

# ICB Public Involvement and Engagement Advisory Committee

<b>Date of meeting</b>	25 <sup>th</sup> September 2024
<b>Title of paper</b>	Citizens Health Reference Group report
<b>Presented by</b>	Neil Greaves, director of communications and engagement
<b>Author</b>	Dan Clough, communications and engagement manager
<b>Agenda item</b>	xx
<b>Confidential</b>	No

**Executive summary**  
 The report provides members of the ICB Public Involvement and Engagement Advisory Committee (PIEAC) with an update on the recent activities of the Citizens Health Reference Group.

**Advise, Assure or Alert**  
**Assure the committee:**  
 - The ICB is effectively managing and utilising the Citizens Health Reference Group.  
**Advise the committee:**  
 - Of the latest activities of the Citizens Health Reference Group.

**Recommendations**  
 The Public Involvement and Engagement Advisory Committee is asked to:

- Note the contents of the report.
- Recognise and endorse the activity undertaken by the Citizens Health Reference Group.

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?			x	
Financial Implications			x	

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

Meeting	Date	Outcomes
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<b>Conflicts of interest associated with this report</b>				
Not applicable				
<b>Impact assessments</b>				
	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Quality impact assessment completed			<b>x</b>	
Equality impact assessment completed			<b>x</b>	
Data privacy impact assessment completed			<b>x</b>	

<b>Report authorised by:</b>	Neil Greaves, Director of Communications and Engagement
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## **Citizens Health Reference Group update**

### **Introduction**

The report provides members of the ICB Public Involvement and Engagement Advisory Committee (PIEAC) with an update on the recent activities of the Citizens Health Reference Group.

### **Recruitment**

Following a recruitment campaign over recent months, there are now around 50 members of the Citizens Health Reference Group. All members have expressed an interest in joining the group and attended induction sessions either in person or via Microsoft Teams.

### **Next steps**

The communications and engagement team is now prioritising identifying workstreams that will benefit from a patient voice and aligning members of the Group to those workstreams. This could take the form of a limited number of individuals joining an existing group or a newly established task and finish group, the formation of a special subgroup for engagement, or the facilitation of a full meeting to discuss a specific topic.

### **Current activity**

Due to the focus on engagement in recent weeks and months, only a small number of members have been actively involved in supporting workstreams. A group of members has worked with the team developing a new strategy for urgent and emergency care and made a number of suggestions for the strategy which have been taken on board. The members were regularly communicated with by the programme lead and have reported feeling valued and listened to.

Another member has agreed to become part of the vascular network and has recently attended his first meeting. In addition, a small number of members have volunteered to represent the Group at the Public Involvement and Engagement Advisory Committee.

### **Meetings**

At the Group's most recent meeting on 5 September 2024, 24 members were in attendance – 13 virtually via MS Teams and 11 in person at County Hall. The meeting was also attended by two communications and engagement managers from the ICB, Dan Clough and Nathan Skelton, as well as director of communications and engagement Neil Greaves, and director of population health Andrew Bennett.

The team has committed to providing a strategic update at each of the Group's quarterly meetings and, where possible, will identify an executive of director to provide this. The update was provided on this occasion by Andrew Bennett, who talked to the Group about population health and the importance of proactive, joined-up care and support, while also giving some information on the financial position of the ICB and the local health and care system.

This was followed by a lively and productive question and answer session before Andrew introduced a video that has been produced to explain the benefits of the new virtual wards and to increase understanding of how they work. There was some discussion about virtual wards, or Hospital At Home, and Group members were positive about the service and made suggestions, including the use of the service for people waiting for treatment. The video was also well received, however it was suggested that patient case studies would improve it.

Members were also updated on the ICB's engagement activity and on how the group would develop over the next few weeks. The next meeting of the Group is scheduled to take place on 5 December 2024.