

<b>Agenda Item No:</b>	<b>8</b>
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<b>Report to:</b>	Humber and North Yorkshire Integrated Care Board
<b>Date of Meeting:</b>	9 October 2024
<b>Subject:</b>	<b>Voice of the Lived Experience – NHS111 Engagement</b>
<b>Director Sponsor:</b>	Anja Hazebroek, Director of Communications, Marketing and Media Relations
<b>Author:</b>	Sam Thompson and Kirsten Spark, Community Engagement and Insight Managers

**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 month's report focuses on our extensive engagement with members of the community in relation to NHS 111.

**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"/>
Voice at the Heart	<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.
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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:**

Extensive engagement was conducted with members of the public across Humber and North Yorkshire, including targeted groups.

**REPORT EXEMPT FROM PUBLIC DISCLOSURE**

No  Yes

If yes, please detail the specific grounds for exemption.