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06 September 2023

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Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-3424-LSC

Thank you for your request dated 22 August 2023.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. a) How are patients formally involved within Integrated Care Board (ICB) decision-making structures at Lancashire and South Cumbria ICB?

NHS Lancashire and South Cumbria ICB is accountable for the statutory duties relating to public involvement which were set out in the Health and Social Care Act 2012 and the related duty to reduce health inequalities. As such a strategy for working in partnership with people and communities has been approved and published which sets out how patients, local people and communities are involved in decision making: <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/people-and-communities/lancashire-and-south-cumbria-strategy-working-people-and-communities>

- b) Does this include formal representation in Board meetings?

The ICB Board includes a partner member from Local Healthwatch who are able to provide the perspective of local people in their role, set out in the Health and Social Care Act 2012, to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. In addition, a Non-Executive Director chairs a sub-committee of the board with a role to advise on public engagement and involvement in relation to decisions by the Board.

- c) if so, please could you share the minutes related to these meetings?

Meeting minutes are available here:

<https://www.lancashireandsouthcumbria.icb.nhs.uk/about-us/board/meetings-and-papers>

2. If the answer to question 1b is no, what plans does Lancashire and South Cumbria ICB have to introduce a formal role for patients at the Integrated Care Board level?

N/A

3. How does Lancashire and South Cumbria Integrated Care Board ensure that the patient experience is considered in decisions surrounding the commissioning of appropriate treatments?

NHS Lancashire and South Cumbria ICB has established a Public Involvement and Engagement Advisory Committee which advises and assures the board of public engagement, involvement and patient experience in relation to decisions surrounding commissioning and transformation. Information about the committee is available

here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/public-involvement-and-engagement-advisory-committee>

NHS Lancashire and South Cumbria ICB has approved a strategy for working in partnership with people and communities which sets out how the organisation works with local people, partners and communities: <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/people-and-communities/lancashire-and-south-cumbria-strategy-working-people-and-communities>

4. Can Lancashire and South Cumbria Integrated Care Board provide any examples of when the patient experience has influenced decision other than at ICB level?

We can only respond for the ICB and can cite some examples of where we have worked with other partners across the integrated care system (ie not just at ICB Level). Each individual organisation across Lancashire and South Cumbria makes decisions about local care which should be made considering patient experience whether it be Trusts, GP practices or Local Authorities but we don't hold a list, so we advise this question is directed to individual organisations across Lancashire and South Cumbria.

Examples within the scope of the ICB working with partners at other levels include:

- Delivery of the vaccination programme (patient and public experience was considered in the implementation of the service)
- Virtual wards – patient experience is being considered in the way this is being implemented by organisations across Lancashire and South Cumbria (although this is not a single decision). Details of delivery would need to be provided by individual organisations within the health and care system.
- Examples of work in partnership at other levels of the ICB include:
 - Blackpool Hypertension patient engagement
 - South Cumbria carers involvement and carer strategy
 - West Lancashire – front door to services development
 - Central Lancashire – Withnell Patient involvement
<https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre>
 - Withnell Patient Group : <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/have-your-say-current-opportunities/withnell-health-centre>

In addition, we have worked at local level to hear the views of local people and our findings are here:

- <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/what-youve-told-us>
- [Barrow](#)
- [Blackburn with Darwen](#)
- [Burnley](#)
- [Central Lancashire](#)
- [North Lancashire](#)
- [Disability north west forum](#)

The findings from these listening events are shared with local providers and partners and considered by them for improvements.

5. What plans does Lancashire and South Cumbria Integrated Care Board have to improve the involvement of patients in their decision-making processes moving forwards?

NHS Lancashire and South Cumbria ICB has approved a strategy for working in partnership with people and communities which sets out how the organisation works with local people, partners and communities: <https://www.lancashireandsouthcumbria.icb.nhs.uk/get-involved/people-and-communities/lancashire-and-south-cumbria-strategy-working-people-and-communities> . This includes priorities for continuing to strengthen engagement and involvement of patients, local people and communities.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

**On behalf of Kevin Lavery
ICB Chief Executive**