



North East and North Cumbria

Our Reference North East & North Cumbria
ICB\475

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17 August 2023

Applicant
By Email

Dear Applicant,

Freedom of Information Act 2000 – Request for Information – NHS North East & North Cumbria Integrated Care Board.

Thank you for your request received by North of England Commissioning Support (NECS) on 26/07/2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

Request

1. 3-point question:
 - a) How are patients formally involved within Integrated Care Board (ICB) decision-making structures at North East and North Cumbria ICB;
 - b) Does this include formal representation in Board meetings and
 - c) if so, please could you share the minutes related to these meetings?

2. If the answer to question 1b is no, what plans does North East and North Cumbria ICB have to introduce a formal role for patients at the Integrated Care Board level?

3. How does North East and North Cumbria Integrated Care Board ensure that the patient experience is considered in decisions surrounding the commissioning of appropriate treatments?
4. Can North East and North Cumbria Integrated Care Board provide any examples of when the patient experience has influenced decision other than at ICB level?
5. What plans does North East and North Cumbria Integrated Care Board have to improve the involvement of patients in their decision-making processes moving forwards?

Response

1. *Patients are not formally involved within the ICB decision making structures, however there is regular participant representation (through Healthwatch) on the Board. At the discretion of the Chair, the representative may ask questions and address the meeting but may not vote. Minutes of the Board meetings held in public can be found here <https://northeastnorthcumbria.nhs.uk/archive-of-board-meetings/>*

In accordance with the ICBs statutory duties, the organisation is currently in the process of establishing a Patient Voice Sub Committee which will have a responsibility of ensuring patients and the public are involved and that their views are properly reflected in the development and implementation of policies and plans and to receive and act upon reports on patient experience/service user feedback where appropriate. This will be a subcommittee of the Quality and Safety Committee; the Quality and Safety Committee reports into the Board for assurance purposes.

2. *It is important to the ICB that the organisation engages with patients and seek views around how we can improve services – a link to how the ICB is working with communities can be found here <https://northeastnorthcumbria.nhs.uk/get-involved/our-work-with-people-and-communities/working-with-our-communities>*
3. *The ICB prioritises and incorporates listening into the services it commissions, as part of its statutory duty to involve. Before services are commissioned there is a period of listening. This can come through several different information sources: engagement through previous services, neighbouring services and areas, comments and complaints, use of performance information from services, and partner organisation feedback, for example. This information is considered, and gaps in feedback and stakeholders is identified. If needed, additional listening exercises are developed. These will be bespoke for individual services, considering the best ways and the appropriate stakeholders to engage with. All this information is considered when thinking through the service requirements before commissioning any service.*
4. *The ICB are part of the Integrated Care Partnership. This brings opportunities to work in collaboration across the region when delivering health and social care services. Some services are commissioned in collaboration with partner organisations. Some partner organisations are commissioned to provide services. Examples include urgent care services, GP practice engagement, out-of-hours GP services, patient transport services. For example, the consultation on urgent care in Sunderland helped to influence the location of the Urgent Treatment Centre and the opening times of the extended access service. Detailed engagement in Teesside helped inform the Urgent Care provision, including where it would be delivered from. Working in partnership with the Northern Cancer Alliance, a review of oncology services across the North East and North Cumbria (NENC) is currently being undertaken which will help to develop a new and sustainable clinical model for oncology services*

5. *The ICB is considering and developing the ways it involves and listens to patients and identifying innovative ways to have these conversations. There has been an increase in codeveloping / cocreating with our partners and patients to help shape service delivery. We are also working with appropriate partner organisations to help support these conversations. For example, we have linked with a skilled VCSO to help us have conversations with patients with complex communication needs. We regularly work in partnership with Healthwatch organisations across the region to feedback patient voice. We have developed the Story-teller process to listen to patient and stakeholder experience. We are developing a mechanism for citizens engagement through a panel or assembly but are developing this in partnership with stakeholders through listening.*

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Ehren Smith

Information Governance Officer