



Agenda Item No:	8
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Report to:	Humber and North Yorkshire Integrated Care Board
Date of Meeting:	8 November 2023
Subject:	<b>Voice of the Lived Experience</b>
Director Sponsor:	Anja Hazebroek, Director of Communications, Marketing and Media Relations
Author:	Frankie Jackson, Community Engagement and Insight Manager, Jonathan Brooks, Senior Evaluation and Insight Officer

**STATUS OF THE REPORT:** *(Please click on the appropriate box)*

Approve  Discuss  Assurance  Information  A Regulatory Requirement

**SUMMARY OF REPORT:**

Meaningful engagement with our communities and people is vital to truly understand local sentiment, need, priorities, and concerns in Humber and North Yorkshire.

In June 2023, a 'Voice of the Lived Experience' workshop was held to bring together the ICB's Corporate Affairs, Communications, Marketing and Engagement, Nursing and Quality teams alongside Healthwatch, to start to map out existing work and agree a shared ambition and agenda.

A key objective is to demonstrate the ICB, and wider ICS is heavily influenced in its decision making based on public insight and experience.

A task and finish group for the Voice of the Lived Experience has been established, and a summary report (dashboard) has been developed to provide Board members with the key themes arising from engagement and insight activity delivered through the ICB and Healthwatch. This will continue to be iterated as the work delivered by the task and finish group progresses and becomes more sophisticated.

In addition, a further workshop – to include wider partners including Local Authorities – will take place in December to further enhance this work.

The second dashboard report (enclosed) highlights the key themes being:

- **Access to services** – this remains a key theme (as identified in the first dashboard, however there has been a greater emphasis on primary care and mental health, and a specific thread around the impact of some people having to travel to appointments (i.e. cost in relation to the current cost of living challenge experienced by many)
- **Waiting times** – this is the same as the first report, so remains an issue
- **Perceived and real difficulties in making appointments** – this is the same as the first report, so remains an issue

As part of the aim to also provide Board members with more comprehensive insight into key aspects of the public engagement and insight activity taking place across the system.

The latest report presents the findings from the community engagement activity that took place over summer 2023, whereby over 2000 people attended the 'Let's Take Pride in our Health' stalls across local LGBT+ Pride events.

Key themes identified are:

- Improve access to appointments – specifically GP
- Improve training, education, and awareness of inclusivity and LGBT+ for healthcare staff – specifically Primary Care
- Improve mental health support locally
- Improve local Trans health care
- Improve inclusivity across health care.

**RECOMMENDATIONS:** *(Specify the recommendation(s) being asked of the meeting - use additional points as appropriate):*

Members are asked to:

- i) Note and discuss the key themes.

**ICB STRATEGIC OBJECTIVE** *(please click on the boxes of the relevant strategic objective(s))*

Managing Today	<input checked="" type="checkbox"/>
Managing Tomorrow	<input checked="" type="checkbox"/>
Enabling the Effective Operation of the Organisation	<input checked="" type="checkbox"/>

**IMPLICATIONS** *(Please state N/A against any domain where none are identified)*

Finance	N/A at present but and may have implications if particular themes and/or recommendations are progressed in the future.
Quality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
HR	N/A at present.
Legal / Regulatory	The ICB is required to meet its statutory duties as part of the NHS Act to make arrangements to secure that people are appropriately 'involved' in planning, proposals and decisions regarding NHS services.
Data Protection / IG	N/A at present.
Health inequality / equality	Better understanding of public perceptions and experience is key to improving quality, access to care and reducing health inequalities.
Conflict of Interest Aspects	N/A at present.
Sustainability	N/A at present.

**ASSESSED RISK:** The primary risk is that the ICB fails to appropriately involve the public in its planning, proposals and decision regarding NHS services, as part of its statutory duty. Ensuring that the Voice of the Lived Experience is part of every Board agenda, and that the dashboard and key reports are brought to the Board's attention is a key part of the mitigation.

**MONITORING AND ASSURANCE:** *(Please summarise how implementation of the recommendations will be monitored and the assurances that can be taken from the report)*

As part of the task and finish group activity, governance and assurance is being reviewed.

**ENGAGEMENT:** *(Please provide details of any clinical, professional, or public involvement work undertaken or planned. Summarise feedback from engagement and explain how this has influenced your report. If you have not yet engaged with stakeholders include a summary of your plans.)*

The dashboard report summarises the engagement activity undertaken. The LGBT+ report considers feedback and engagement with members of the LGBT+ community and partners across Humber and North Yorkshire.

**REPORT EXEMPT FROM PUBLIC DISCLOSURE**

No  Yes

If yes, please detail the specific grounds for exemption.