB.

Insights from the citizen panel are included in the insights report.

3.5 Citizens Health Reference Group

Citizens Health Reference Group members are undertaking their induction with the ICB. Thirteen of the 16 members attended the first induction session on 17 January. The group heard from ICB chief executive Kevin Lavery, who gave some background information on himself and the ICB and provided valuable context about the challenges currently faced by the organisation. He then answered some questions from members about the current challenges and key issues in Lancashire and South Cumbria. Members also discussed the first draft of a terms of reference and how the group will run in the future.

On 21 February, the group will hear from colleagues in the New Hospitals Programme and have an opportunity to ask questions. They will also hear about some of the upcoming transformation programmes and workstreams they will have the opportunity to support in the coming months.

A third and final induction session will take place in March. This session will take place at the Health Innovation Campus in Lancaster and will allow for HR and other important operational details to be finalised. This includes identifying members of the group who can attend PIEAC meetings from June to provide important public perspectives.

Upon completion of their induction, members will be invited to support with various workstreams based on their interests and expertise to ensure the ICB has patient involvement at the core of everything it does.

3.6 Capturing lived experience

Our programme of capturing lived experience and patient stories is an important aspect of our work. These are captured either in video or narrative format. A growing number of people are keen to share their experiences and insights through patient stories. The communications and engagement teamwork with the quality team to follow up the actions arising from these stories, while recognising that action, change and improvements do take time to agree and embed.

Date	Topic of story, points of discussion	Committee
November 2023	Dental Care	Integrated Care Board
	Hospital Care with Deafness (BSL (British Sign Language) user)	Quality Committee
December 2023	Maternity	Quality Committee
January 2024	Primary Care Access	Integrated Care Board
	STOMP over medication of people with Learning Disabilities	Quality Committee

February 2024	Cost of living crisis and impact on health	Quality Committee
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4. Integrated partnership working with people and communities to support place priorities

4.1 Blackburn with Darwen

Patient Participation Groups (PPGs) support

Discussions are ongoing with PPG chairs, GP practices and Primary Care Neighbourhoods (PCNs) to consider if and how the ICB can support PPGs to evolve. With limited interest for participation from registered patients, this includes support with recruitment and linking them in with other PPGs.

Annual Disability Information Day 2024

This is a joint event between Blackburn Borough Council and Parents in Partnership (PIP) on 27 February. The ICB has been invited to hold a stand at the event; particularly to promote vaccinations.

Priority Wards

Work is ongoing with Healthwatch Blackburn to engage with the identified priority wards to improve health outcomes in those communities. This has included Healthwatch Blackburn with Darwen carrying out interviews with patients in the emergency department.

HPV vaccination

Intrahealth has commissioned One Voice, a charity in Blackburn with Darwen which helps raise awareness of key health issues affecting diverse communities, to increase the uptake in the HPV vaccination. A local campaign is currently being developed.

Engagement with family hub parent/carer panels

In Blackburn with Darwen there are eight children's centres managed by Blackburn with Darwen Council, four of which have been made into family hubs. As part of the hub model, parent/carer panels have been developed. The panels allow parents and carers to meet with professionals and help shape and inform services and the delivery of those services to ensure they work for all families in the community. A series of engagement sessions with the hubs have been planned and further engagement is planned for during April.

Supporting winter pressures

To complement the overarching Lancashire and South Cumbria winter communications and engagement plan, a targeted Blackburn with Darwen engagement plan was developed to reach community groups and work with partners and VCFSE organisations. This has been delivered since October working with partners. The most recent deliverable from the plan has been the production of a video in partnership with Blackburn Rovers Football Club and ELHT (East Lancashire Hospitals) about using health services effectively. This is in addition to videos delivered with community leaders and professionals in different languages, including Polish, Urdu, Punjabi, and Bengali.

4.2 Blackpool

Blackpool Place team

The ICB staff working in Blackpool place have now met twice in-person at the Salvation Army to develop language and definition around the One Workforce ethos. Several themes emerged from the most recent discussion on 30 January 2024, including recognition that workforce development should include place partners such as ICB, NHS Trusts, pharmacy, dentists, policy, fire, ambulance, DWP (Department of Work & Pensions), NWAS, Education, Housing, Social and VCSFE. Recurrent themes emerged including:

- Mutual respect for professions.
- Rotational roles/ cross sector – experience of other parts of the system
- Flexible working and support to stay in roles/ return to work
- Finding commonalities/ synergies/ mutual goals
- Better structures, investment in staff, no zero hours contracts and career pathways
- Funding
- More communication and time to build relationships

As part of this work, the place team is currently planning the next Spring into Spring event for April 2024. This will be an ambitious week-long collaboration with communities and services; there will be events held in four local community centres -Central Family Hub, @The Grange, Ibbison Court Community Centre, and Claremont Community Centre. It will be held in the week commencing 8 April 2024, culminating in a whole-town event at the Winter Gardens, Blackpool, on Friday 12 April.

Fylde Coast Patient Participation Group Chairs network

The Fylde Coast Patient Participation Group Chairs network has been meeting bimonthly since Summer 2023, with a full calendar of network meetings planned for 2024. Thanks to the strenuous efforts of the network Chair, Gemma Jackson, membership, and attendance has increased at each meeting. The network plans to focus on the impact of DNAs (did not attend) on primary care service delivery, and the statutory role of PPGs in supporting this.

Integrated Neighbourhood Teams

There have been several meetings of the Integrated Neighbourhood Teams (INT) steering committee and working groups, with the focus on prevention and proactive strategies to tackle health inequality determinants. The mission statement and purpose of the INT is currently being developed, as well as looking at practicalities, timelines, membership and ‘getting on with it.’

Blackpool Together Cost of Living workshop

Public health and Blackpool Council colleagues hosted a Cost-of-Living workshop on Monday 22 January, with partners from statutory and VCFSE organisations sharing their projects, research, and findings. This was an exciting opportunity to find out about grassroots community groups and projects, for colleagues to network and align priorities. From this meeting, several organisations have been approached to join the Spring into Spring celebrations week commencing 8 April.

4.3 South Cumbria

South Cumbria Place Team

The South Cumbria Place Team has recently appointed several key staff and will come together on 20 February as a whole team for an important face-to-face team development session, building relationships and beginning to agree key priorities, roles, and ways of working.

Development of Patient Participation Groups/Network

ICB colleagues are working together to identify the Patient Participation Groups in South Cumbria, offer support and help develop PPGs. One key focus will be to consider whether PPGs can contribute towards improving the “Did not attend (DNA)” rate in primary care.

SEND (Special Educational Needs and Disability)

The ICB is supporting the SEND partnership and building relationships with key people in the council. This includes contributing towards the development of a newsletter for the SEND partnership, and listening to and learning from parents, carers, and young people in receipt of SEND support. A rolling survey of parents and carers is currently available, and the team are working with the council SEND team members to consider the findings and reporting arrangements.

Priority Wards

We have been working closely to engage with a group of residents in South Cumbria who are part of the healthier streets project in Barrow and wish to be involved in developing a blueprint for the coproduction of services, also partnering with Lancaster University in the evaluation of a longitudinal study based around four streets.

Winter pressures

The key messages from our winter campaign have been shared widely in South Cumbria and used in conjunction with the work of the council, community networks and local resilience forums.

4.4 Lancashire

Supporting winter pressures

To complement the overarching Lancashire and South Cumbria winter communications and engagement plan, a targeted Lancashire engagement plan was developed which focused on each locality. This has included briefings for volunteers, community leaders, councillors and staff from community organisations and groups to use to help share important messages when they are in contact with people who are vulnerable, or likely to benefit from support from health and care services. Discussions were held with a range of voluntary and community organisations as well as with various local authority teams who agreed to cascade these messages.

An engagement network has been established in Central Lancashire to support more targeted work with partners in Chorley, South Ribble, Greater Preston, and West Lancashire. This network continues to meet on a fortnightly basis. The membership of the group includes representatives from the ICB, provider Trusts, local authorities, housing, and Age UK Lancashire. In East Lancashire, we worked with the VCFSE network, including the CVSs to disseminate key messages, including those from community leaders and health professionals in a range of formats and languages.

‘Our voice in Health and Social Care’ British Sign Language users

The listening event that we held in Burnley in 2023 highlighted that the experience from British Sign Language users and the deaf community in navigating the health care system is poor. The feedback was that people felt their needs are not being met, and they faced and experienced many barriers to access and positive health care. This project has been developed in response to this. Lancashire place is working in partnership with Healthwatch Lancashire to work with BSL users to design and shape the project and to collaborate with a range of professionals, including those from the Lancashire and South Cumbria Integrated

Care Board, county councillors and deaf link workers. The project aimed to gather feedback from BSL users as well as carers and/or relatives to learn about the barriers faced by the Deaf community and formulate key recommendations which will be presented to NHS leaders and decision-makers to help influence and improve services. The views of professionals working within Health and Social Care were also investigated to explore whether organisations are accessible to the deaf community and what arrangements they have in place. The fieldwork for this work continues and includes focus groups and an online survey. The project has now been completed and a final report with recommendations will be available shortly.

5. Formal consultations and service change

There are currently no live formal consultations in Lancashire and South Cumbria. The following areas relate to potential future formal consultations or service changes where work is underway:

5.1 New Hospitals Programme:

The NHS in Lancashire and South Cumbria welcomed [the Government's May 2023 announcement of two new hospitals to replace Royal Lancaster Infirmary and Royal Preston Hospital](#) as part of a rolling programme of national investment in capital infrastructure beyond 2030. In addition, Furness General Hospital in Barrow will benefit from investment in improvements.

The existing Preston and Lancaster sites will remain in place and deliver services to our population until new hospital facilities are opened. The local NHS will continue to keep communities involved and provide further updates as more information becomes available. Further detailed work is underway to assess the viability of potential locations for new hospital builds for both Royal Preston Hospital and Royal Lancaster Infirmary, and to develop the required business cases. There is still further work to be completed in this area and additional sites may emerge over the coming period. Further information will be shared at the right time.

Planning for pre-consultation engagement and consultations that may occur in the future as part of this programme is underway collaboratively across organisations. A workshop is being planned for early March. The NHP team is due to update the Citizen's Health Reference Group on 21 February 2024, as part of their induction, to answer questions and encourage group members to get involved in the programme. The latest information on this programme is available on the [Lancashire and South Cumbria New Hospitals Programme website](#).

5.2 Clinical services transformation for Lancashire and South Cumbria

Engagement on clinical services reconfigurations focused on urology, head and neck cancer and vascular services has been included in previous reports. This work has built on insights captured through engagement during 2023 with public and staff, more targeted engagement has been carried out to support specific fragile services across hospitals in Lancashire and South Cumbria which are at an early stage of developing networked models of care. Focus groups and questionnaires were used to gather feedback from patients of each of these services. The aim for each has been to seek opinion on proposed changes to a network model of operation. Patients have been asked about services in the community, in hospital and what should be considered if a model were to initiate a single centre for all complex surgeries in each specialty.

As described in the December PIEAC assurance report, engagement was carried out in September and October 2023, and the findings have been prepared and shared with the

respective network boards and were included within the insights report for December. The current position is that these programmes are going through service changes processes and clinical assurance groups and will result in business cases being developed and planning for public consultation or engagement.

6. Engagement and involvement by the ICB in December and January

The following projects and activity have been delivered during this period, and are continuing:

Winter engagement and outreach

The Winter 'Think' communication and engagement strategy and plan spans October 2023 to March 2024. This year, with the establishment of four place-based partnerships, there was an ambition to undertake a greater amount of targeted outreach and engagement to enhance the broadcast methods of communication and the ICB led on delivering the engagement elements of the plan working with community networks, VCFSE partners, Healthwatch and patient groups, in each of our places. Much of this work has been at place level with coordination and development of communication materials by the ICB and NHS trust teams.

Withnell Surgery Health Centre

The previously reported programme of engagement for Withnell Health Centre concluded an engagement programme however the ICB remains engaged with the community to keep them informed and updated on decisions regarding a procurement process. A full report of the engagement process in September and October has been discussed at the Primary Care Commissioning Committee in January. Updates on this are available here: [have-your-say/withnell-health-centre](#).

Special allocations scheme

Special allocation schemes were created to ensure patients who have been removed from a practice patient list can continue to access healthcare services. The NHS has a responsibility to ensure all patients can access good-quality GP services and that patients are not refused healthcare. In Lancashire and South Cumbria, the special allocation scheme is currently provided by Compass Medical Practice, which currently supports 259 patients across the region. The contract currently held by Compass Medical Practice is now due for review. This means NHS Lancashire and South Cumbria Integrated Care Board (ICB) will look at the service from several perspectives to determine whether a full procurement exercise is required to identify the long-term provider of the service. An online survey has been developed which will allow patients to provide feedback on their experiences of the service and contribute to any potential procurement process. The engagement exercise took place throughout December with all patients written to directly including a paper copy of the survey and a stamped addressed envelope to ensure the process is as accessible as possible.

The survey received 46 responses – more than 17 per cent of patients. This is higher than was anticipated at the beginning of the exercise and was supported by the practice writing to and texting all its 259 registered patients.

Adult ADHD (attention deficit hyperactivity disorder)

The demand for Adult ADHD services has increased by more than four times from April 2021/22 to March 2022/23. This reflects a national picture, but without a defined ADHD framework included within the NHS Long Term Plan, there is a requirement on local ICBs (Integrated Care Board) to make local decision on how to meet this demand. The rise in

demand for referrals is likely to be underpinned by multiple factors, but includes media influence, awareness of the condition, and patient behaviour. We have been engaging with both patients and referring clinicians to understand the reasons for this increase in referrals and how we can structure services to meet this demand. An engagement programme commenced in July and is continuing. The findings of the survey of service users are being used by the commissioning team to shape their considerations about the service need and demand. The fieldwork for the data is continuing and we anticipate a report in the coming weeks.

Women's Hubs engagement- scoping survey

During December 2023 and early January 2024, a scoping exercise took place on behalf of the Women and Children's Health workstream who have received a substantial amount of funding to implement women's hubs across Lancashire and South Cumbria. In collaboration with the clinical lead (Dr Ewa Craven) and the workstream director (Vanessa Wilson) and members of the Transformation comms team and engagement team worked together to develop and disseminate a survey to gauge need. The survey was shared with more than 350 organisations and individuals. It has now closed with 1549 responses across the ICB footprint; it is currently under analysis.

Enhanced health checks

Considerable progress has been made to date with an ongoing commitment in rolling out and embedding enhanced health checks across our communities in Lancashire and South Cumbria. The team have acknowledged that public and patient involvement is a key factor to consider improvements, and to reflect on what is working well and measure the outcomes. Working with local teams, approaches are in place to capture patient experience and feedback that most of the teams would be collecting routinely after an appointment, and it will form an important part in the data and intelligence we need to evaluate the EHC and shape the future of the project. Feedback from patient survey is positive– 97% of those surveyed would recommend the enhanced health check. The most common issues captured are lack of physical activity, excess weight, smoking and drinking. These are all captured in a standard NHS health check. We are awaiting a full report, which is anticipated in the coming weeks.

Children in care leavers' health review

Across Lancashire and South Cumbria children in care leaving care receive a health check and health documentation as part of their transition to independent adult life. The process is markedly different across the three local authorities and the ICB is working with local authority children in care, and safeguarding leads to develop an engagement approach to eliciting the views of children and young people to inform a single, consistent and agreed approach to care leavers health reviews and documentation. The engagement will be coordinated by the ICB but undertaken by partners. The data collection phase has concluded, and the findings are being considered by the children in care and care leavers health teams. As previously reported the safeguarding teams have found it challenging to reach care leavers to engage in this survey. Following further engagement, we anticipate a final report this year.

SEND engagement and communications

The communications and engagement team are now actively working with the SEND team (NHS and Local Authority) to support engagement around SEND in anticipation of an imminent inspection for Lancashire. We are currently scoping the work involved and building relationships with the POWAR group (children and young people network) to contribute to the work we are doing to support the implementation of the Lundy model.

Frailty

We are continuing to work with the frailty team to develop appropriate engagement and involvement to support the assessment and implementation of a coproduced model of frailty to support those with moderate frailty. This aims to reduce the number of people who have moderate frailty attending urgent and emergency care and being admitted to hospital during episodes of frailty unnecessarily. With the right assessment, self-care, support, and interventions, those with moderate frailty should be able to be supported to live independently at home without needing hospital care which for this group of people may have negative unintended consequences. A report from the initial survey with the citizens panel has been shared with the team and has already provided some useful insights. More in-depth engagement using focus groups, discovery interviews and a Lancashire and South Cumbria wide service survey have been prepared and are being implemented.

7. Planned engagement and involvement by the ICB for February and March 2024

The following projects are planned and or will be developed over the next two months:

Unpaid carers from ethnically diverse communities – experiences of health and health services

Following the presentation of the findings from ‘I Care’ the engagement of unpaid carers in South Cumbria, members were keen to see engagement in Lancashire, and particularly to focus on the needs and experiences of unpaid carers from the minority ethnic communities in Lancashire. During September, NHS England invited bids from ICBs to support engagement, particularly to improve insight and reach. We are delighted that following joint work with Lancashire BME, our bid to undertake engagement of unpaid carers within ethnically diverse communities was successful. The £7,000 funding award was the maximum we could be awarded, but it enables us to work with Lancashire BME to undertake this work. It is anticipated that the findings from this engagement will be reported in April 2024.

Integrated Neighbourhood Teams

We have developed a communication and engagement plan for the ICB system and place-based work around integrated neighbourhood teams. This plan sets out how we can effectively engage with health, social care and VCFSE sector staff and partners working within communities and organisations across Lancashire and South Cumbria. The purpose of this engagement is to raise awareness and build support for an Integrated Neighbourhood Care Team approach and the development of neighbourhood leadership and MDT ‘team of teams’ as part of the recommendations set out in the Fuller Stocktake Report. This plan will support the system-level communication and engagement with key audiences across Lancashire and South Cumbria and will be the foundation for local plans within INTs and at Place.

Lundy Model of engagement with children and young people

An audit of engagement opportunities for children and young people using the Lundy model has been undertaken and a plan for engagement has been drafted. Work is ongoing to support this engagement between the communication and engagement team and the children and young people’s team. Priority actions include and under way:

- Community engagement, involvement, and coproduction – our children and young people across the system, at place, and in neighbourhoods, will be listened to, heard, and involved so that their views can provide us with insight, and learning leading to change and improvements.
- Service engagement, involvement & coproduction— Our children/young people and families will be engaged concerning their experience of, and concerns about existing services, on the need for change to existing services, and the introduction of new services. This includes planning and delivery, understanding needs and feedback.

- Recruitment— Our children/young people and families are involved in the recruitment process for those with whom they will have contact with
- Establishment of a children's panel who can quality assure (QA) our services using methods such as the 15 steps and other methods.
- Communication—participation requests are timely and consistent across all services working with children/young people and families
- Strategic governance and decision making—children, young people/families/carers are regularly involved through representation at our board/decision making meetings

We are working with Lancashire County Council who already use this model of engagement and anticipate working with other local authorities who are considering this. A proposal for a video to promote the engagement of children and young people is being developed with children and young people's network. We are also working on a joint children and young people engagement training programme with Lancashire County Council which will be online and developed throughout 2024 with an anticipated launch of Autumn 2024.

Integrated Care Experience survey

As previously reported, Lancashire and South Cumbria ICB is one of eight ICBs nationally who are involved in a pilot to develop a national Integrated Care Experience Survey (ICES). The aim of this is to collect and use the data of up to approximately 40,000 patients nationally and approximately 5,000 per ICB to carry out phase one (the pilot) of the Integrated Care Experience Survey (ICES). We are currently struggling to gain sign up from GP practices and primary care in the system and currently seeing if a targeted approach will lead to agreed involvement in this important study. We will continue to report progress on this work and anticipate a report in summer 2024.

Maternity and Neonatal engagement

A newly established group brings together various engagement activities, which is known as the ICE LMNS ICE Group. This effectively is a maternity and neonatal engagement network to bring together service users, and volunteers to ensure that there is consistency and coherence across the system. Several projects are ongoing, including smoking in pregnancy, close relative marriage, and genetic risk, increasing placental growth factor screening to improve outcomes of pre-eclamptic and eclamptic women, Birth Afterthoughts (Reproductive Trauma Service) and maternal nutrition. Healthwatch Together is now supporting the Maternity Voices Partnerships in Lancashire and South Cumbria and working with the ICB to ensure that these become an active part of our engagement strategy. In March, Healthwatch will be conducting eight enter and views across birth centres and maternity services in Lancashire and South Cumbria and conducting roadshows with family hubs, mother and toddler/baby groups and other networks. A questionnaire is in development and will focus on what matters to mothers and birth partners, support and information, choice, care planning, and personalised care. Later in February, the MVP leads will meet at a workshop to develop a work plan for MVPs with heads and leads of midwifery and maternity services.

Frailty

Engagement opportunities with existing groups and forums, working with partners across the public and voluntary and community sectors, are being planned over the coming months across Lancashire and South Cumbria and will commence in February. Arrangements with Age UK Lancashire, carers groups, housing groups and others have already been made and will continue to be identified and undertaken into March and beyond. A Lancashire and South Cumbria wide survey will also be circulated in February.

For information or contacts for any of the engagement initiatives described in this report, please contact David Rogers: david.rogers10@nhs.net

Glossary

A glossary of terms to support this paper is available here:

<https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/glossary>