

Agenda Item No:

8

Report to:	Humber and North Yorkshire Integrated Care Board
Date of Meeting:	10 January 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

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.

The latest dashboard report (enclosed) highlights the key engagement activity that has taken place over the last two months – which has largely been in relation to the new UTC in Hull and the Humber Acute Services Consultation - and the emerging themes being:

- **Transport and access issues** – mainly due to proposed repositioning of some of our services, particularly during cost-of-living challenges (related to HAS and Hull UTC engagement)
- **A concern that emergency departments will become even busier**, and further 'bed blockages', following proposed changes (related to HAS and Hull UTC engagement)
- **A feeling of multiple changes happening at once**, 'losing' local services, with a concern that 'this is just the start' (across the patch).

The dashboard report also summarises the successful launch of the ICB Patient Engagement Network, a spotlight on the Hull Champions initiative, an update on the Voice of the Lived Experience work which includes the hosting of the second workshop and the important engagement relating to adult autism and ADHD services in York and North Yorkshire.

RECOMMENDATIONS:

Members are asked to:

- Note and discuss the key themes.

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

IMPLICATIONS	
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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.

<p>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.²</p>

<p>MONITORING AND ASSURANCE: As part of the task and finish group activity, governance and assurance is being reviewed.</p>

<p>ENGAGEMENT: The dashboard report summarises the engagement activity undertaken over the two-month period from November 2023.</p>

<p>REPORT EXEMPT FROM PUBLIC DISCLOSURE</p> <p>If yes, please detail the specific grounds for exemption.</p>	No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
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