

## ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	28 February 2024
<b>Title of paper</b>	ICB audit of engagement with public, patients and carers
<b>Presented by</b>	Neil Greaves, director of communication and engagement
<b>Author</b>	Neil Greaves, director of communication and engagement
<b>Agenda item</b>	10
<b>Confidential</b>	No

### Executive summary

This paper provides an update on the action plan which was put in place following an internal audit of patient, carer and resident engagement carried out by Mersey Internal Audit Agency (MIAA).

In September, an internal review against a checklist developed by MIAA to support ICBs (Integrated Care Board) in reviewing their patient and public engagement arrangements was undertaken involving colleagues across the ICB and with contributions from members of the Public Involvement and Engagement Advisory Committee. This was used by MIAA to contribute to the audit and the results were shared with the PIEAC (Patient Involvement and Engagement Advisory Committee) on 25 October along with a set of actions to respond to recommendations.

This paper updates that positive progress has been made towards the recommendations with one area where a recommendation has not been taken forward and more work is required.

### Advise, Assure or Alert

#### Assure the committee:

- That recommendations from the internal audit have been considered and plans in place to respond to these have been in the majority delivered against
- That the audit demonstrates that substantial progress has been made in relation to establishing the ICB's approach to engagement and involvement of public, patient and carers according

### Recommendations

Members are asked to:

- Note the progress to deliver actions based on recommendations from the internal audit

### 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?	✓			These are embedded within existing risks as part of the ICB Risk Management Process
Financial Implications		✓		

### Where paper has been discussed

Meeting	Date	Outcomes
ICB Public Involvement and Engagement Advisory Committee	6 September 2023, 25 October 2023	Internal review was shared and comments received. Results of the audit and actions shared with the committee for information

### 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

# ICB Public Involvement and Engagement Advisory Committee 28 February 2024

---

## Draft response and evidence for internal audit of patient, carer and resident engagement

### 1. Introduction

NHS Lancashire and South Cumbria ICB undertook an audit of public, patient, carer engagement supported by Mersey Internal Audit Agency (MIAA) in Autumn 2023.

Key lines of enquiry (KLOE) for the audit were:

1. **Decision Making and Governance** - Ensure people and communities have an active role in decision-making and governance
2. **Involvement and Feedback** - Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions
3. **Engagement and impact** - Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working
4. **Building relationships** - Build relationships based on trust, especially with marginalised groups and those affected by health inequalities
5. **Partnership working** - Work with Healthwatch and the voluntary, community and social enterprise sector as key partners
6. **Clear and accessible information** - Provide clear and accessible public information
7. **Community centred approaches** - Community centred approaches that empower people and communities, making connections to what works already
8. **Co-production** - Have a range of ways for people and communities to take part in health and care services
9. **Partnership with people and communities** - Tackle System Priorities and Service Reconfiguration in Partnership with People and Communities (Covered within principles 2,3 and 4 above)
10. **Lessons learned** - 10. Learn from what works and build on assets of all health and care partners – networks, relationships and activity in local places

MIAA developed the checklist which was used to support the ICB to review their patient and public engagement arrangements. The checklist was structured in line with the 10 principles for working with people and communities. Functions across the ICB were included in identifying evidence and opportunities for learning and continuous improvement of public, patient and carer engagement.

The results of the audit were shared with the Public Involvement and Engagement Advisory Committee on 25 October 2023 and are available to view [here](#).

This report provides an update on the delivery of an action plan, which was included in the audit, to deliver recommended improvements.

## 2. Progress on actions to deliver recommended improvements

The table below describes the actions and the progress of delivery.

Action	Risk rating	Initial response	Action Owner	Deadline	Progress update	RAG
1. You said we did. Ensure that engagement includes outcomes demonstrating what has changed and ensure responses are provided from an ICB perspective rather than an engagement team perspective.	High	It is important that the ICB demonstrates the impact and outcomes from engagement with public, patients and carers in transformational change. This is important to building confidence with our communities that the organisation listens and responds to feedback and insights from the populations we serve. The ICB will make greater links between the insights we collect and the role of the ICB Quality Committee in demonstrating actions to improve services. As the ICB's strategic priorities are clearer there is an expectation that more targeted and relevant engagement with patients, public and carers will be undertaken either through work in places or on system transformation programmes where implementing the strategic approaches to engage, listen and coproduce will allow for greater demonstration of impact and involvement and this can be captured and included across ICB communications and engagement channels. The ICB website will also be reviewed to include examples where engagement is taking place with evidence of the outcomes and impact of those projects / initiatives	Sarah O'Brien, Chief Nurse	Website review will be completed by 31 October with current examples of impact of engagement. Further work to April 2024 will be needed to put in place processes to demonstrate impact of work taking place within teams working with directorates across the ICB.	The website for the ICB has been updated based on current engagement programmes to put in place ways of demonstrating impact from engagement programmes. A methodology was shared in the December PIEAC meeting within the engagement assurance report to describe how engagement programmes will be monitored in terms of the stage of the programme which includes being able to demonstrate the impact of the engagement overall. A workshop took place in December with the quality committee to discuss patient stories and capturing lived experience which have been presented to the ICB Board and Quality Committee since September 2022 with a detailed review underway of each of the examples and working with programmes across the ICB to understand how these have influenced services or to understand how the experiences are being used to contribute towards changes and transformation.	

<p>2. PIEAC attendance. Ensure that deputisation is in place where committee members cannot attend.</p>	<p>Medium</p>	<p>Attendance of PIEAC and participation of deputies where members cannot attend will be strengthened for future committees.</p>	<p>Debra Atkinson, Director of Corporate Governance</p>	<p>25/10/2023</p>	<p>Debra Atkinson met with Debbie Corcoran to discuss deputy arrangements and agreed a communication to members highlighting their role and responsibilities within the committee. - This has been completed and deputy roles have been agreed. As a result, there has been a review of members from Local Authorities. An area where this has been challenging is the representatives from place as there are currently no senior members of staff working in these areas due to the development of place and therefore deputies have not been possible to be identified.</p>	
<p>3. Engagement Reach Assurance. Engagement activity should be routinely accompanied by an analysis of actual reach versus target reach as appropriate to the subject, together with analysis of any lessons to be learned.</p>	<p>Medium</p>	<p>There is considerable work to reach seldom heard and vulnerable communities by the ICB engagement team as part of the New Hospitals Programme, outreach and coproduction in place-based partnerships and priority wards work of population health teams, however this needs to be more systematic and the principles within the ICB's strategy for working in partnership with people and communities need to be embedded across the organisation. Through learning from what has worked well in the New Hospitals Programme, there has been an alignment of working across teams and workshops to learn and embed good practice for analysing, logging and recording public engagement. One of these areas, discussed in a workshop on 20.09.2023 is logging and recording of engagement with community groups. This will enable more detailed analysis and targeted reach to be proposed on programmes of work. This will</p>	<p>Neil Greaves, Director of Communications and Engagement</p>	<p>31/12/2023</p>	<p>A new template has been developed for ICB engagement evaluation reports. Engagement analysis for projects since October have included target engagement figures. These are included in engagement evaluations for projects for Withnell Health Centre, clinical transformation projects (head and neck, vascular and urology) along with projects to support procurement exercises.</p>	

		be something the communications and engagement team will embed as standard practice across engagement programmes. It is acknowledged that advice for the Consultation Institute is to demonstrate the population of the area and demonstrate actions to capture insight from targeted community groups.				
4. Policy. Update the public involvement and engagement policy and consider whether the examples provided of an engagement evaluation framework and independent scrutiny panel might be of relevance to the ICB.	Low	The Public Involvement and Engagement Policy will be updated based on the revised strategy for working with people and communities published in August 2023.	Neil Greaves, Director of Communications and Engagement	31/10/2023	The policy has been updated and supported by the PIEAC in December and was endorsed as part of the PIEAC triple A report at the ICB Board meeting on 10 January 2024. This has now been published.	
5. Accessibility Statement/ Support to get involved. Update the ICB's website with the results of the external accessibility review implementing as appropriate any resultant actions.	Low	The website has been reviewed and the accessibility statement has been amended. The communications and engagement team used the infrastructure of the previous ICS (Integrated care systems) website to create multiple websites under the same content management system when the ICB was established, including the ICB and Integrated Care Partnership websites. The accessibility review was undertaken on the system which the ICB website is built upon however the website has changed significantly since the launch of the ICB. Since the establishment of the ICB the communications and engagement team	Neil Greaves, Director of Communications and Engagement	Website updates to be completed by 1 October 2023. Accessibility of Board papers and documents to be reviewed by 1 November with further review by end	The website was updated on 29 November 2023.  The ICB liaised with several ICBs who have recently been audited by the National Government Office in relation to website accessibility around the inclusion of Board papers and similar approaches are in place for other ICBs. Other ICBs also have issues with the uploading of Board documents and papers and LSC have aligned with the approaches in Greater Manchester ICB which passed their Government Audit. The	

		<p>have embedded the principles of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 to improve the accessibility of the website and embed consistent standards. To enhance this further, more consideration is needed about the accessibility of Board papers and documents and producing templates which have a greater level of accessibility. It is a consideration that this is a more medium term ambition which requires upskilling of individuals across the organisation around accessibility of documents and standards across ICB teams and directorates. Information about requesting accessible information was already available in the contact us section of the website under Contact Us/Accessible information. This information has been added to additional pages on the website.</p>		of March 2024.	<p>Integrated Care Partnership website for Lancashire and South Cumbria ICB was audited by the National Government Office in October and there were several technical issues which were requested to be amended. These were resolved and, as the ICP (Integrated Care Partnership) website is within the ICB website system, these changes are also reflected across the ICB website. The ICB website was not audited specifically and the communications team asked if there is a timeline for an audit of the LSC ICB website and the response was that there is no plan for this to take place currently.</p>	
6. Standard Assurance of Engagement Route. Consider adding demonstration of engagement route to Board and sub-committee cover papers.	Low	<p>Cover papers for committees will be reviewed based on this feedback working with the corporate governance team to demonstrate this most effectively</p>	Debra Atkinson, Director of Corporate Governance	30/11/2023	This is still under review	

### **3. Recommendations**

The ICB is continuing to develop work towards actions 1 and 6 with a priority to embed learning from engagement and involvement and capturing patient experience across ICB teams and functions.

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the progress to deliver actions based on recommendations from the internal audit.

**Neil Greaves**

**Director of communications and engagement**

**20 February 2024**