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| **Report to:** | Humber and North Yorkshire Integrated Care Board |
| **Date of Meeting:** | 8th January 2025 |
| **Subject:** | **Voice of the Lived Experience – Cancer Patient Experience Survey: Using insight to improve patient experience of care** |
| **Director Sponsor:** | Anja Hazebroek, Director of Communications, Marketing and Media Relations |
| **Author:** | Mark Williams, Head of Community Engagement and Insight |

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| **Agenda Item No:** | **7** |



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| **STATUS OF THE REPORT:**  Approve  Discuss  Assurance  Information  A Regulatory Requirement |

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| **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 provides a headline summary of the National Cancer Patient Experience Survey. These recently published results are from a survey conducted in 2023. Results are published annually.  The Board will also view short film, funded by the Cancer Alliance and Macmillan Cancer Support, which highlights the experiences of people with a cancer diagnosis.  **RECOMMENDATIONS:**  Members are asked to:   1. Note and discuss the key themes. |

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| **ICB STRATEGIC OBJECTIVE** |
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| Managing Today |  |
| Managing Tomorrow |  |
| Enabling the Effective Operation of the Organisation |  |
| Voice of the Lived Experience |  |

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| **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. |

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| **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. |

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| **MONITORING AND ASSURANCE:**  As part of the task and finish group activity, governance and assurance is being reviewed. |

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

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| **REPORT EXEMPT FROM PUBLIC DISCLOSURE** No  Yes |
| If yes, please detail the specific grounds for exemption. |