

NCL ICB Board of Members Meeting (12 November 2024)
Questions from the public

Agenda item	Question	ICB response
<p>Item 1.6 – Chief Executive’s Report</p>	<p>Changing NHS: Helping to shape a service fit for the future:</p> <p>i) How is it envisaged that the 'face-to-face' sessions will be publicised?</p> <p>ii) In the organisational level response, will there be a reference to patients who do not have digital facilities easily available?</p>	<p>North Central London Integrated Care Board communicates with the public in lots of ways, including through our voluntary and social enterprise partners (VSCE), and Healthwatch partners, our Community Participants, our website and our social media pages (Instagram, Facebook, LinkedIn) as well as monthly stakeholder bulletins. We will be sharing how you can get involved in the Change NHS programme via these channels over the coming weeks and months.</p> <p>Residents and people who use services will be at the heart of our organisational response, especially those that face barriers, whether that be digital or other.</p> <p>We understand that barriers to digital access are a significant issue and will ensure we reflect this in our organisation response. We have already gathered lots of insight around digital exclusion from our community engagement with residents and partners including those in the VCSE and Healthwatch, and this will help to inform our organisation response. This includes and goes beyond digital literacy, including having access to digital equipment, connectivity, user-friendliness of websites and tools, and includes cost, language barriers, literacy, privacy issues, distrust of sharing data, and more.</p>
<p>Item 1.6 – Chief Executive’s Report</p>	<p>Community Pharmacy - How is awareness being raised of the locally commissioned Self Care Medicines Scheme bearing in mind that it is aimed at "patients who would otherwise struggle to pay for them" and therefore more likely to be digitally-deprived?</p>	<p>We have produced accessible posters and leaflets for the public and published these on our dedicated Self Care Medicines Scheme webpage so GP practices and Council colleagues can print and use them in local care settings and Practices can refer eligible patients to the scheme. The scheme website and materials have been promoted to local authorities in Barnet, Camden, Enfield, Haringey & Islington, to help optimise connections with eligible communities and groups (e.g. parent and baby groups, homeless residents).</p> <p>We have been working to ensure a minimum number of Pharmacies are signed up and will now increase promotion at local events and via local publications. We have</p>

		<p>provided articles for council newsletters and recently distributed information at an event for people experiencing homelessness. We will be working with community organisations to raise awareness of the scheme, and it features in our Your Local Health Team communications and engagement campaign, recently launched. This includes targeted engagement of underserved communities via 'Community Connectors'. We will be monitoring uptake of the scheme and adapting our communications approach where needed.</p>
<p>Item 1.6 – Chief Executive's Report</p>	<p>Your Local Health Team campaign - How were the Community Voices panel recruited? Was it a prerequisite that they had access to digital services? If not, how many don't have that access?</p>	<p>We are continually developing our Community Voices panel, which is made up of 1,000 people so far. The panel was predominately recruited face to face through community days in a variety of locations across NCL (including shopping centres, libraries, sports facilities, community venues and so on). Communication with the panel is through an online platform, so digital access is needed.</p> <p>However, we are committing to ensuring access for all. This is just one mechanism that we use for community engagement and there are lots of other methods, including community outreach, engagement with community leaders and a real focus on our underserved communities. We are committed to ensuring that we are providing engagement and involvement opportunities to a wide range of local people.</p>