

<b>Agenda Item No:</b>	<b>8</b>
------------------------	----------

<b>Report to:</b>	Humber and North Yorkshire Integrated Care Board
<b>Date of Meeting:</b>	8 May 2024
<b>Subject:</b>	<b>Voice of the Lived Experience</b>
<b>Director Sponsor:</b>	Anja Hazebroek, Director of Communications, Marketing and Media Relations
<b>Author:</b>	Jonathan Brooks, Senior Evaluation and Insight Officer

**STATUS OF THE REPORT:**

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.

This dashboard report captures the key themes for engagement, insight and patient experience work undertaken in the ICB and by Healthwatch over March and April 2024 and highlights the key themes being:

- **Transport:** People living in some of the most rural areas of our patch, are reporting significant issues accessing a range of health and care services, with particular concern relating to appointments at hospitals outside of their local area, and carers who need to make lengthy journeys to an appointment using public transport.

Many themes carry over from the last dashboard in March. Insight continues to show that the cost-of-living crisis is having an impact on people’s access to health and care services, with some patients resorting to paying to access private healthcare, due to the difficulties faced accessing NHS services, which in turn, is increasing the pressure on their household finances.

There continues to be insight which shows that patients are having ongoing issues with accessing GP services – especially online systems and digital access – and Mental Health – where there are issues with access to CAMHS, long waiting times for crisis lines, and long waiting lists for support.

Within this month’s dashboard report, there is also a summary of more focused engagement activity in relation to:

- Rural health inequalities – Driffield and the Wolds
- Work undertaken by the Cancer Alliance
- Understanding and use of NHS111

**RECOMMENDATIONS:**

Members are asked to:

- i) Note and discuss the key themes.

**ICB STRATEGIC OBJECTIVE**

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

**IMPLICATIONS**

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:**

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

**ENGAGEMENT:**

The dashboard report summarises the engagement activity undertaken.

**REPORT EXEMPT FROM PUBLIC DISCLOSURE** No  Yes

If yes, please detail the specific grounds for exemption.