

People and Communities Involvement Report 2022-23

March 2023



Lincolnshire
Integrated Care Board



Improving Lincolnshire's Health and Wellbeing

About this document

This document demonstrates how the Lincolnshire Integrated Care Board (ICB) has met its statutory duties for involvement and are working towards delivery of the Lincolnshire People and Communities Strategy.

The NHS Constitution sets out a clear message that the NHS should put patients and the public at the heart of everything it does – this annual involvement report explains how we have fulfilled our public involvement duty and gives a brief outline of how we work with people and communities and involve people in our decision making.

When we describe ‘Our People and Communities in Lincolnshire’, we mean our:

- residents
- people who access care and support (and those who do not)
- unpaid carers
- families
- staff
- stakeholders
- partner organisations
- community champions and leaders

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About us in Lincolnshire

The **NHS Lincolnshire Integrated Care Board** (ICB) is a statutory body which came into being on the 1st July 2022 to arrange the provision of services for the purposes of the health service in England in accordance with the Health and Care Act 2022.

The Integrated Care Board and Lincolnshire County Council have established a joint committee known as an **Integrated Care Partnership**. This Partnership has prepared a strategy setting out how the assessed needs in relation to its area are met.

Our **Integrated Care Systems** (ICSs) is a partnership of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. In Lincolnshire, our ICS is known as **Better Lives Lincolnshire** – for more information see [page 40](#).

[Click here to see ICP strategy](#)



[Click here to see ICB membership details](#)



[Click here for more information on the ICP](#)



Lincolnshire Integrated Care Board



The ICB will use its resources and powers to achieve clear progress on its aims, collaborating to tackle complex challenges, including:

- Improving the health of children and young people
- Supporting people to stay well and independent
- Acting sooner to help those with preventable conditions
- Supporting those with long-term conditions or mental health issues
- Caring for those with multiple needs as populations age
- Getting the best from collective resources so people get care as quickly as possible.

The ICB is committed to involving people and communities together with local stakeholders in the development of services and identifying priorities. The details of how we involve and engage our residents can be found in the ICB's People and Communities Strategy (see below). The ICB aims to improve local health services and respond to the health needs of everyone in the area by ensuring patients and the public are at the heart of all our decision making.

The ICB has an experienced and dedicated Involvement Team, providing strategic advice and guidance, managing involvement activities within priority programmes and developing the building blocks to provide a solid basis of relationships and links with our people and communities.

[Click here to see ICB's People and Communities Strategy](#)



About our county, Lincolnshire

- Lincolnshire is the **4th largest county** in England with an area of 5,921 sq. km.
- It has **761,224 residents (2019) and 783,080 GP registered patients (2019)** dispersed across city, market towns, rural and coastal areas. The nature of our geography and communities make up alone is incredibly diverse and varied.
- Lincolnshire is predominately rural**, being the 4th most sparsely populated county, with no motorways, little dual carriageway and 80km of North Sea coastline, which provides fundamental difficulties in service provision.
- The population is on average older than the population of England and the East Midlands.** It also has a higher proportion of adults over the age of 75 and the number in this age range is expected to almost double over the next 25 years. Year-to-year increases in the size of this ageing population are one of the key planning assumptions for Lincolnshire's health and care system.
- The combination of an **ageing population, a rural geography and areas of high socio-economic deprivation** defines the specific challenge of delivering high-quality and effective treatment and preventative services in Lincolnshire.

Age

The age range 0-15 makes up 17.1% of the population, whilst the other sections of the population aged 16-24, 25-64, 65-84 and 85 years and over make up 10.1%, 49.6%, 20.3%, and 2.9% respectively.

Disability

27.1% of households in Lincolnshire have one person or more with a long-term disability.

With regard to learning disabilities, statistics show that over 15,000 people have learning disability in Lincolnshire

Ethnicity

93% of residents identify themselves as White British with a significant 4% identifying as White Other. This 4% is primarily made of Eastern European communities. The non-white population makes up 2.4% of the total population in 2011 compared to 1.4% in 2001.

Gender

According to the 2011 census, Lincolnshire's population was 713,653, with 366,498 (51.3%) females and 348,270 (48.7%) males.

Religion

Christians make up the largest group 68.50%, followed by those who do not have religion at 23.10%.

Other religious groups include Muslim 0.40%, followed by Hindus and Buddhist at 0.20% the smallest religious groups include the Jewish and Sikh both at 0.10%

Sexual Orientation

There is no accurate data on the numbers of men and women who are lesbian, gay, bisexual or transgender (LGBT) in Lincolnshire.

Both Stonewall and HM Treasury agree that between 5 – 7% of the population of the UK identify as LGBT. Therefore, in Lincolnshire this represents over 50,000 people.



Why we involve people and communities

The Health and Care Act 2022 mobilises partners within Integrated Care Systems (ICSs) to work together to improve physical and mental health outcomes.

These new partnerships between the NHS, social care, local authorities and other organisations will only build better and more sustainable approaches if they are informed by the needs, experiences and aspirations of the people and communities they serve. The ICB is fully committed to involving patients, the public, partners and key stakeholders in the development of services and ensuring they are at the heart of everything we do.

We understand that partnership working is key to empowering patients to have more choice and control over their own health. Through these partnerships, we can better understand the health needs of our population, resulting in improved health outcomes.



- The Lincolnshire ICB Constitution sets out the legal duties and principles we will adhere to when developing and maintaining arrangements for public involvement
- Our People and Communities Strategy demonstrates how we will deliver our duties to understand and empower our communities
- Listening to the patient and members of public that use our services help us understand the needs of the communities that we serve
- By giving local people and partners a voice, we can make sure that the services meets the needs of the local community
- The Integrated Care Board has a legal duty to involve patients and the public in decision making and service development. There are clear standards for public engagement to shape decisions, monitor quality and to set priorities

Involvement can be in different ways:



Our legal duty to involve

As outlined in section 14Z45 of the NHS Act 2006 and amended by The Health and Care Act 2022, the ICB has discharged its public involvement duty by having in place provisions for involving the public in the planning of commissioned services; and the development and consideration of proposals for changes in the commissioning arrangements which would have an impact on service delivery; and decisions which would have an impact on services.

By listening to local people and co-producing with them or those who represent them, we can improve the decisions we make and ensure we are considering the health needs of Lincolnshire residents.

The ICB is continuously improving and developing the ways we can involve our communities. It is important to us that the public sees how their feedback has helped to shape local services and how much we value all feedback and engagement.

We do this as set out in our values which are outlined in our Constitution and the principles detailed in our People and Communities Strategy. This explains how we work with people and communities and continue to develop and strengthen this with our partner organisations and patient representatives.



To see our other legal duties and responsibilities:

[Click here to see Lincolnshire ICB constitution](#)



[Click here to see public sector equality duty](#)



[Click here to see Health and Care Act 2022](#)



[Click here to see Health Act 2006 **](#)



** Health Act 2006 covers:

- Duties as to reducing health inequalities – s.14Z34 NHS Act 2006
- Annual reporting – s.14Z58 NHS Act 2006
- Duty to promote involvement of each patient – s.14Z36 NHS Act 2006

Governance and assurance

Timely and meaningful engagement is a priority for us, and a strong framework, with clear structures and assurance processes, plays a key role in making sure that patients and communities are central to our decision-making.

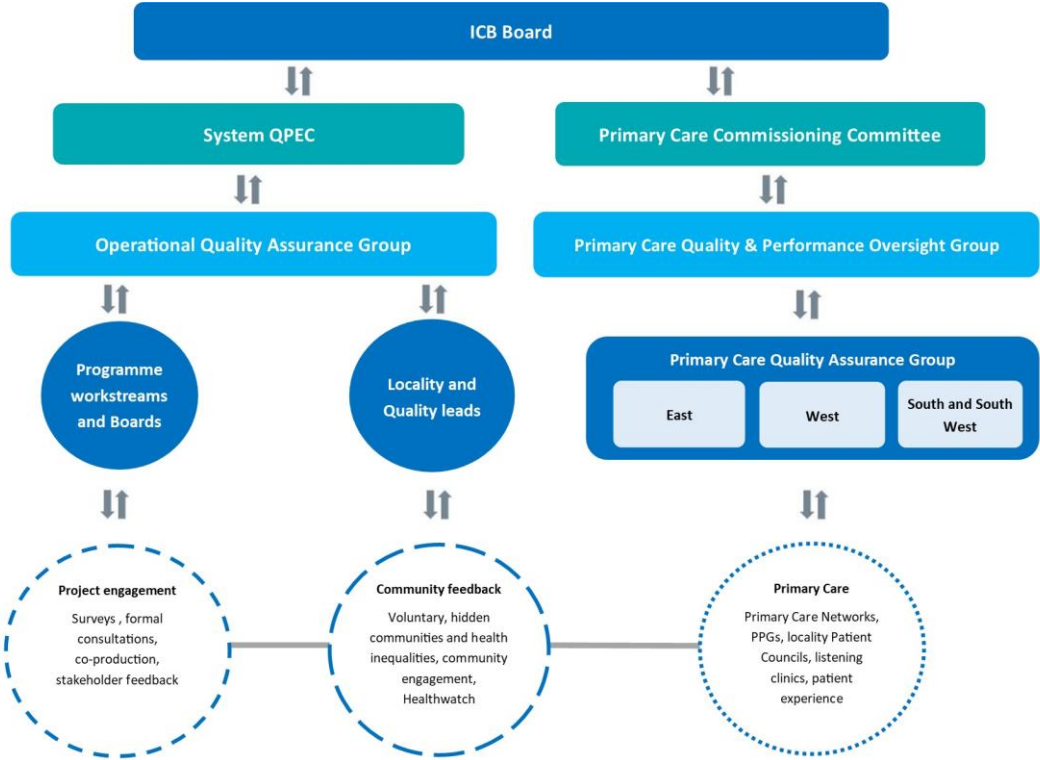
Reports on the outcomes of our engagement activities are reported to the ICB Operational Quality Assurance Group Meeting with escalation as required to the System Quality and Patient Experience Committee (QPEC) and to our Primary Care Commissioning Committee (PCCC) if it is regarding a GP surgery. Feedback from programme specific engagement is also shared with our project leads to help shape and steer their programmes of work. See diagram opposite.

Feedback from our engagement activities and consultations is also reported into our Board meetings to inform decision making on large projects and programmes of work.

Our engagement and involvement function is part of the ICB's Strategic Planning, Integration and Partnerships team, ensuring patients and our communities are at the heart of service development, improvement, and transformation. Strong links are maintained with the ICB Nursing and Quality Team to align patient experience and engagement with quality and safety.

We have also established a dedicated communications and engagement team to focus solely on primary care, recognising the vast array of specific feedback we receive from patients and the public and enabling us to ensure this reaches the teams developing primary care and its services in a timely manner for them to respond to.

How we report and listen to the feedback we've heard:



Our commitment to involving people and communities



Lincolnshire ICB has adopted the **ten principles of engagement** set out by NHS England in the ICS design framework – these have been developed from work with systems across the country and, when embedded effectively, will create a golden thread running throughout the ICS, whether involvement takes place within neighbourhoods, in places or across the whole of Lincolnshire.

Delivering the following principles demonstrates and evidences our commitment to involving our people and communities.



1. Put the voices of people and communities at the centre of decision-making and governance, at every level of the ICS



2. Start engagement early when developing plans and feed back to people and communities how their engagement has influenced activities and decisions.



3. Understand your community's needs, experience and aspirations for health and care, using engagement to find out if change is having the desired effect



4. Build relationships with excluded groups, especially those affected by inequalities



5. Work with Healthwatch and the voluntary, community and social enterprise (VCSE) sector as key partners



6. Provide clear and accessible public information about vision, plans and progress, to build understanding and trust



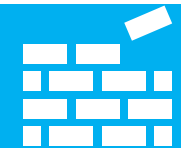
7. Use community development approaches that empower people and communities, making connection to social action



8. Use co-production, insight and engagement to achieve accountable health and care services.



9. Co-produce and redesign services and tackle system priorities in partnership with people and communities.

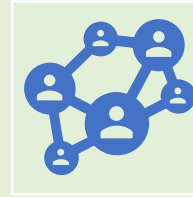


10. Learn from what works and building on the assets of all ICS partners – networks, relationships, activity in local places.

How the ICB works with partner organisations

Lincolnshire ICB recognises the importance of working with our partners, to enable a collaborative approach to involving our communities and benefiting from the trusted and established relationships they have with the people of Lincolnshire. By working together, we reach different people in different ways and have the conversations with them that are important to them with trusted individuals.

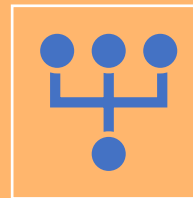
Our strong relationships with Voluntary, Community, and Social Enterprise organisations enables us to commission them to undertake some work on behalf of the ICB.



The ICB is committed to delivering engagement at all levels from working with community leaders at a neighbourhood level or through partnership working such as Lincolnshire's Integrated Care Partnership - Better Lives Lincolnshire



The Clinical Commissioning Group in Lincolnshire had a successful history of collaborating on transformation programmes of and public consultations such as the public consultation in four of our hospital services in September – December 2021



This way of working has continued and strengthened when the Integrated Care Board was formed in July 2022



Working with partner organisations

A local charity, **Every-One** was **commissioned** to support the ICP, Better Lives Lincolnshire with co-producing the strategy with people with lived experience – for more information see [page 39](#).

Working closely with Lincolnshire Voluntary Engagement Team (LVET)

LVET is a collective of VCSE organisations working together with a specific focus on developing and delivering health, care, and wellbeing services in Lincolnshire working with partner agencies.

[VET – Voluntary Engagement Team Lincolnshire](#)
(lvet.co.uk)

Supporting neighbouring ICS'

The ICB has supported **surrounding ICS'** with planning for public consultations such as [Humber's Acute Services programme](#) and [Tomorrow's Nottingham University Hospital](#).

Public Health and Local Authority representatives at ICB board meetings

Representatives sit alongside our involvement representative at every ICB board formally. We also benefit by their membership of the ICS communications and involvement steering group to share best practise and leverage assets and networks to broader advantage. [Meet the ICB Board](#)

Engaging with [Health Overview and Scrutiny Committee](#)

We engage with HOSC on potential service changes asking them to consider whether it is a substantial and significant service change requiring consultation process. We work to assure them that healthcare is planned and delivered in ways that reflect needs and aspirations of local communities, plans for substantial service changes are reasonable and that everyone has equal access to services.

Healthwatch sit on ICB Board as patient representative

The CEO of Healthwatch is an active member of the ICB's board meeting and attends as a patient representative. [Meet the Board - Lincolnshire ICB](#)

Working with partner organisations by delivering joint engagement:

Engagement for our Joint Forward Plan

Working with Healthwatch Lincolnshire on the engagement activities for our **NHS Five year Strategy** (joint forward plan) - more information can be found on [page 49](#).

Engagement on future dental services

The ICB worked with Healthwatch Lincolnshire to engage with patients on the future of Dental Services via a Patient and Public Focus Group. The outcomes will help to develop the Lincolnshire Dental Strategy for 2023-2026. [Improving Dental Services across Lincolnshire | Healthwatch Lincolnshire](#)

Working with Lincolnshire County Council to engage on the Suicide Bereavement service specification to procure a new service provider - more information on [page 55](#).

Building strong relationships with community groups

We continue to build strong relationships with our community groups and support organisations to help us reach more individuals and communities. We work closely with groups and venues providing warm spaces, foodbanks, well as individuals such as Islamic leaders and social prescribers to draw on their wealth of experience and links to communities.

Primary Care and provider organisations help develop and deliver our strategic priorities

Our provider and primary care colleagues form part of the ICB's extended team and are integral to the development and delivery of our shared strategic priorities.

Summer Roadshows 2022

In the summer of 2022 the ICB engagement visited 12 locations – joined by Primary Care Network, Lincolnshire County Council, NHS Vaccination teams, LPFT's membership team, Boston Borough Council, Equality & Diversity teams from LPFT and ULHT - more information on [click here](#).

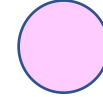
Working with partner organisations by supporting each other

Our day-to-day processes and systems have been established to work across engagement teams within the ICB and NHS Provider Trusts across Lincolnshire.

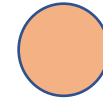
Joint working enables us to collaborate and reduce duplication, leveraging the links we all have with our patient groups and memberships while supporting each other



Our ICB and NHS Provider Trusts' engagement teams in Lincolnshire meet fortnightly to share good practice, coordinate activities and offer support to each other



We share survey and analysis software across all NHS organisations



We reduce consultation and engagement fatigue in our communities by awareness of engagement activities being undertaken across Lincolnshire and often 'go out once' to local groups and communities and share all of the opportunities to get involved with our partner organisations. Our Summer Roadshow is a good example of this ([click here](#))



Through collaboration we have created and introduced an [Insight Database](#), storing multiple examples of activities and feedback. This is available to all NHS and partner organisations to search for feedback on specific services or geographical areas, from which we can better understand our communities and use this as a basis for future engagement.

Working with partner organisations through collaborative working

Lincolnshire Health and Care Collaborative (LHCC) is an innovative partnership which aims to improve the health and wellbeing of everyone in the county.

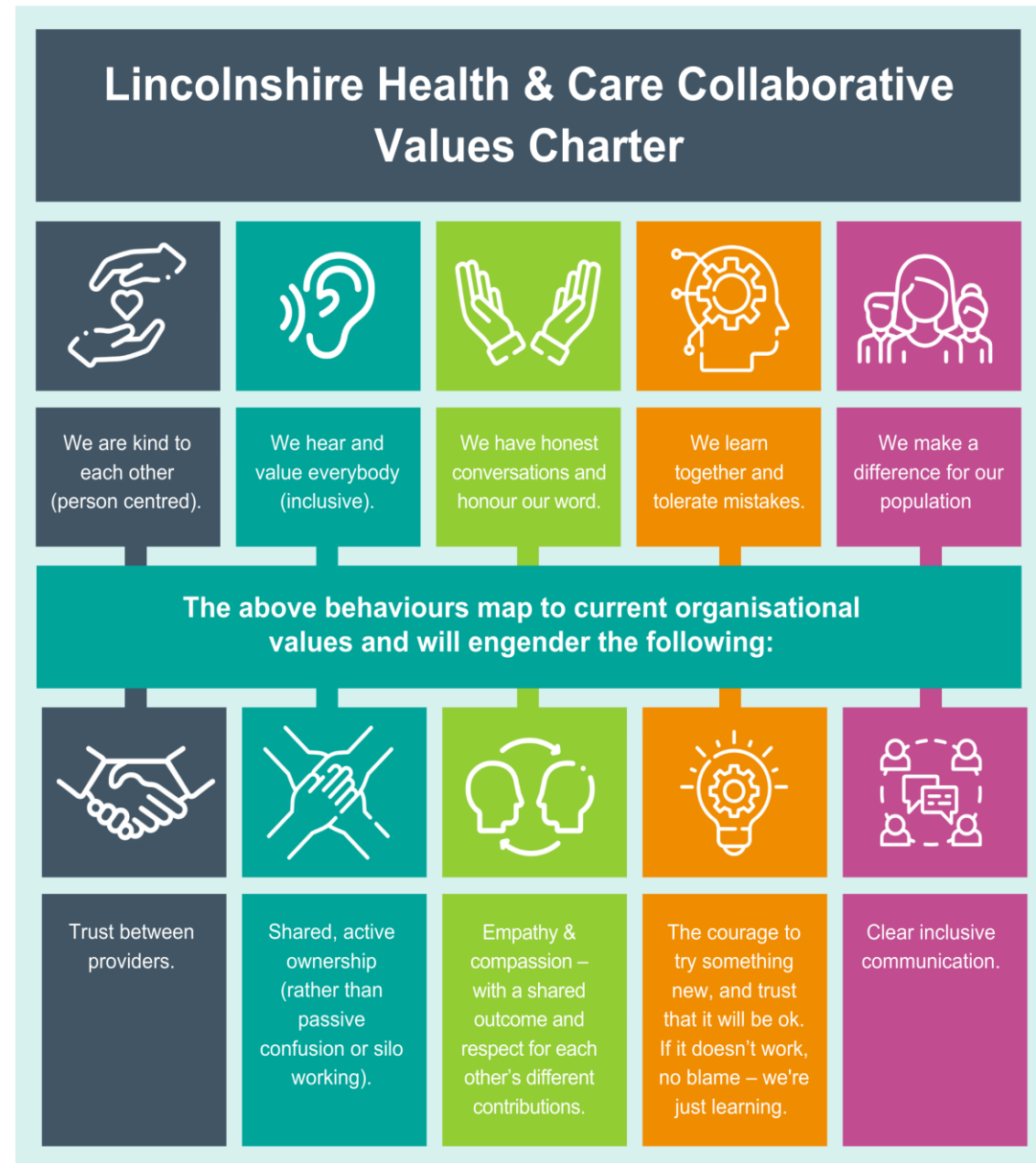
Unique in scope and scale, LHCC brings together providers from across the county's health and care system, including acute, mental health and community trusts, primary care, social care and the voluntary sector. By combining energy, expertise and resources, and working collaboratively and creatively, we are developing a shared vision for health and care in Lincolnshire

These organisations will work together as equal partners to drive forward the provision of high quality, cost-effective integrated health and care services across the county, reducing health inequalities and improving services, outcomes and people's experiences of accessing healthcare in Lincolnshire. They focus on areas that cannot be tackled alone, for the benefit of patients.

The organisations involved in the Lincolnshire Health and Care Collaborative are:

- [Lincolnshire Community Health Services NHS Trust \(LCHS\)](#)
- [Lincolnshire Partnership NHS Foundation Trust \(LPFT\)](#)
- [United Lincolnshire Hospitals NHS Trust \(ULHT\)](#)
- [Lincolnshire County Council \(LCC\)](#)
- [Lincolnshire Voluntary Engagement Team \(VET\)](#)
- [Lincolnshire Care Association \(LinCA\)](#)

Click here for more information LHCC



How insight and data have been used by the ICB to inform its work with people and communities

We recognise the differences in our communities from their health needs, ability to access services (both digitally and in person), and the ways they want to get involved.

All of our commissioning and involvement activities will be built on a solid understanding of our population, service users, their experiences and the people that support them. We will utilise the knowledge, relationships, networks and strong links our partner organisations already have with our communities to ensure a fully holistic, system approach to involvement. We will use existing and tested opportunities to engage and communicate and seek to identify the best partner with the best relationship to lead the conversation. Working as partners will strengthen our collective messages and involvement activities. As well as joining up care, we will join up our engagement and experience work to capture and improve the patient journey and use this to empower joined up system working.



The engagement team supports programmes within the ICB to ensure that sufficient involvement activities have been undertaken to inform the following assessments:

- Equality Impact Assessments
- Quality Impact Assessments
- Health Inequality Impact Assessments (HEAT)

The involvement activities supports the programme / project teams to fully understand the impacts for people and communities by any proposed changes. The insights and diverse thinking of people and communities are essential to enabling Lincolnshire ICB to tackle health inequalities and the other challenges faced by health and care systems

As a commissioning organisation we have access to Lincolnshire Research Observatory where the latest demographic information can be found including the Census data and Joint Strategic needs assessment.

[Click here to visit the LRO website](#)



How the ICB is insight led

Healthwatch Lincolnshire provides the ICB a **monthly report of the information and insight** that has gathered by Healthwatch through engaging with individuals and communities. This information is widely circulated within the ICB and shared with colleagues in primary care.

During the engagement phase of the **Community Diagnostic Centres**, the team used **health inequalities information to plan their engagement activities knowing that access could be a potential issue**. This information lead to engagement on the east coast and influenced the location and facilities of the next diagnostic centre in the county.

When planning any engagement activities we review the **JSNA data held on the Lincolnshire Research Observatory, our own insight database and information held by the project team** so that the involvement activities are appropriate. We utilise our own stakeholder database to reach out to population e.g. connecting with some areas online, others via existing community groups, others via foodbanks etc

Insight database. This year has seen the ICB lead the development and creation of an Insight Database by pulling together all of the findings, data and information from engagement activities across the NHS and partner organisations. This database provides a solid base of intelligence and experiences which are shared to inform programmes of work and decision making.



A central hub for collating and storing insight gathered across Lincolnshire health organisations, Adult Care, statutory and voluntary organisations it is easily accessible to a wide variety of professionals to inform decision making. It will hold (non-sensitive) data as themes or topics, including the originator of the source of information. The system aims to provide a simple, user-friendly solution for identifying reports and has the potential to be accessed widely in the future to increase understanding and reduce system-wide duplication.

Our general aims are to:

- Support the use of a variety of methods for gathering insight, moving away from an over-reliance on surveys to methods that nurture and use existing relationships.
- Support collaboration between organisations around gathering insight by enabling links to be made between individuals/organisations who are working on the same area, or are wanting the answers to the same questions. Maximising scarce resource.
- Collect and organise insight being gathered across the system to make it easily accessible and searchable.

Strategy Development and Population Health Management

Population Health Management (PHM) is an approach which helps us understand people's health and care needs and how they are likely to change in the future. It aims to improve physical and mental health outcomes, reduce health inequalities and help us live our extra years in better health.

PHM uses historical and current data about people's health and how they are using health and care services to design new proactive models of care which will improve health and wellbeing today as well as in 20 years' time.

It involves the crucial role of communities and local people, the NHS and other public services including councils, schools, housing associations and social services working together to join up services for people by sharing information, resources and goals. This lets us tailor services to the needs of people in each area, improve people's health, prevent illnesses, and make better use of public resources.

Working with communities and partner organisations in Lincolnshire we are looking at the challenges we face and the opportunities we have to improve the physical and mental health outcomes and wellbeing of people living in Lincolnshire.

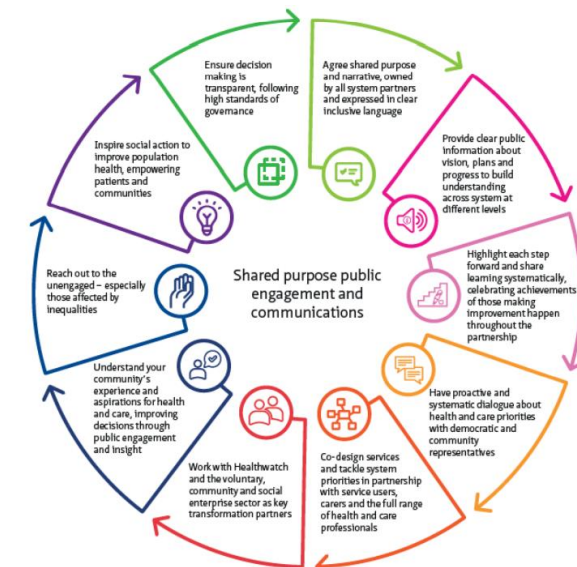
[Click here for more information on population health management](#)



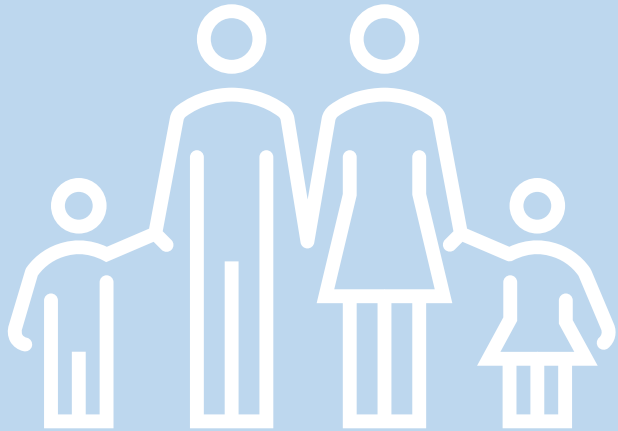
Integral to all of this work is the **communications and engagement with patients, the public, staff and stakeholders**. Work is underway to embed this approach into our strategy development and management to provide a robust base of knowledge and insight to all of our plans.

Engagement, patient experience and co-production will be embedded throughout the modelling for PHM and strategic planning to enable timely and meaningful involvement with our communities and ensure their voice is central to the ICB planning and service design.

Our legal duties and commitments are clear – people and communities need to be involved in all stages of service development, design, change and decision making. Our ambition to achieve this is illustrated well using the model from NHS Confederation's 'Building Common Purpose, Learning on engagement and communications in integrated care systems'.



How the ICB listens and involves people and communities



As an ICB, we recognise the differences in our communities from their health needs, ability to access services (both digitally and in person), and the ways they want to get involved.

All of our commissioning and involvement activities are built on a solid understanding of our population, service users, their experiences and the people that support them. We utilise the knowledge, relationships, networks and strong links our partner organisations already have with our communities to ensure a fully holistic, system approach to involvement.

By using existing and tested opportunities to engage and communicate we can seek to identify the best partner with the best relationship to lead the conversation. Working as partners strengthen our collective messages and involvement activities. As well as joining up care, we are joining up our engagement and patient experience work to capture and improve the patient journey and use this to empower joined up system working.

Examples of how we listen and involve local people and communities

The ICB has been working hard to ensure that our local people and their communities are aware of how to get involved and the variety of opportunities that are on offer with us directly and through the established relationships our partners have with their communities. Below are some of the examples:

Commission partners

The ICS in Lincolnshire – Better Lives Lincolnshire – commissioned Every-One to lead on the co-production for Better Lives Lincolnshire. Every-One is a charity in Lincolnshire and they were able to involve people with lived experience to help influence the strategy for Lincolnshire.

Patient stories

Hearing a person's story and experience is a powerful way of capturing those journeys that our patients undergo.

It is a personalised way of capturing how the treatment was received and those areas where improvement is required.

These stories help shape those decisions when commissioning services.

Building relationships

We have a number of community partners that we work closely with. The Storehouse, in the seaside town of Skegness, is very keen for us to visit to hear the views of people that live on the coast and hear about the challenges they face when accessing health services. We have visited many support groups in this venue to influence projects like our community diagnostic centres and MSK.

Involvement champions

Our **Involvement Champions** are advocates for the groups and communities they represent. They will work with us to test our plans and strategies, monitor progress and evaluate outcomes. They support our engagement with local people and communities by sharing messages and gathering feedback to create a two-way communication process between the ICB and their communities.

Citizen Panel

Our **Citizen Panel** aims to be reflective of people and communities in Lincolnshire, taking part in surveys about planning and improving local health and care services. We have over 1,000 members on the panel who are actively involved in answering surveys and supporting digital projects.

Engagement newsletter

We publish a newsletter that is distributed to over 10,000 people every two weeks highlighting all the events, surveys and other opportunities there is for people to get involved with the NHS. Also, included are any partner and community groups events we can share on their behalf. Through the ICB and NHS partners we can engage and communicate directly with nearly 30,000 patients and staff.

Joint Working

Healthwatch Lincolnshire were integral to the engagement activities to develop Lincolnshire's Joint Forward Plan, our NHS 5 year Strategy.

Healthwatch Lincolnshire worked jointly with the ICB's engagement team to ensure that our local people and communities had opportunities to get involved.

Encouraging continued participation

We encourage everyone we meet to be involved in future activities. This could mean receiving our newsletter, sitting on a group discussion, being a part of PPG or being on our distribution list for surveys and questionnaires. Our database has over 10,000 contacts willing to take part in a range of activities and we welcome anyone who to be a part of that.

Patient Participation Groups

Patient Participation Groups (PPGs) are designed to give patients and practice staff the opportunity to meet and discuss issues and opportunities and supporting their wider practice population to get involved and increase understanding in their healthcare services. PPG representatives come together as a Lincolnshire Patient Council where they feed the views of their practice patients into the ICB and are involved in programmes and projects.

Networks and partners

Working In collaboration with Age UK on our 'Discharge from hospital' campaign. We visited their centres on a number of days to find out peoples priorities and concerns in regards to being discharged from hospitals. We were able to find out what is important to people when in hospital and when they are coming home. This engagement shaped our public marketing campaign.

Involving people and communities to tackle health inequalities

The engagement team has supported various programmes and projects in our efforts to help tackle health inequalities. All of the engagement has been driven by data such as the **Joint Strategic Needs Assessment** and the 2021 census data.

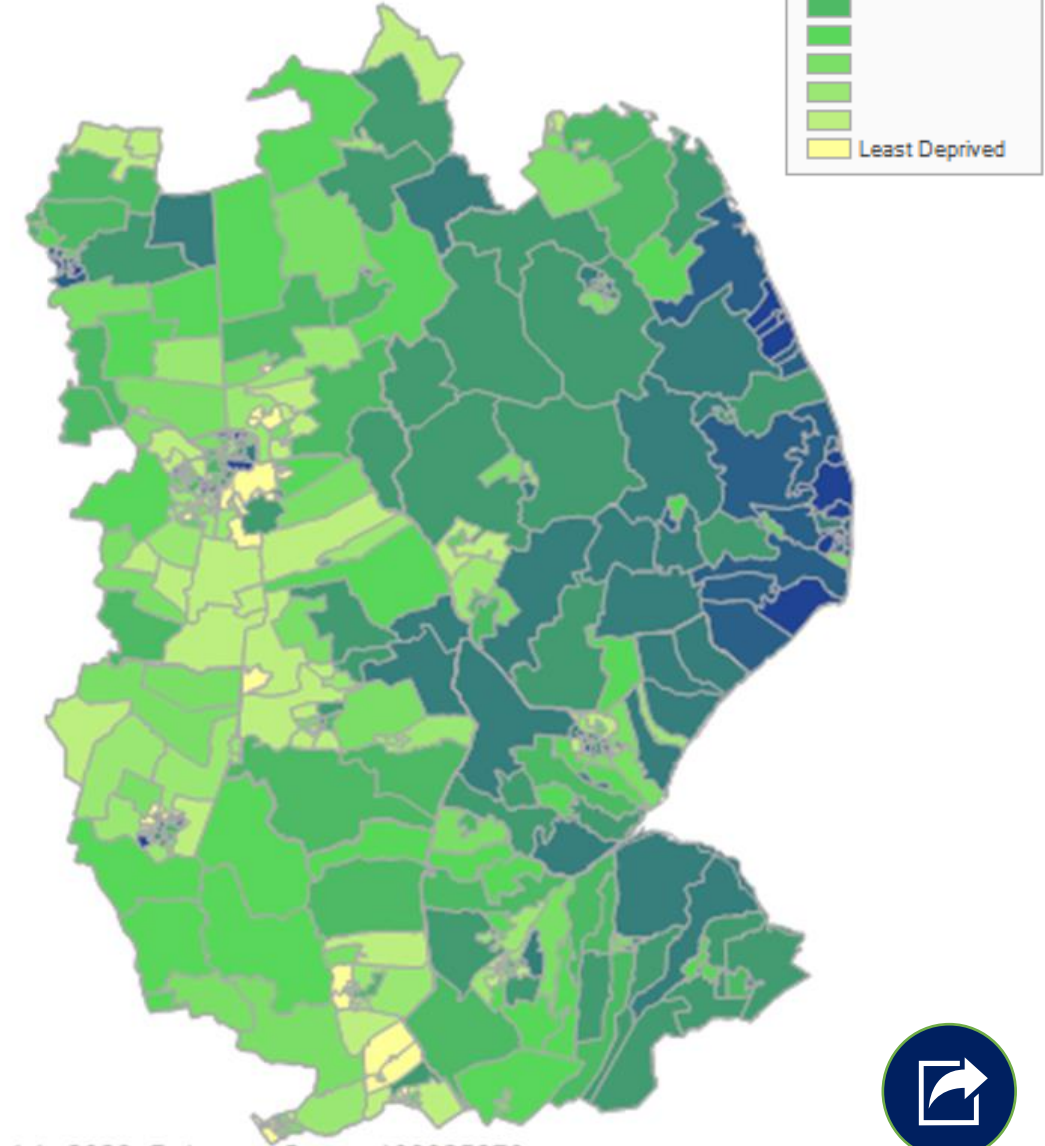
In Lincolnshire we have high levels of deprivation along the coast and we are working together with our partners to level out these differences when accessing health services.

The following pages outline our health inequality projects that have been involving people and communities during 2022-23.

[Click here to visit the Lincolnshire JSNA](#)



Indices of Deprivation in Lincolnshire 2019



Source of data: Lincolnshire Research Observatory

Tackling Health Inequalities

How we understand the experience of care

The ICB's equality forum is attended by all three provider trusts in Lincolnshire and works close with the ICB's engagement team. As part of the work in the Forum's Equality and Diversity Action Plan it was identified that we needed to understand whether accessing NHS services was different for certain sectors of our communities, for example, those who identify as having a protected characteristic.

This resulted in a survey being created to explore the barriers and challenges of accessing an NHS service.



PRIORITY: TACKLING HEALTH INEQUALITIES

Experiences of care engagement - survey

Role of involvement

The survey was launched in June 2022 and it was agreed that it will continue to run throughout 2023/24. Data and findings are analysed on a quarterly basis.

We planned to undertake engagement with patients and groups from all communities, towns and villages across Lincolnshire to help us to understand experiences, both good and areas that require improvement, in using NHS services.

As we analyse the data and responses, we will aim to target those communities who we do not connect with very often and those who identify as having a protected characteristic.

Outputs

- Engagement focussed on areas with high levels of deprivation and health inequalities
- 388 responses to the Experiences of Care survey, during the period June 2022 – Feb 2023
- Survey promoted during Summer Roadshows and in engagement bulletin

Outcomes

- Rolling programme of engagement
- Findings of initial analysis supported the engagement activities on the NHS Joint Forward Plan, our 5 year strategy
- Findings reported to a number of boards and forums
- 1st wave of analysis influenced the NHS Strategy (5 year plan) – guided priority setting

Principles delivered:



Tackling Health Inequalities

Diabetes Prevention in Mablethorpe

The Diabetes Prevention project was led by the Health Inequalities Team.

The team needed to understand why there is a lack of engagement with the NHS Diabetes Prevention Programme (DPP) in Mablethorpe and explore how they could remove the barriers for those people who are at risk of diabetes.

The objectives of the Diabetes Prevention project are to:

- Understand the challenges that people face locally
- Provide evidence of the best approaches of engagement
- Increase up-take of the DPP
- Increase cross sector partnership working
- Develop skills in understanding and use of behavioural science to improve prevention



Tackling Health Inequalities

Diabetes Prevention Engagement - Mablethorpe

PRIORITY: TACKLING HEALTH INEQUALITIES

Diabetes prevention

Role of involvement

The ICB engagement team supported the project with their engagement activities with including ongoing research and two co-production workshops.

Feedback from the 2 co-production workshops and a survey conducted by Insight, showed that the main barriers stopping patients signing up to the DPP were:

- Many patients were not aware the Diabetes Prevention Programme (DPP) existed.
- Many patients were not aware of the Type 2 Diabetes risks and how severe this disease is.
- Many patients felt they would need more support and advice before signing up to the DPP.
- Many patients felt that messaging about Diabetes should be positive, accessible, and inclusive.
- Healthcare professionals and community connectors needed more knowledge and resources to properly promote the DPP.

Outputs

- Promoted and distributed the online survey – conducted by Insight and four research cohorts completed the survey
- Two co-production workshops held with staff and patients
- Promoted the diabetes prevention programme and risks of Type 2 diabetes

Outcomes

- The project now has a good understanding of why there was a lack of engagement in the Mablethorpe area. This will define good practice for the project going forward and can be replicated in other areas.
- The communication materials have been updated using behavioural techniques to assist patients with their decision making
- Health care assistants now telephone patients directly to discuss the programme
- Referrals to the programme have increased significantly since the above changes
- Engagement with people has helped shaped the communications around the programme
- Colleagues within the Primary Care and Communities Team, who already take the lead for Diabetes Prevention and the DPP will continue to monitor uptake of the DPP
- The project has provided an adaptable practice process which could be utilised or adapted for use within other GP practices

Principles delivered:



Tackling Health Inequalities

Tobacco Dependency Service

The Tobacco Dependency service was launched in January 2023 to give advice, guidance and support for people wishing to improve their physical and mental health. Pregnant women and inpatients in an acute hospital can now benefit from NHS Tobacco Dependency Services. The services also support NHS smoke-free policies.

As part of the service, our specialist Tobacco Dependency Advisors (TDAs) will:

- provide personalised treatment plans
- meet with the person on a regular basis to discuss progress
- provide behavioural support
- provide free stop smoking aid; including Nicotine Replacement Therapy (NRT) such as nicotine gum, patches, lozenges, and inhalators.

All pregnant women will have access to services for the treatment of tobacco dependency as part of their routine care. This will include:

- carbon monoxide reading at every contact
- smoking status recorded
- ongoing support and advice throughout your pregnancy.

All acute hospital inpatients, mental health inpatients and high-risk outpatients who are identified as smokers will be offered:

- carbon monoxide reading at every contact
- smoking status recorded
- onward referral for support from [One You Lincolnshire](#) upon discharge from NHS services.



The ICB are working in partnership with:

[United Lincolnshire Hospitals NHS Trust](#)

[Lincolnshire Partnership NHS Foundation Trust](#)

[Lincolnshire Community Health Services NHS Trust](#)

[Lincolnshire County Council](#) & [One You Lincolnshire](#)

Future developments:

There are plans in place to develop and extend the services to all acute hospital inpatients and high-risk mental health outpatients during 2023-24.

Tackling Health Inequalities

Tobacco Dependency Service engagement

TACKLING HEALTH INEQUALITIES

Tobacco dependency service

Role of involvement

The engagement work on the tobacco dependency services started in March 2023. During March both staff and members of the public were engaged, whether a smoker or a non smoker, on tobacco services in Lincolnshire to develop the future Tobacco Dependency Service. Further engagement activity was paused due to local elections and the pre-election period.

The key aims of the engagement activities were to:

- Understand what would help patients stop smoking or alternatively keep them motivated to continue to stop smoking
- Understand patient experiences if they have previously accessed a Tobacco Dependency Service
- Feedback and thoughts on the new dedicated NHS Lincolnshire Tobacco Dependency Service

The survey and flier have been translated in to 6 European languages to ensure that we are gathering intelligence and feedback across our diverse communities

Outputs

- Produced a promotional flier and distributed an online survey – closes on 30 June 2023.
- Plans to hold listening clinics and attend face-to-face engagement events – after pre-election periods ends
- Visits planned to factory sites across the county
- Survey and promotional material was translated into 6 different languages - Bulgarian, Lithuanian, Latvian, Romanian, Polish and Russian

Potential outcomes

- We will target communities that are likely to use the services
- The feedback will be presented (2023-24) to the Tobacco Dependency Project Team and Health Inequalities Programme Board to shape the future services
- We will use our network of factories in the Boston and South Holland to engage with our residents where English is not their first language.

Principles delivered:



Tackling Health Inequalities

Covid Vaccinations

Lincolnshire has established a dedicated Inclusion & Health Equality Vaccination Team co-ordinating bespoke support for the vulnerable, disadvantaged and marginalised groups.

Aims of the programme team – optimum uptake of Covid-19 vaccinations in communities susceptible to health inequalities & vaccine hesitation

Our four principles

1. Working in partnership
2. Removing barriers to access
3. Data and information
4. Conversations and engagement

During 2022-23 the ICB's engagement team has supported the promotion and engagement activities around covid vaccinations.



Tackling Health Inequalities

Covid Vaccinations engagement

PRIORITY: TACKLING HEALTH INEQUALITIES

Engagement activities for Covid Vaccinations

Role of involvement

As part of the response to the covid pandemic, the Engagement Team supported the wider Health Inclusion Vaccination Team with their engagement activities. Promotion of the covid vaccinations in Lincolnshire helped to increase vaccination up-take alongside work with health inclusion groups.

The activities this year have included:

- Provided covid vaccination champion training sessions and engagement advice.
- Based on local data and intelligence, undertaken on the street engagement, delivering fliers to households and public venues promoting services. The correspondence was translated in a range of European languages targeted to the specific area.
- Worked in conjunction with Boston Borough Council's Empowering Healthy Communities Programme, the Primary Care Network and PAB Languages.
- Attended public events, gaining feedback and promoting local vaccination services.
- Distributed fliers to promote the local "grab a jab"
- Attended Lincolnshire Show on 23 and 24 June 2022.
 - The engagement team worked with a clinician from the Covid Vaccination Site, Age UK Lincoln and South Lincolnshire to speak to hundreds of people over the two days.
 - During time at the show the team booked appointments, answered queries and offered advice around when the public would receive their next vaccination. Advice was also given regarding the NHS app, local walk-in sessions and clinical advice was sought around the covid vaccine and children's vaccinations.
 - We were able to direct patients to the "health check" tent on the show ground
 - We were also able to promote opportunities for the public to get involved and have their say, as well as by joining the Lincolnshire's Citizen's Panel and signing up for our engagement bulletin.

Outputs

- Attended a number of events to encourage uptake of vaccinations
- Translated documents
- Worked in Partnership to assist promotion and messages
- Able to meet with communities and discuss their options

Outcomes

- Cemented partnership working across the county
- Reached a high volume of people
- Opportunities to give advice and guidance
- Ensure people had information to book a vaccination
- Reached a number of communities that would not have contacted by normal communication routes

Principles delivered:



Tackling Health Inequalities

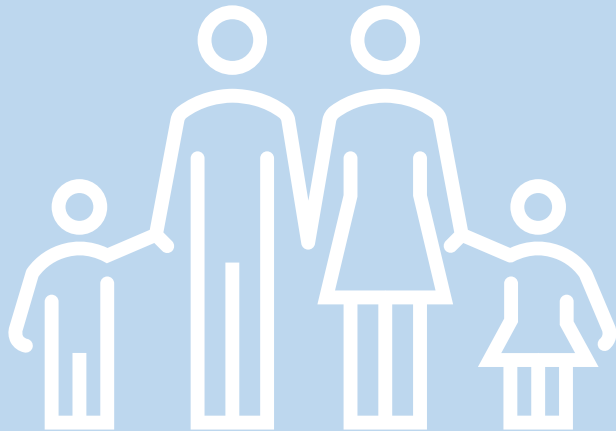
Community Events

During 2022-23 we were able to utilise our connections made through partnership working. We attended two events because of working together reaching communities that we normally would not reach.

- We visited **Lincolnshire India Day** on Saturday, 24 September 2022 where we distributed engagement packs and gathered feedback on NHS services.
- We attended the **LGBTQ+ Pride Event** on 20 August 2022. Colleagues from the Lincolnshire Partnership Foundation Trust attended on behalf of the NHS system and distributed our ICB engagement packs.



How the ICB listens and involves people and communities: case studies for how we are delivering our strategy



On the following pages, the examples presented demonstrate how the ICB is delivering the involvement principles set out in our People's and Communities Strategy.

These involvement activities also demonstrate:

- How we have met our involvement duties
- How we are delivering on our people and communities strategy
- How we have proactively reached out into the community
- That we have worked with many partners across the sectors to encourage inclusive involvement
- We have involved people and communities who face health inequalities
- How working with diverse communities can make a difference

Click on the tiles to go to our examples

Maternity and
Neonatal

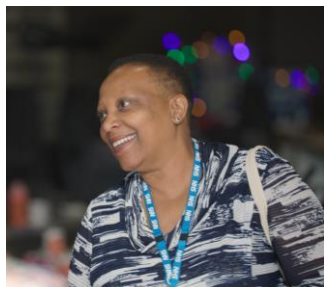
Living with
Cancer



Ockenden
Review

MSK Hip and
Knee

Better Lives
Lincolnshire



Summer
Roadshow

Digital
Engagement



Lincolnshire
Young Voices

NHS
Lincolnshire
Joint Forward
Plan

Improving
medication in
prescribing

Community
Diagnostic
Centres



Suicide
Bereavement

Primary care



Click this symbol to return to this page



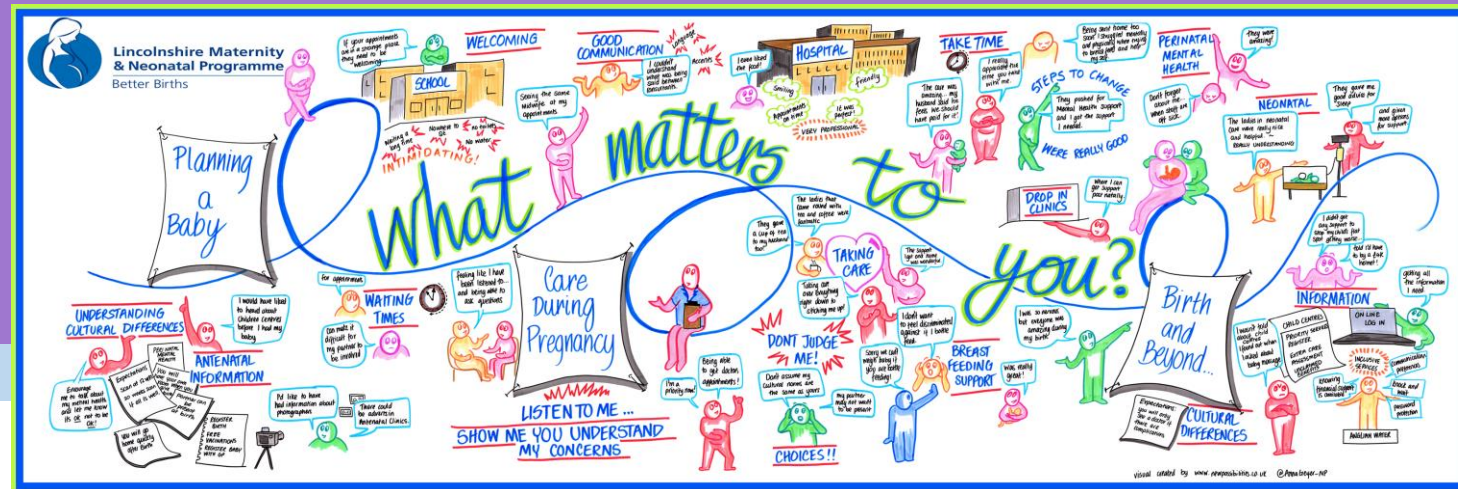
Maternity and Neonatal Programme

The Lincolnshire ICB Maternity and Neonatal programme team works with partners to improve equity and equality in maternity and neonatal care.

Our aim is to provide safe, personalised, compassionate, professional, and family-friendly services. What happens in pregnancy and early childhood impacts on physical and emotional health all the way through to adulthood. This highlights the importance of ensuring a collaborative approach to improving the chances of healthy pregnancy.

In the past year, over 6000 babies were born in Lincolnshire.

The Maternity and Neonatal programme team in Lincolnshire are dedicated to ensuring women have the necessary information to make informed decisions and provide support tailored to their needs.



Maternity and Neonatal Programme Engagement

'It was such a good day! I hope to see more events like this' and 'I got more information through attending the 'what matters to you' event for a few hours than I have since my baby was born.'

MATERNITY AND NEONATAL PROGRAMME

Role of involvement

NHS Maternity and Neonatal staff were engaged and regular Equity and Equality events were held throughout the programme. This includes bi-monthly Equity and Equality drop-in sessions at the maternity units in Lincoln County Hospital and Pilgrim Hospital in Boston, attendance at the Perinatal Mental Health and 0-19 team meetings, and a slot on the neonatal workforce development day.

These events are a safe space for the project team to have conversations with staff where they can raise any concerns, give feedback on what families are telling them and they can make any recommendations to support service improvement. This also provides an opportunity for the Maternity and Neonatal programme team to feedback what improvements have been made based on their previous feedback. Ten events have been held since they commenced in August 2022 with over 70 members of staff attending.

Two public events were held, one in Skegness and one in Boston and the team met over 100 hundred families. There are 3 more planned for 2023. These have been well received by stakeholders and families. This work provided the team with further insight into the needs of our maternity and neonatal population, and gave us the intelligence which will influence the equity and equality strategy.

The Lincolnshire Maternity Voice Partnership (MVP) are also key to hearing the voice of Lincolnshire families and driving co-production. The MVP attend groups and events across Lincolnshire, including children centres. They also deliver direct engagement via Facebook lives 'Meet the Midwife'.

This year the MVP completed the NHS 15 Steps Challenge and the information that was collated was fed into the maternity and neonatal programme to celebrate success, as well as drive learning and improvement when things could have been done differently.

Outputs

- Held Equity and Equality events to engage with staff
- Visited community groups and events
- Ran two public events and met over 100 families
- Direct engagement through social media
- Engaged with 70 members of staff who would not normally engage
- Collated information from 15 steps challenge

Outcomes

- Engaged staff early in the process
- Staff were kept informed and they felt engaged and valued
- Early feedback influenced the Equity and Equality strategy
- Able to connect with families and parents via a number of methods – face-to-face and social media
- Celebrated successes and drove learning and improvements

Principles delivered:



Lincolnshire Military Maternity Services Engagement



LINCOLNSHIRE MILITARY MATERNITY SERVICES

Role of involvement

The Lincolnshire Military Maternity Services team, which comprises of a Military Care Navigator (MCN) and Military Maternity Voice Partnership Lead (LMMVPL), assist military families living on or around the military bases in the county. These family have unique issues such as sudden changes in family life due to deployment and postings, making it difficult for military families to access quality and consistent healthcare. The Military Care Navigator works one to one with families and has engaged with 40 families. Helping mothers/dads and mothers-to-be navigate the health care system in Lincolnshire.

The LMMVP lead is a regular attendee at veteran groups, children’s centres, and other parent/toddler groups such as Billingham, Tattersall and holds regular events at Coningsby, Waddington, Digby, Cranwell and Sobraon barrack. The feedback collected from parents helps identify problem areas for the Lincolnshire Maternity and Neonatal services (LMNS) to action.

Outputs	Outcomes
<ul style="list-style-type: none">Engaged with 40 familiesSupported families to navigate the NHS in LincolnshireVisited families in their communitiesGathered intelligence on the challenges military families face once posted	<ul style="list-style-type: none">Military families will not be penalised due to being relocated to Lincolnshire and start again on waiting listsMore military families understand the NHS in LincolnshireAble to utilise the insight and feedback gathered to work with in partnership with ULHTWorking with families the MCN can signpost to other services such as mental health giving holistic support

Principles delivered:



CASE STUDY ONE

“A year-old baby was at the top of a hospital Paediatric waiting list for a scan and was given an appointment. Unfortunately, as with many military families, when the family were posted and relocated to Lincolnshire, they missed the original appointment. Their new doctor placed them on the waiting list but as a new patient the baby was placed at the bottom of the waiting list. However, with the help of the Military Care Navigator, they were put back on the appropriate place on this waiting list.”

CASE STUDY TWO

“The Military Care Navigator visited a family with a new baby. The new dad was a forces veteran. He and his wife had seen a poster about the LMMV team in the maternity hospital and reached out for support. During discussion, the father explained that he was struggling with his mental health since leaving the forces. The MCN was able to put him in touch with a veteran’s group in walking distance from his house. He now attends the group and is feeling much better.”

Developing our Living with Cancer Strategy 2023-28



Through partnership working, the ICB wants to make sure that people living with cancer in Lincolnshire are supported at the right time, in the right place, by the right people and in the right way for them.

We recognise that we have great services in place but also realise that sometimes the cancer pathways and care received aren't joined up, and people remain unaware of the support that is available.

The Living with Cancer team is working with our partners right across the system and working with people living with cancer to change this; and are working towards making this a lasting change.

We have collectively produced a website that can help people, families and carers navigate their way through cancer services.

[Click here to visit the cancer support Lincolnshire website](#)



LIVING WITH CANCER STRATEGY

Role of involvement

Work started in early 2023 on drafting the fourth Lincolnshire Living with Cancer Strategy.

Within the partnership, patient and stakeholder involvement is recognized as an essential way to find out if the priorities are still valid, and the work already carried out is having the right impact in the right places for our population.

In March 2023, a patient and public survey was launched alongside a separate staff and stakeholder survey which will help us gather views on how we can shape cancer services in Lincolnshire over the next 5 years.

The Living with Cancer team and the ICB's engagement team will be carrying out visits to various cancer support groups across Lincolnshire in March and April 2023.

The results from the surveys and group discussions are being presented at the Living with Cancer Stakeholder Workshop at the end of April 2023

Outputs	Outcomes
<ul style="list-style-type: none">• Patient and Public survey – live from March 2023• Staff and stakeholder survey – live from March 2023• Visits to patient groups to gather feedback• Promotion of website	<ul style="list-style-type: none">• A strategy that will be well informed and be able to deliver the correct services• Stakeholders are fully informed and aware of the challenges patient face• Fully involved staff and stakeholders that will help deliver services• Feedback will drive improvement for cancer services in Lincolnshire.• Patients are aware of the support that is available

Principles delivered:





Ockenden Review

Following the 2 reports that were published from the [Ockenden Review](#), a number of important themes and recommendations were detailed for learning; and immediate and essential actions for maternity systems.

A team within the ICB has undertaken a wide range of engagement with families and staff working within maternity services in Lincolnshire in order to ensure that we have taken forward the recommendations.

The team heard a wealth of feedback on what is working well and what could be improved, also received suggestions and adaptations that could be made to improve patient's experience and the treatment and care that families receive. This feedback, together with insight visits across sites, has shaped identification of the priorities.

[Better Births Lincolnshire](#), the [Lincolnshire Maternity Voices Partnership](#) and the wider maternity system, continue to work together to ensure that we are monitoring and actioning the important recommendations.

OCKENDEN REVIEW

Role of involvement

Engagement activities were held across the county to hear the views and experiences on maternity services in Lincolnshire.

During our public engagement, we received 172 responses.

- 27% of respondents had used maternity services within the last 6 months with 53% of respondents giving birth at Lincoln County Hospital.
- 58% were satisfied with the experience and service that they received.
- 80% of respondents understood the reasons for the Ockenden Review and 70% of respondents agreed that the recommendations within the Ockenden Review will improve the outcomes and experiences for families accessing maternity services.

During the staff engagement, we received 53 responses.

- 100% of respondents understood the reasons for the Ockenden Review.
- 97% agreed that the recommendations within the Ockenden Reports will improve the outcomes and experiences for families accessing maternity services.

Outputs	Outcomes
<ul style="list-style-type: none">• Worked with partners to engage with members of the public• Worked with staff and stakeholders	<ul style="list-style-type: none">• Gained information from visits to reaffirm the priorities• Reassured that staff understood the Ockenden review and agreed with the recommendations• Full feedback influenced the priorities for Lincolnshire

Principles delivered:



Musculoskeletal (MSK) Hip and Knee Programme



A review of Lincolnshire's Musculoskeletal (MSK) services offered opportunities for improvement for both patients and staff. This focused on supporting patients to achieve better outcomes, care, and experience, while helping the multidisciplinary teams to work better together across different organisations through better care co-ordination and simplifying processes.

By involving patients, the public and staff through a robust engagement approach, clinicians have now re-designed the elective hip and knee joint replacement care pathway to support a single MSK service working across primary care, community, acute and social care services. Improved and personalised care for people is at the heart of this, promoting shared decision-making and self-management through early health promotion and prevention.

The ICB commissioned Healthwatch Lincolnshire to capture patient experience feedback along each stage of the new pathway which has been integral to the programme.

A Co-production Group has also been established and is led by Every-one a local charity, ensuring that those with lived experience are able to share their continued experiences and recommendations across each stage of the pathway.



Musculoskeletal (MSK) Hip and Knee Programme engagement

MUSCULOSKELETAL HIP AND KNEE PROGRAMME

Role of involvement

Engagement was undertaken with current patients, carers and representatives to understand their experiences of the MSK service, as well as gathering feedback from service users and the public on the proposed new care pathway.

- Survey undertaken
 - Total of 268 responses from the public and 21 staff members.
 - 66% of the public and 71% staff agreed that the new MSK pathway would help improve outcomes and experiences for patients.
- Arranged for the translation of the public survey in to the top 3 spoken languages within Lincolnshire.
- Worked in partnership with Healthwatch Lincolnshire to capture patient experience. Paper copy survey were made available at sites or people could complete it an on-line link or via a QR code. Feedback has been extremely positive. The most recent data from November 2022 – 1 March 2023 indicated that:
 - 100% of patients agreed that they were able to share with NHS staff the issues that mattered most to them
 - 100% were treated with dignity and respect
 - 98% received enough information before and during appointments to make an informed decision about their options for treatment
 - 90% were able to manage their ongoing care after the appointment.
- Co-production group was established– 17 patients involved and 8 members of staff. Every-One, a local charity, has been commissioned to lead the co-production group. The aims of this group are to share their experiences and recommendations across all stages of their journeys; reviewing information packs provided to patients accessing the services; and reviewing progress against the action plans developed as a result of the engagement feedback

Outputs

- Launched an online survey
- Produced communications and engagement plan with full promotion campaign
- Used digital and face-to-face promotion techniques
- Created good partnership working opportunities

Outcomes

- Established co-production group led by Every-One, a local charity.
- The MSK programme was shortlisted for the Patient Involvement & Experience Award during the LCHS Celebrating Success 2022 Staff and Volunteer Awards
- In March 2023 the team were nominated for a Parliamentary Award
- Action plans are being developed from the feedback to deliver required improvements with service leads identified to own the plans

Principles delivered:



Musculoskeletal (MSK) Hip and Knee Programme

Some of the patient feedback

“No improvement needed, excellent care from all staff and explained at various stages.” – GP: Initial assessment

“I feel that I have been given excellent care whilst in hospital, I think the nursing staff are brilliant” Discharge from hospital

“I have been very well looked after by my MSK Clinician, Karolina”

“I found all of the information explained in full. Everyone was so kind and helpful. I have always found the staff to be so nice”.

“All of my needs were met. All of the staff were very caring”.



NHS NHS Lincolnshire Integrated Care Board
31 August · 🌐

LAST DAY to get involved! Musculoskeletal pathway for hip and knee services - Public Survey 🗳️

To help shape the future of these services we are asking service users, families and carers to share your views and experiences.

Please share and complete our survey <https://bit.ly/MSKLincs>

Tell Us

Your

Views

We are improving and re-designing the Musculoskeletal (MSK) pathway for hip and knee services in Lincolnshire



To help shape the future of these services we are asking service users, families and carers to share your views and experiences



Images from co-production group, engagement activities and social media posts

Better Lives Lincolnshire

Better Lives Lincolnshire is a shared partnership across the health and care sector, the independent sector and voluntary, community and social enterprises (VCSE) in the county and is a joint endeavour.

There is a long history of joint working in Lincolnshire between NHS, Local Authority, Independent sector and VCSE but more recently there has been a real change in the strength and effectiveness of this partnership working.

Over a number of years, the people of Lincolnshire have been sharing their views on their health and care and how it could be improved via a number of involvement opportunities:

- Joint Health and Wellbeing Strategy for Lincolnshire 2017;
- The Lincolnshire Public 'Talk About' NHS Long term Plan 2019;
- Healthy Conversation 2019;
- NHS Lincolnshire Citizen Panel Survey 1 – personalised Care 2021.

This feedback has been used to co-produce a **Shared Agreement** for Lincolnshire. This describes a **new relationship between the health and care system and the people of Lincolnshire**, where individuals play an equal part in their health, well-being, and care.



The Better Lives Lincolnshire (Integrated Care System) is a **shared partnership** across the health, care and Voluntary, Community and Social Enterprise Sector (VCSE). This is across Lincolnshire and is a **joint** endeavour.

Together with the public, we want to have a **new conversation and relationship**, that builds a shared view and agreement on what **the best health and care for Lincolnshire** looks like.

The draft shared agreement includes three themes:

- A healthier population
- Stronger communities
- More accessible, joined up and responsive care



Each theme will have several commitments. Here are a few examples:

Theme 1: Healthier Population		
We will	You Will	This adds up when...
Have a strong focus on improving mental health and wellbeing and preventing disease and injury before it occurs.	Take charge of your own health and wellbeing and get the support you need.	People tell us they have had the support they need to achieve their goals and are taking responsibility for their own health and wellbeing.

Theme 2: Stronger Communities		
We will	You Will	This adds up when...
Recognise the importance of people feeling part of a community and support them to be connected.	Support each other to be happy and independent for as long as possible	People say they feel that they belong to a community or local area.

Theme 3: accessible, joined up, responsive care		
We will	You Will	This adds up when...
Take time to listen to people and understand what is important to them, and the life they want to lead	Actively participate in making decisions about the care you need	Together we make effective and efficient decisions to get the best outcomes for us all.

Together we will improve the health and wellbeing of people in Lincolnshire.

#Right care, right place, right time.

Better Lives Lincolnshire

This shared agreement aims to:

- Together with the public and our staff, build a shared view and agreement on what the best health and care for Lincolnshire looks like
- Describe the new relationship, and the roles health & care providers and the local population have to play in this
- Set out how success should be measured and how learning should be used, including the local populations views and experiences on progress and impact as well as engaging local people in the process of analysing results and working out what this means for services, people and communities
- Find a way to keep the conversation live, real and meaningful for the people of Lincolnshire, recognising that the Shared Agreement will continue to change and alter as the population does and one size will never fit all
- Make real change happen!



Chaired by Lincolnshire's
Mental Health Trust lay
member. Co-chaired by
patients

Patients with lived
experience lead the work
programme of the steering
group

Every-One, a local charity,
commissioned to co-
produce the programme
of work

Patient representatives
shaping the content and
developing videos and
animations

Lincolnshire Young Voices



Lincolnshire Young Voices is a group of young people with Special Educational Needs and/ or Disability and who are Experts by Experience. This group has been developed for children and young people with Special Educational needs and disability (SEND) - aged 16-25 - to share their voice and is part of the widening participation strategy. They are line managed by the Widening Participation Team from Lincolnshire County Council who are in turn supported by a SEND Locality Team Lead from the Local Authority and the ICB Designated Clinical Officer and the NHS Marketing and Communication Manager.

The two original LYV co-chairs have moved on to develop their careers and we have a new colleague who has started in post and currently recruiting to the second post. The two original co-chairs remain part of the LYV committee. The co-chair posts are being used as development opportunities across the Local Authority and NHS and take feedback from educational and NHS settings to provide assurance to the SEND system around provision of services for children and young people with SEND. The Chairs also coordinate the activity of an additional x12 volunteer posts.

The aim of Lincolnshire Young Voices is:

‘To provide Lincolnshire local area with a strategic group of young people who ***'have a lot to say,'*** about improving services for children and young people (aged 0-25yrs) with special educational needs and disability (SEND) and their families in Lincolnshire’.

Lincolnshire Young Voices is now widely recognised nationally.

The focus of this 2022-23 activity has been the development of an e-learning resource designed to help professionals across the system to improve communication with CYP with SEND called ‘A Rough Guide to Not Putting Your Foot in it’.





Lincolnshire Young Voices - achievements

Nasen's sixth annual Awards – 'The Rough Guide'

Lincolnshire Young Voices (LYV) has collected the top prize for Co-production at Nasen's sixth annual Awards. LYV was put in the spotlight at The Grand Hotel in Birmingham for its remarkable work in helping their pupils with special educational needs and/or disabilities (SEND) and learning differences thrive and achieve.

Nasen is the leading membership charity that supports children and young people with SEND to reach their full potential, whilst being a champion, friend and protector of the SEND workforce.

Scooping Nasen's Award for Co-Production with Children and Young People and their Families, LYV was recognised for its creation of an accessible and impactful film, *The Rough Guide – A Guide to Not Putting Your Foot In It*, for any practitioner or professional nervous about understanding how best to communicate with, and support, a child or young person with additional needs.



The young people working with LYV have lived experience, and their ideas and thinking have led *The Rough Guide* to become a first-rate practical resource. In addition to creating this film, which is now being rolled out across Lincolnshire, the Midlands region and beyond, the group has led the way in enabling others to understand how to support young people with additional needs to live the lives they want to live.

Lincolnshire Young Voices - service delivery planning



Lincolnshire ICB funded an event for the LYV to develop the new service delivery plan for the next two years. LYV went to The Deep Aquarium – the event was a huge success. The group were energised and as well as having fun we were really creative in putting our plan together by really listening to the voice of the young people and what is important to them.



Inspiring change! Together our voices make a difference!



Sharing good practice

A number of members of the LYV committee featured prominently at the national Celebration of SEND Conference hosted by Schools Development Agency (SDSA) and NHSE England (NHSE) and shared 'A Rough Guide to Not Putting Your Foot in it' with a workshop hosted jointly by the DCO and SEND Team Locality Lead on sharing best practice around widening participation which showcased the work around widening participation in Lincolnshire.

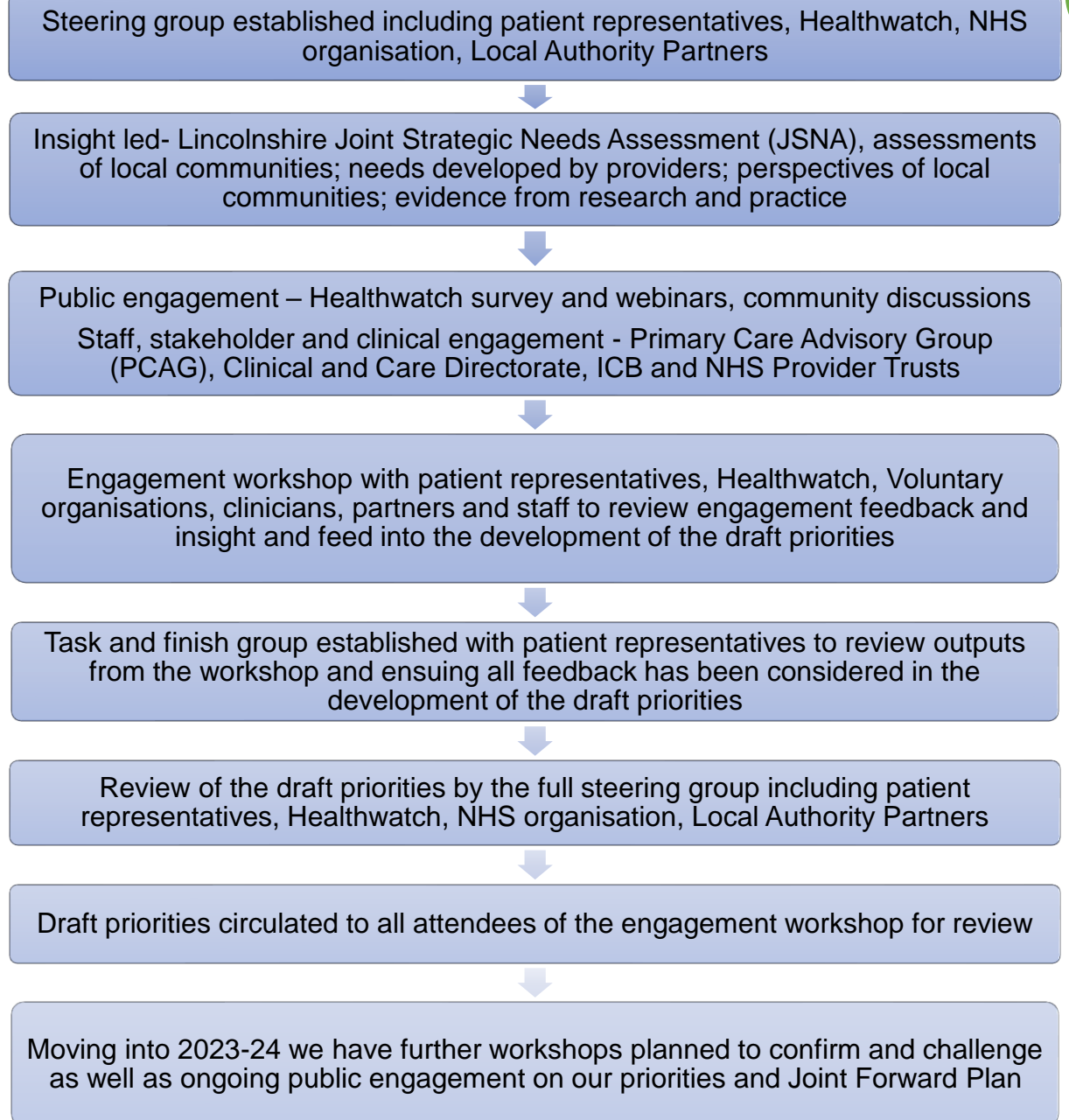
Engagement principles achieved through LYV:



Involving people and communities in developing our NHS Joint Forward Plan

Integrated Care Boards and their partner trusts are required to produce a Joint Forward Plan each financial year. This will describe how as partners we will arrange and/or provide NHS services to meet our population's physical and mental health needs. This will include the delivery of universal NHS commitments, address ICSs' four core purposes and meet legal requirements.

We are co-producing this with patient representatives, stakeholders, clinicians and staff, and is based on a strong foundation of insight and intelligence. We have also commissioned Healthwatch Lincolnshire to undertake some engagement to maximise the opportunities for involvement. Our approach to engagement so far has been robust.



Joint Forward Plan public engagement activities:

A robust plan for engagement has been produced to support the development of the Joint Forward Plan and it's joint NHS Priorities for the next 5 years. This engagement will continue long after the publication of the document, testing our priorities and monitoring their delivery with the people and communities in Lincolnshire.

Alongside the consideration of existing insight and intelligence, engagement was undertaken to understand the views of patients and the public.

The ICB commissioned Healthwatch Lincolnshire to undertake a public survey to gather feedback on what was important to them, what they felt the NHS priorities should be over the next 5 years as well as their own experiences of services.

The Healthwatch online survey was available in different formats on request and hosted on Healthwatch Lincolnshire's website as well as NHS Lincolnshire ICB and NHS provider websites. The link was also shared with over 10,000 contacts on the ICB engagement stakeholder database.

The online survey was regularly promoted through various channels including:

- Social media (Twitter, Facebook and Instagram) across the ICB and Trusts accounts as well as requests regularly being sent to Lincolnshire partners to share and extend the reach
- Healthwatch channels (Website, social media, mailing lists)
- Sent to Lincolnshire Resilience Forum partners (Local Authority, East Midlands Ambulance Service, Public Health, Police, University of Lincoln and other partners)
- NHS Lincolnshire Engagement Bulletin
- Press releases
- Nextdoor online forum
- Provider's member databases and staff networks
- Via leaflets with QR codes handed out during face to face engagement activities

Healthwatch also ran two virtual webinars via Zoom that members of the public were able to register to attend via the Healthwatch Lincolnshire website.

Community conversations

The NHS Lincolnshire ICB engagement team undertook discussions with the public and community groups between 10th February and 21st February, attending 20 community group meetings across 8 localities in Lincolnshire including meeting with communities from deprived areas, students, people with mental health issues and minority ethnic groups.

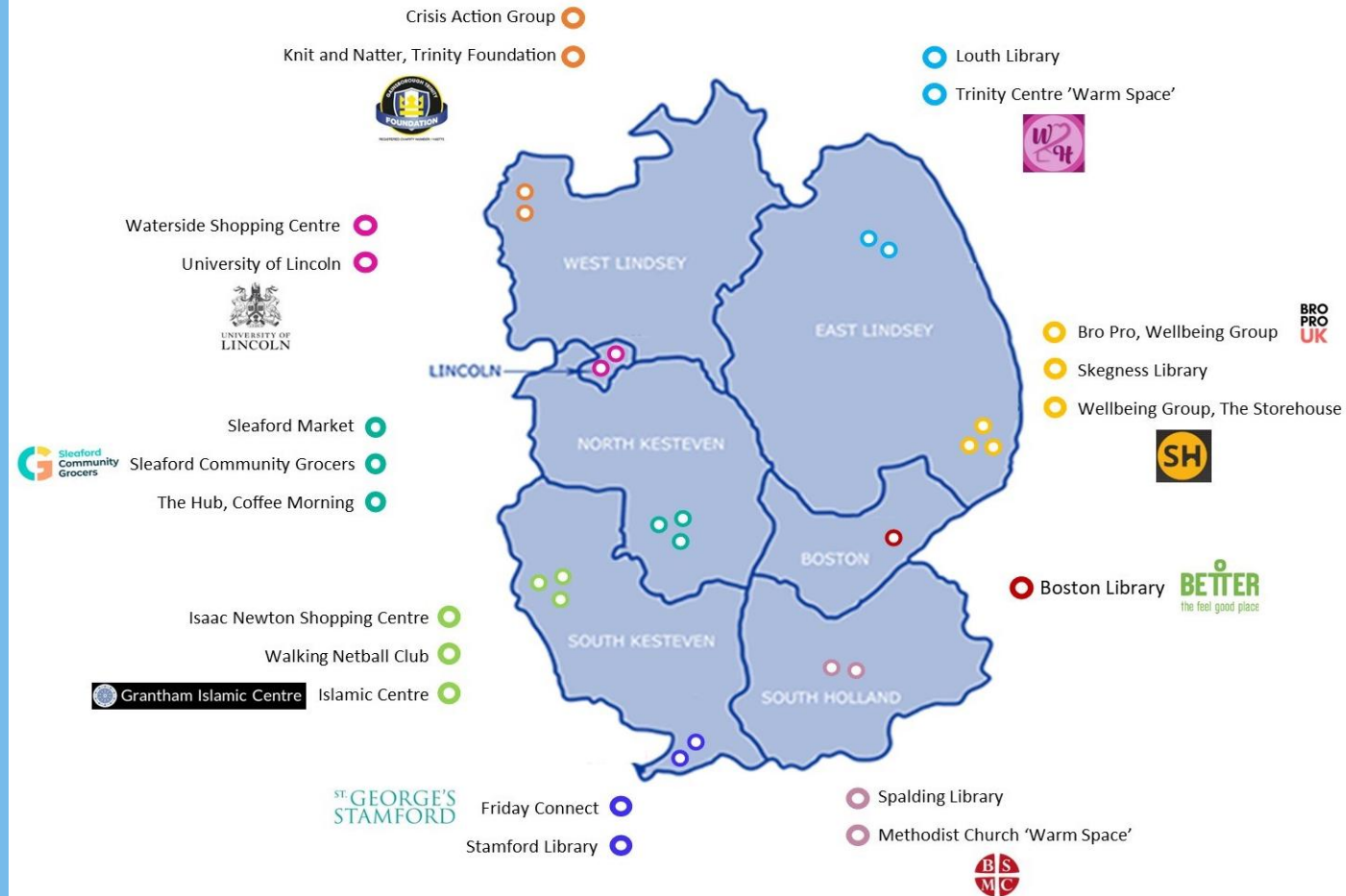


Throughout the engagement period the team incorporated a number of different activities to speak to members of the public such as attending existing community group meetings, display stands in public places, 1-1 and virtual meetings. Each location and event was chosen to enable us to reach as wide and varied population as possible to ensure that all voices in our community were given an opportunity to be heard.

NHS Lincolnshire ICB have also been gathering experiences of care through a survey which has been open since June 2022, results of which will also be fed into the programme.

Engagement outputs so far

- Patient representatives are embedded within the programme and are members of the Steering Group to shape the work programme
- Patient representatives also attended the engagement workshops alongside partner organisations and are members of the Task and Finish Groups to review feedback and develop draft priorities
- **1028 responses** to the Healthwatch online survey
- Attended **20 engagement events** across Lincolnshire, talking to **254 people**
- Engagement sent to over **10,000 people** on our stakeholder database
- Engagement sent to over **13,000 staff** through organisation communications
- 388 responses to our Experiences of Care survey
- Shared via other partner organisations
- Attended community events across Lincolnshire at no cost and was able to target people who do not usually engage with the NHS
- Focussed on areas with high levels of deprivation and health inequalities
- Supported patients to get involved who would not be able to access the survey online





Improving medication prescribing in Lincolnshire

Improving how we prescribe medication in Lincolnshire has been identified as a priority. The ICB is working with GPs, hospitals, community and mental health trusts, learning disability services, social care and the voluntary and community sector to improve the quality-of-care patients received.

In Lincolnshire 50% of patients do not take their medicines as prescribed and between 5-8% of hospital admissions are due to medication issues. Lincolnshire is also a high prescriber and user of certain medications, when compared to the national average. Looking at this in more detail, we identified three key areas that could vastly improve patient care and experience.

Three key areas:

- Mental health prescribing
- Use of opioids for long term pain
- Regular medication reviews for those on multiple medications (polypharmacy)

[Click here to visit the prescribing webpage](#)



Improving medication in prescribing

Role of involvement

The projects needed to understand the habits and behaviours of people when it comes to taking their medication.

With all three projects at varying stages of implementation a survey was created to cover all three areas acknowledging that there was an overlap in many cases where one person may take a range of medication. The survey received 406 responses which was analysed and reported to each of the projects and the programme's steering group.

From the survey we received 104 expressions of interest to join a patient advisory group for the programme.

In addition, the ICB's involvement champions co-produced a Patient Charter for Lincolnshire with members of the Steering Group which will be further ratified by the patient advisory group.

Outputs	Outcomes
<ul style="list-style-type: none">• Patient involvement at the start of the projects• Communications and engagement firmly embedded in the programmes of work• The survey secured a baseline understanding of people's behaviours for the projects and further survey work could be used as an indicator of success.	<ul style="list-style-type: none">• Good response to the survey enabling the projects to look at people's behaviours and habits around their medication• 104 people wanted to be involved further to join the patient advisory group• Steering group acknowledged the importance of patient involvement and co-produced a patient charter• Co-production will drive improvements

Principles delivered:





Community Diagnostic Centres

Over the past five years, demand for diagnostic services in England has risen at a greater rate than increases in its capacity.

Diagnostics are recognised as a priority in the NHS Long-Term Plan and is crucial in delivery of many key treatments. In Lincolnshire, we are developing Community Diagnostic Centres (CDCs) which will be crucial to ease these pressures and continue to diagnose patients quicker. CDCs will provide a broad range of elective diagnostic services located away from the main acute hospitals, providing easier and quicker access to tests and greater convenience to patients, as well as relieving pressure on the main hospitals by reducing outpatient referrals and attendances.

Following the onset of the CDC programme we followed a robust process of involvement. Our patients, public, staff and stakeholders have been involved throughout the programme with their views and feedback shaping the principles and future options for the development of CDCs in Lincolnshire.

Our engagement for this programme was spread over three phases and underpinned by an ongoing patient experience survey that has enabled a continuing process of developing relationships and partnerships so that the voice of local people and partners are heard and their feedback considered. Our dialogue happened early on in the process, with our plans shared at the earliest possible stages.

COMMUNITY DIAGNOSTIC CENTRES

Phase 1 – Engagement to define principles for future CDCs in Lincolnshire

Role of involvement

- To understand what is most important to the public when providing community diagnostic centres and what the benefits and concerns are for them, so that we can mitigate these in the future.
- Sought feedback on the perceived patient benefits and challenges of our first CDC in Grantham.

Outputs	Outcomes
<ul style="list-style-type: none">• Over 1000 responses to the countywide survey• Engaged system clinical leads, partners and CDC board• Feedback discussed at two stakeholder engagement events and options appraisal• Discussions held with NHSEI, other NHS systems, neighbouring ICBs and stakeholders	<ul style="list-style-type: none">• Feedback from phase 1 shaped the development of options for locations of future CDCs that we then tested with stakeholders, patients, and the public as part of the second phase of engagement.• Fully engaged Programme Board and stakeholders who recognised the importance of patient involvement

Principles delivered:



COMMUNITY DIAGNOSTIC CENTRES

Phase 2 – testing options with the stakeholder, patients and public

Role of involvement

- To ensure stakeholders and the public are aware of future plans in Lincolnshire as well as being given the opportunity to shape them and identify preference of future locations.

Outputs	Outcomes
<ul style="list-style-type: none">• Over 2000 responses to countywide patient and public survey.• Briefing pack and survey sent to over 100 stakeholders.• Discussions held with neighbouring trusts, ICB and independent sector providers.	<ul style="list-style-type: none">• Feedback from phase 2 was considered by system clinical leads, partners as well as the CDC board to inform the CDC2 business case.• Patients influenced the location of the second CDC in Skegness.• Stakeholders kept fully informed and involved through further discussions and engagement

Principles delivered:



Underpinned by an ongoing patient experience survey with feedback regularly discussed with programme leads to continuously monitor experiences and make necessary adjustments

COMMUNITY DIAGNOSTIC CENTRES

Phase 3 – Target patient and public engagement

Role of involvement

- To understand the barriers and challenges faced by marginalised groups and people living in areas of deprivation along the East Coast when accessing diagnostic services and what impact this has.
- Review of patient experience data, action planning and monitoring via co-production group

Outputs	Outcomes
<ul style="list-style-type: none">• Groups engaged include those with a disability, carers, people living in deprived areas and cancer support group.• Development of co-production workshops with patient with lived experience	<ul style="list-style-type: none">• Listened to experiences and stories of care and treatment received• Walk through of the patient journey to identify opportunities for improvement• Review of patient experience engagement findings and action planning• Decision to include specific services at CDC2 due to feedback received from the public

Principles delivered:



Suicide Bereavement service specification



Improving medication in prescribing

Role of involvement

The ICB worked with Lincolnshire County Council to engage members of the public about the Suicide Bereavement service specification.

This was a joint project with ICB and LCC to procure a new service provider - the overarching aim of the Service is to ensure that accessible information and timely support is available to all those exposed, affected or bereaved by (suspected) suicide in order to minimise the emotional impact, promote recovery and reduce further suicides.

The ICB engagement team undertook a public engagement to understand what support was needed to support those affected by suicide and when and how they would like to receive that support.

Outputs

- Engaged with the public to understand what support is needed and the challenges people face

Outcomes

- Feedback gathered support the service specification
- A requirement was identified for the new provider to review the public feedback as they developed the service going forward. Ensuring continuation of public involvement.

Principles delivered:



Primary Care Engagement



Within the ICB, Primary Care has dedicated support from a Primary Care Communications and Engagement Team, to ensure ring-fenced capacity to fully involve our patients in the development of services.

The Engagement Manager has supported service changes within Primary Care, ensuring meaningful engagement and consultation takes place with patients, carers and communities.

Examples of our work this year include:

- Promoting and publicising the **Enhanced Access Service** offer
- Involvement of patients in the proposed **change of GP premises**
- Public engagement on **Spalding's GP Surgery list dispersal**
- Engagement on our **Acute Respiratory Hub pilot sites**
- Patient engagement on developing **General Practice websites**



From April 2023, Integrated Care Boards (ICB) will take over delegated responsibility for commissioning dental services, optometry and pharmacy services from NHS England. The team are currently developing their involvement strategy to include these four pillars of Primary Care in their work.



ICB Primary Care Engagement Activity

SPALDING GP SURGERY – LIST DISPERSAL:

Role of involvement

Since 2018, services at Spalding GP Surgery were provided by Lincolnshire Community Health Services NHS Trust (LCHS). Following notification to NHS Lincolnshire Integrated Care Board (ICB), that LCHS would not be extending their contact past 30 September 2022. Having reviewed the available options, the ICB initially agreed to undertake a managed list dispersal through an Expression of Interest process. A list dispersal would mean patients registered at Spalding GP Surgery would be automatically registered at a new GP surgery.

During the process, no submissions were received from interested providers and therefore the ICB worked with three local practices to disperse the list between them. This was based on geographical mapping to individuals home addresses. Having had detailed discussions with the three GP practices, they gave assurance on their capacity to deliver services to the additional patients.

This list dispersal work is now complete and patients were dispersed between three local practices: Gosberton, Munro and Beechfield Medical Centres.

A 56 day engagement activity took place between 13th July and 7th September 2022. Additional information events were arranged to support the transfer of patients to the three local practices

Outputs

- Stakeholder and patient engagement took place between 13th July and 7th September 2022
- Five patient engagement events were held
- Distributed a patient survey

Outcomes

- Following a mapping exercise regarding patient transfer to new surgeries an additional two patient events took place to provide reassurance to patients
- After the stakeholder and patient engagement all patient were successfully transferred to an alternative GP surgery and the practice formally closed on 28th February 2023

Principles delivered:



Lincolnshire's Patient Participation Groups



Ongoing support has been provided to our GP Practices with their contractual requirement to have a **Patient Participation Group** (PPG). Audits have been carried out to understand which practices require further support to reinstate their groups following Covid or to encourage more attendance from different people to encourage representation of their practice population.

The ICB has also developed a toolkit for PPGs to provide advice, support and templates for their groups and meetings to encourage best practice and innovation.

The voices of the PPGs and the patients they represent are heard within the ICB through our Patient Council meetings. These are held quarterly and attended by members of the Engagement Team and Associate Director of Nursing and Quality.

These meetings have a dual purpose:

1. To hear feedback from the PPGs on any concerns their practice patients have about local NHS funded services as well as sharing the work and successes of their groups
2. To enable the ICB to share information with the PPGs on current programmes and campaigns to share widely and provide opportunities for discussion and involvement in any engagement activities.

Feedback from these meeting are reported into the ICB Operational Quality Assurance Group meetings with any issues escalated to the System Quality and Patient Experience Committee and Lincolnshire ICB Board.

Lincolnshire's Patient Council



<p>1. During these meetings our PPGs have told us:</p> <ul style="list-style-type: none">• Local concerns about ordering prescriptions over the phone• Concerns regarding referrals and access to patient records between NHS and Private Providers• Timeliness of prescriptions available at local pharmacies• Referral processes with private providers and out of area provision• Concern over abuse of NHS staff in General Practice• Practice capacity• Engagement with Primary Care Networks• Role of PPGs and appointments to ICB roles	<p>2. The ICB have shared with and involved PPGs in:</p> <ul style="list-style-type: none">• The development of a revised approach to Patient Council meetings• Updates on the Lincolnshire Community Pain Management Service• Key priorities for General Practice from NHSE/I• The inception of Lincolnshire ICB• The development of Community Diagnostic Centres• Covid Vaccination programme in Lincolnshire
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Future Patient Council Model

Following feedback from PPGs on the format of our Patient Council meetings, we are trialling a new approach in 2023-24. The meetings will be split into two and held bi-monthly - one to focus solely on feedback received from PPGs within their locality (each locality will hold a Locality Patient Council meeting) and will be attended by ICB Locality Quality Leads; and during the second meeting the ICB will share opportunities for involvement and to influence local discussions.

The ICB has supported Patient Participation Groups by:



Supporting events run by PPGs

- Produced leaflets & posters
- Attended events
- Promoted through our social media and local media
- Provided information for NHS campaigns such as screenings and immunisations

Producing information and surveys

- Helped support production of patient surveys
- Assisted PPG with producing newsletter
- Produced leaflets advertising PPG

Promoting PPG Awareness Week

- Worked with PPG to make a video to celebrate PPG awareness week
- Promoted PPG Awareness week to raised the profile of PPGs in Lincolnshire

Encouraging PPG members to get involved

- PPG chairs sits on the Boston PCN Strategic Partnership board
- PPG represented at Community Diagnostic Hub meetings
- PPG chair sits on the NHSE PPG Energisers Group – ICB advertised the activity to all PPGs
- PPGs supported Flu clinics
- PPG members sit on cancer co-production group
- PPG attended Diabetes prevention workshop
- PPG reps attend ICB's meeting

Supporting PPGs with recruitment

- Working with PPGs to help recruit younger people
- Help to recruit a new chair and a representative to sit on ICB meetings

Supporting PPGs with local issues

- PPG worked with local pharmacy to improve services
- Supported practice to get out of CQC special measures

Supporting PPG activities

- PPG supported practice with CQC inspections – the PPG ran drop-in sessions to talk to patients to drive improvement

Community Development Summer Roadshow

The NHS Lincolnshire ICB Engagement team undertook a 7-week summer roadshow between 3rd August and 5th October 2022. This was achieved through attending local community events to access those who potentially wouldn't get involved with us in other ways.

The purpose of the summer roadshow was to:

- Encourage participation through activities, surveys and questionnaires
- Build the reputation of the ICB and improve relationships with communities and stakeholders across Lincolnshire
- Increase the number of people who subscribe to the ICB engagement bulletin
- Increase the membership of the NHS Citizens Panel
- Signpost and provide information on Covid-19 vaccinations
- Demonstrate system working across the NHS and local authority organisations

What we could improve for future events

- Multiple communications to be published prior to the events
- Promote internally to distribute additional flyers / information
- Additional support from mental health trust, LPFT, due to high number of queries relating to mental health support.
- Tailoring the information we provide on the day to the area we are visiting
- Need to consider more activities for children to encourage people to stop and chat at the stand.

Outcomes



- ✓ Attended 12 events over 7 weeks
- ✓ Focussed on areas with high levels of deprivation and health inequalities
- ✓ Over 3000 new participants committed to further involvement by signing up to our stakeholder and community database – taking it to over 9000 contacts
- ✓ 650+ leaflets handed out
- ✓ Recruited to the MSK co-production group
- ✓ 45 students expressed an interest in the Citizens Panel and signed-up for future activities
- ✓ 36 new members signed up to the Citizen Panel
- ✓ Signposted and gave advice to students on how to register with a GP
- ✓ Supported patients by sign posting them to other services such a covid vaccinations, GP registrations and mental health
- ✓ Escalated patient issues to the Quality Team for resolution including GP access issues
- ✓ Promoted current surveys and opportunities to get involved across the system
- ✓ Attended community events at no set-up costs for NHS and was able to speak to people who do not usually engage with the NHS

Summer Roadshows materials and social media



Materials included within the booklet are as follows:

- How to register with a GP
- Were here for you, for longer
- Macmillan Living with Cancer co-production group
- Lincolnshire County Council Domestic Abuse
- LPFT Feeling low, anxious, stressed?
- Have you had your COVID 19 vaccination?
- Healthcare services away from home
- LPFT Want to talk about it? (business card size)
- NHS Talent Academy
- LPFT Membership fliers
- LPFT News

Posts from our social media posts over the summer 2022 (pictures right)



Digital engagement with our local communities



We use a number of digital platforms to inform and involve people and communities in Lincolnshire. Below are some of the examples:



Social media

The ICB strongly supports the use of social media as a positive communication channel. Social media channels provide members of the public, partners and other stakeholders with:

- Access to information about what we do and the services we commission.
- A chance to participate and influence decision making.

It provides us:

- Opportunities for genuine, open, honest and transparent engagement with people and communities and stakeholders
- A great opportunity for us to listen and have conversations with a wide and diverse range of people, especially those who are known to us.
- A platform to make announcements, e.g. health news, service information, upcoming events,
- With a gateway to hear how people respond to whatever we post and encourage two-way conversation
- Feedback to improve the ongoing development of our services and to inform, engage, educate and inspire our local communities.

The ICB gained approximately **1,241** followers on all our accounts combined.

We have used organic and paid promotions, as a result the ICB's channels have seen a significant increase in reach, impressions and engagements such as shares, likes, link clicks, and inbound messages and comments from followers and members of local communities.



Throughout 2022-23 we have successfully used the social media application, Nextdoor, to help spread various information and engage with members of the public.

We have used this platform for over 40 posts covering:

- Publishing live surveys and questionnaires
- Asking people to share their views on what the priorities should be for the NHS for the next 5 years
- Promoting GP Listening clinics and GP consultations
- Sharing details of flu and COVID vaccinations
- Bank holiday opening times for pharmacies
- Sharing public health messages and events

We have had 873,744 total post impressions meaning that we are able to reach many more people than before using Nextdoor.

The app benefits from being able to target areas and 'neighbourhoods' to enable more direct communication which has been useful when posting about GP consultations and local events.

During 2023-24 we are hoping to expand our use further where we can use 'polls' to find out what is important to the people of Lincolnshire.

[Click here to view our Nextdoor page](#)



ICB Website

One of our key communication tools, which is often a first port of call for the public is the [ICB website](#). We launched a new website on 1st July to ensure that people can easily access information about the ICB, our system partners and programmes, latest news, events, engagement opportunities and the services available to them.

Between 1 July 2022 and 31 March 2023 we had **64,380** users / visitors and **244,397** page views. Our top page in this period, apart from our homepage was our landing page with information about our vaccination programme in Lincolnshire with **33,522** page views.

[Click here to view our website](#)





Future Plans

We are now working as a system across our local NHS and starting to look at how we can work better together in Lincolnshire to inform, engage and grow our digital audiences as an Integrated Care System.

Digital engagement with our local communities – our engagement bulletin

The NHS Lincolnshire ICB Engagement Team produces a regular bulletin in collaboration with the three NHS trusts in the county. It is distributed to over 10,000 contacts who form our stakeholder databases. The contacts include a variety of community and voluntary groups across Lincolnshire, Patient Participation Groups, Citizen Panel members, Readers Panel and people who have subscribed via the NHS Lincolnshire ICB website as well as being sent to provider stakeholder lists.

The bulletin was created to help reduce duplication across the system that was resulting in survey fatigue by becoming a 'one stop shop' for all the latest involvement opportunities across the NHS in Lincolnshire. It was developed in collaboration with other NHS organisations in Lincolnshire and regularly includes promotes information and events from other partners in both primary care and the voluntary and third sector.



The Contributor

Say hello to the latest opportunities to have your say and get involved with your local NHS

This weeks hot topic!

Improving how we prescribe medication in Lincolnshire

It has been identified that we need to improve how we prescribe medication, in Lincolnshire.

Our doctors, hospitals, community, mental health and learning disability services, alongside social care and the voluntary and community sector are all working together to improve patient care and experience and make best use of the resources we have.

We know in Lincolnshire 50 per cent of patients do not take their medicines as prescribed, and between five and eight percent of all unplanned hospital admissions are due to medication issues. Lincolnshire is also a high prescriber and user of certain medications, when compared to the national average.


Having looked at this in more detail, we have identified three key areas that could vastly improve patient care and experience, reduce unnecessary hospital admissions, and save money as a consequence.

These are:

- Mental health prescribing
- Use of opioids for long term pain
- Regular medication reviews for those on multiple medications (polypharmacy)

We are asking patients to give us some feedback via an online survey about their experiences of being prescribed medication.

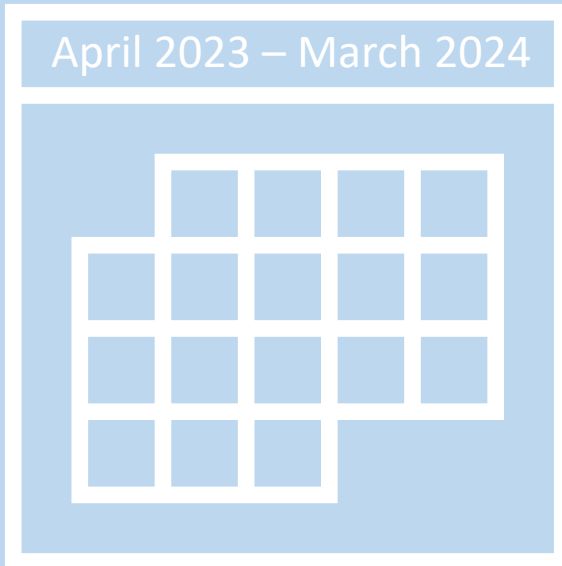
We want to particularly hear from you if you take medication for your mental health, severe long-term pain or multiple medications for a range of different health conditions. If this describes you then please go to www.lincolnshire-icb.nhs.uk/your-health-and-services/improving-medication-prescribing to read more about our review of prescribing or complete the survey by clicking on this link – [complete survey](#).



Click here to view our engagement bulletin



Planned future involvement activities and continuous community development



Lincolnshire ICB will continue to provide engagement support to its priority programmes and projects and weave involvement through all of the work the ICB undertakes. Below are some of the activities already planned:

- **NHS Joint Forward Plan development** –continuation of public engagement and priority work. These emerging priorities will shape our engagement work plan over the year.
- **Community development** – identify community groups to involve and visit
- **Summer Roadshows 2023** – following on from last years' success we will identify a range of communities to get out and about it to encourage and enable direct involvement
- The ICB secured £2,000 of funding from **EMAHSN to spend involving communities along the coast**
- **Heart failure Project** – engagement will be undertaken within the First Coastal PCN area to identify and increase treatment rates and improve outcomes for those at increased risk of cardiovascular disease
- **Children and Younger People** - the engagement will focus on understanding experiences from patients and families in accessing and receiving care for asthma, diabetes and epilepsy. In particular, what areas are working well and those that require improvement.
- Further specific engagement to strengthen the commissioning of **dental services, optometry and pharmacy** services