

Subject to ratification at the next meeting

**Minutes of the meeting of the
Public Involvement and Engagement Advisory Committee
held on Wednesday 22 February 2023 at 3.00pm
in Boardroom 1 at Chorley House, Centurion Way, Leyland, Preston**

	Name	Job Title
Members	Debbie Corcoran	Non-Executive Chair
	Roy Fisher	Non-Executive Member of the ICB
	Dr Lindsey Dickinson	Associate Medical Director (representing Primary Care)
	Neil Greaves	Director of Communications and Engagement
	David Rogers	Head of Communication and Engagement
	Tricia Whiteside	Non-Executive Director (Lancashire Teaching Hospitals NHS Foundation Trust) – representing NHS provider Non-Executive with a role for patient experience or public engagement
	Karen Kyle	Place Development lead (Place Based Partnership representative - South Cumbria)
	Sam Plum	Chief Executive, Westmorland and Furness Shadow Authority (Partner Member representing Local Authorities) Via MS Teams
	Sarah James	Integration Place Lead (Place Based Partnership representative - Central Lancashire)
	Pauline Wigglesworth	Place representative (Placed Based Partnership representative – Blackpool) Via MS Teams
Participants	Lindsay Graham	Advocacy and Engagement Director (Healthwatch)
	David Brewin	Assistant Director for Customer Care
In attendance	Jeremy Scholey	Communications and Engagement Specialist
	Chantelle Bennett	Community Participation and Engagement Manager
	Shelley Whittle	Communications and Engagement Officer (Pam to check title)
	Pam Bowling	Corporate Office Team Leader
Apologies for Absence	Professor Sarah O'Brien	Chief Nurse
	Dr Andy Knox	Associate Medical Director – Population Health
	Joe Hannett	Partnerships Manager at Community Futures (representing Voluntary, Community, Faith and Social Enterprise (VCFSE))

Item	Note
Section 1 – Introduction	
1.	<p>Welcome and Introductions Debbie Corcoran (Chair) welcomed everyone to the meeting and introductions were made. A warm welcome was shared in particular with, Sam Plum, Sarah James, Pauline Wigglesworth and David Brewin, who were all attending their first PIEAC meeting.</p>
1.1	<p>Apologies for Absence Apologies for absence were noted as above.</p>
1.2	<p>Declarations of Interest There were no declarations of interest relating to items on the agenda.</p>
1.3	<p>Minutes from the previous PIEAC meeting held on 26 January 2023 <i>Unapproved minutes shared in the pack</i></p> <p>The notes of the previous PIEAC meeting held on 26 January 2023 were approved as a correct record, subject to amendment of ‘Patient’ to ‘Public’ in the header. The Chair advised that at the previous PIEAC meetings, held in October 2022 and January 2023, not all Committee members had been appointed, due to the Place-based Partnership leaders not having been confirmed. The Chair confirmed that the Place-based Partnership representatives had now been appointed to the Committee, with the exception of Blackburn-with Darwen, and the Committee was quorate.</p> <p>Members ratified the decisions made at previous meetings of the Committee.</p>
1.4	<p>Actions and Matters Arising from the minutes <i>Matters Arising Log shared in the pack</i></p> <p>1) Update on Actions Item 1.4 - Working with People and Communities Strategy – to be discussed during today’s workshop.</p> <p>Item 2.1 – PIEAC members to be invited to listening or engagement events – Communications and Engagement Team to pick up. Urgent action to share the Eventbrite invitation to the Preston event on 1 March 2023 from 6pm to 8pm.</p> <p>Item 2.5 – Comments on the engagement guide and toolkit to be forward to the Secretary. - Thanks were expressed to those who had commented. Action to remain open and revisited at next meeting.</p> <p>All other actions were noted to be complete.</p> <p>2) Matters Arising The Chair provided an update regarding the matter of the high volume of patient feedback received by the ICB relating to the procurement of GP services at Withnell Health Centre. The Chair advised that the ICB had issued a statement today which was read out to the Committee. The statement referred to the ICB having undertaken a full and robust review</p>

of the commissioning process and intended to undertake further engagement with patients and the community in Withnell and launch a new procurement process to award the long-term contract for the service. To ensure the continuity of services at Withnell Health Centre, the current interim arrangements will be extended by 18 months. The ICB apologised to the community of Withnell and recognised more could have been done to keep patients informed.

The Chair confirmed that there would be a link back to the PIEAC in terms of adding value in the forward approach of commissioning of primary care. Discussion ensued and reference was made to the need for assurance and scrutiny of the process and engagement with the public. Neil Greaves confirmed that work was taking place on the process going forward and a proposal would be shared with this Committee in due course.

Action: Neil Greaves

2.

Section 2 - Workshop

2.1

It was noted that two reports had been shared with members prior to the meeting: the Engagement and Involvement Assurance report; and the Healthwatch Together Progress Report and any comments on the reports were welcomed via the workshop discussions.

The Chair advised that when the PIEAC was in its early stage of development, two workshops had been held, prior to the commencement of formal meetings. Now that the membership of the Committee was complete it was felt timely to have a similar workshop style meeting to discuss and build consensus for:

- How and what the PIEAC provides assurance to the ICB Board on
- How the PIEAC can be assured of public engagement and involvement processes with the scale of work being undertaken by the ICB
- How public representatives can be embedded into the PIEAC membership.

In the session it was clear that the commitment and contributions were excellent and there is a clear passion from all involved in the workshop about the importance of the role of members of the public have in ICB and health and care system decision making.

Common themes from the discussions included:

- There was a variance in views, ideas and comments within the workshop and it is clear that further development of the committee is needed to clarify purpose, scope and the way it delivers on its advisory role
- The recommendations for a focus on establishing frameworks and strategies in the upcoming committees as a priority along with processes for engagement to support system strategic publications such as the Integrated Care Strategy and NHS forward plan
- There is a need to focus initially on strengthening ICB approaches before considering more partnership wide engagement approaches
- There is a need to inform the Board that there needs to be strengthened arrangements for making sure public engagement and involvement approaches on agenda items have been reviewed through PIEAC prior to decisions being made at Board
- To be realistic with the level of assurance the committee is able to provide on the

	<p>extensive level of engagement and involvement work taking place across the ICB and the system as a whole across all programmes and areas of work</p> <ul style="list-style-type: none"> • There is a need to develop approaches collaboratively in place to make sure there are consistent approaches which can be tailored to work appropriately in each of the places • There is a need to focus on the priorities of the ICB and this is difficult with the Integrated Care Strategy and Lancashire and South Cumbria NHS forward plan not yet having been agreed and published • There is a need to be clear on what is being engaged / coproduced, why and then what the outcomes from this are • It is important the committee can report back to the public as well as the board • There was a variance of views in relation to how members of the public with lived experience can be involved in the committee. There was broad support for the need for a consistent approach across the places to identify members of the public with lived-experience from each place who can add value to discussions. There is a need to develop an approach quickly ahead of the next committee however this may be iterated going forward. • There is a clear need to avoid tokenistic representation of local people whilst recognising how tough is it to get comprehensive representation. <p>It was agreed a summary of the outcomes of the workshop discussions would be shared with committee members with a reviewed committee workplan which takes these discussions into consideration.</p>
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Section 3 - Governance

<p>3.1.</p>	<p>Committee Highlights Report to the Board – Advise/Assure/Alert <i>Verbal item</i></p> <p>The Chair thanked everyone for their contributions and richness of information gathered and summarised the next steps. Neil Greaves to gather the information that has been shared during the discussion today into a draft proposal to be distributed to the committee members for review. This should include the PIEAC agenda structure, the information to be considered and how to take forward public representation in a way that is not tokenistic. In addition, it was agreed that there should be a refresh of the Working with People and Communities Strategy. An update would be provided to the Board in April 2023.</p> <p>The Triple A report to the Board should reference:</p> <p>Assure: Two standard reports are regularly received by PIEAC that set out and update on public involvement and engagement activity delivered by the ICB, and the insights from this and other activities or sources. The ‘involvement and engagement report’ assures on engagement and involvement activity in place and planned, and how it supports delivery and achievement against the 10 principles agreed by the ICB in its ‘Working with People and Communities’ strategy. The ‘insight report’ draws together intelligence and feedback from patients and the public to support ICB decision-making and activities from a variety of sources such as:</p>
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	<ul style="list-style-type: none"> • the public involvement and engagement networks established by the ICB (e.g. the ICB’s online Citizens Panel, and a new Readers Group – with ongoing communication via a ‘Citizens Panel newflash’ newsletter) • engagement and involvement activities led by the ICB and partners, such as the recently launched ‘Listening Events’ delivered in places with the Directors of Health Care Integration • insight from customer complaints/compliments, MP letters and freedom of information requests • reports and insights from partner organisations such as Healthwatch <p>To support transparency, PIEAC meeting reports are made available to the public, along with minutes, on the ICB’s website.</p> <p>Advise: Following the February workshop with PIEAC members, there will be a continued focus in the upcoming Committee meetings on how to gain assurance on the ways in which, and effectiveness of, public and patient involvement and engagement in delivery of the ICB’s priorities. There will also be a review and refresh of the ICB ‘Working with People and Communities strategy’ framework in April 2023.</p> <p>Alert: Work continues to strengthen and systematise public involvement and engagement in ICB decision-making and work programmes.</p>
3.2.	<p>Reflections from the meeting This was covered in agenda item 3.1.</p>
3.3.	<p>Any Other Business There was no further business.</p>
3.4.	<p>Date and Time of Next Meeting</p> <ul style="list-style-type: none"> • Wednesday, 25 April 2023 • 10am to 12noon • Chorley House, Centurion Way, Leyland, Preston, PR26 6TT