



Agenda Item No:

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Report to:	Humber and North Yorkshire Integrated Care Board		
Date of Meeting:	13 March 2024		
Subject:	Voice of the Lived Experience		
Director Sponsor:	Anja Hazebroek, Director of Communications, Marketing and Media Relations		
Author:	Mark Williams, Head of Community Engagement and Insight, 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.

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

- Cost of living & transport: The cost of public transport, increased fuel prices and taxis means some people can't attend medical appointments, which is particularly an issue for those living in a rural area. There are also increasing reports of patients refusing treatment due to not being able to travel to their appointment.
- Mental health: Issues with getting access to CAMHS, particularly for children with autism and/or ADHD; crisis line issues - long waiting times for the phone to be answered. Long waiting lists for support, particularly for NHS Talking Therapies.
- Access to GP and Dental services: Online systems and digital access not always
  working effectively. When people can get an appointment, they are often happy with the
  quality of care however, there are reports of long waits for an appointment in some
  areas/cases. General dental access and lack of NHS capacity.

As summary of more focused engagement activity with the following groups is also included:

- Students at the University of Hull
- Members of the West African community in North East Lincolnshire
- The HNY Patient Engagement Network

A brief update from the last report on the successful relocation of the Hull Walk In Centre (Story Street to Hull Royal Infirmary) is also included.

## **RECOMMENDATIONS:**

Members are asked to:

i) Note and discuss the key themes.

ICB STRATEGIC OBJECTIVE			
Managing Today	$\boxtimes$		
Managing Tomorrow	$\boxtimes$		
Enabling the Effective Operation of the Organisation		$\boxtimes$	
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.