

Public and Patient Involvement Assurance Group (PPIAG)

Report from meeting of: Wednesday 11 February 2026

Attendance: Brigitte Heller; Mary Smith, Mathew Hulbert, Nishita Ganatra, Rasheed Cader, Vaughan McLeod

Integrated Care Board (ICB) representation: Jo Ryder, Jenny Goodwin, Melanie McClennon, Sian Deacon

Apologies: None

Quoracy: The meeting was quorate.

Declaration of interest: None

First item

Topic presented	ICB Update
Presented by	Jo Ryder, Senior Engagement and Insights Lead
Purpose of presenting	<ul style="list-style-type: none"> To provide an update about the status of the ICB changes.
Key information presented to the Group	<ul style="list-style-type: none"> The ICB is currently in a significant organisational transformation as part of a national cost-reduction drive, shifting into a strategic commissioning model. The new proposed structure for the LLR ICB was published in January 2026. All ICB staff are currently in a formal consultation period which includes reviewing roles, structures, and exploring potential changes. The consultation period closes on 5 March 2026. Business continues as usual despite the consultation.
Feedback, comments and questions about the presentation and analysis as identified from the Group	<ul style="list-style-type: none"> The PPIAG questioned whether the organisational transformation would impact patient care, and expressed concerns that for if reducing staff would affect service provision. Jo and Jenny clarified that frontline patient services should not be compromised as changes mainly affect internal structures. The group also highlighted worries about the practical consequences and alignment with national policy.
Was the Group assured of the approach?	<ul style="list-style-type: none"> N/A

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Second Item	
Topic presented	St Mary's Birth Centre
Presented by	Jo Ryder, Senior Engagement and Insights Lead; Jenny Goodwin, Deputy Chief Officer
Purpose of presenting	<ul style="list-style-type: none"> To request assurance from the PPIAG that the approach to engaging with public and patients about the pause at St Mary's Birth Centre appropriately and sufficiently considered patient and public
Key information presented to the Group	<ul style="list-style-type: none"> Background and Service Pause: Births at St Mary's Birth Centre were paused in July 2025 due to safety concerns related to low birth numbers and staffing constraints, with alternative arrangements made for affected women. The 2021 consultation recommended moving births to a new standalone midwifery-led unit at Leicester General Hospital (LGH), and with national funding and timelines changing, the ICB now plans to implement the decision made in 2021 as far as possible by relocating births to the existing LGH unit. Engagement and Feedback Process: Engagement was required to understand the impact of the pause on women, families and staff directly affected by the pause between July and September 2025. This was later expanded to include those who had used St Mary's between January 2021 and July 2025. People can share their views in questionnaires, attend a focus group (hosted in-person and online) and via one-to-ones with members of the engagement team. We responded to stakeholder feedback and created additional focus groups for people to share their views, one of which was outside of working hours to help maximise feedback. The findings will be independently analysed and presented as part of a wider paper in the March ICB board meeting.
Feedback, comments and questions about the presentation and analysis as identified from the Group	<ul style="list-style-type: none"> The PPIAG expressed concerns about accessibility of care, noting that travelling to LGH or LRI is difficult for many families around the Melton area, especially during time sensitive circumstances such as labour. The group highlighted the significant difference in reported quality of postnatal care between Leicester Hospitals and St Mary's, noting that they had heard only good feedback about St Mary's post-natal care, but conflicting reports about Leicester Hospitals. The PPIAG commented it would be beneficial if there was interim support or transport solutions that were

	<p>being considered for families who are now required to travel further.</p> <ul style="list-style-type: none"> • The PPIAG suggested that the engagement team could compare insights gathered with data from the closure of Ashby Hospital to explore any similarities or differences. • The PPIAG agreed that the engagement work had been targeted appropriately and captured appropriate voices.
Was the Group assured of the approach to the engagement?	<ul style="list-style-type: none"> • The PPIAG provided assurance that the draft plans to the approach taken, and the draft communications, engagement and involvement plans appropriately and sufficiently considers and involves LLR public and patients.
Third Item	
Topic presented	Same Day Access Rutland Consultation: Update
Presented by	Melanie McClennon, Senior Communications & Marketing Lead
Purpose of presenting	<ul style="list-style-type: none"> • To seek assurance that the insights gathered from the Same Day Access Rutland consultation are sufficiently considered in any board decisions or future planning.
Key information presented to the Group	<ul style="list-style-type: none"> • Overview: The consultation gathered 1,349 responses, with strong support (85%) for creating a combined Minor Illness and Injury Service at Rutland Memorial Hospital. The new integrated service will open 1 April 2026, operating 7 days a week, 1 - 9pm, with X-ray available on two days and the possibility of adding a third day. The proposals of the new service were informed by demand modelling and need, for instance the greatest need for appointments was after the school day and after the work day. Appointments will be bookable via GP practices and NHS 111. • Engagement plans: The engagement team had invested more physical outreach than what is typical for consultations due to feedback that Rutland residents are more likely to engage if physical promotion was prioritised. Engagement methods included promoting physical materials across community venues and shops and in-person promotion. • Next steps: A comprehensive communications plan is now being implemented, which includes printed materials, media engagement and updated signage, to maximise awareness and usage of the new service among Rutland residents. Communication toolkits will be sent to key stakeholders. The ICB continues to explore

	<p>whether X-ray service can be opened for an additional weekday, and are exploring whether the X-ray equipment can be upgraded.</p>
<p>Feedback, comments and questions about the presentation and analysis as identified from the Group</p>	<ul style="list-style-type: none"> • The PPIAG asked whether the consultation's 1,334 responses represented a meaningful proportion of Rutland's population. The survey responses equate to approximately 3.6% of all residents (or around 4.4% of the adult population), which is significantly higher than the 1–1.5% typically seen in NHS consultations, reflecting the extensive outreach undertaken across Rutland. • The PPIAG highlighted that there are other planned developments in Rutland, such as a new health facility being built by Rutland County Council, and commented that it would be beneficial if communications could align to avoid conflicting messaging. Jo confirmed the engagement team would feed this back to the relevant colleagues and partners. • The PPIAG explored whether printed materials had reached schools, shops and villages. This was confirmed by reaching out to all local schools and colleges, including some nurseries, and a Rutland engagement day was planned within the team where promotional materials were distributed across small villages and hamlets with low or no responses. This included drop offs at community venues like village halls and churches, including some posted through doors.
<p>Was the Group assured of the approach to the engagement?</p>	<ul style="list-style-type: none"> • The PPIAG were assured that the insights gathered from the consultation are sufficiently considered in any board decisions or future planning.
<p>Fourth item</p>	
<p>Topic presented</p>	<p>Other topic updates: Same day access Leicestershire; Lutterworth Feilding Palmer Hospital; MNVP</p>
<p>Presented by</p>	<p>Melanie McClennon, Senior Communications & Marketing Lead; Jo Ryder, Senior Engagement and Insights Lead</p>
<p>Purpose of presenting</p>	<ul style="list-style-type: none"> • To provide the group with an update on significant ongoing service developments across LLR
<p>Key information presented to the Group</p>	<ul style="list-style-type: none"> • Same Day Access in Leicestershire: Plans for Same Day Access engagement in Leicestershire are being developed, with a recommended engagement approach similar to that used in Leicester City, and further updates will be provided as details are finalised.

	<ul style="list-style-type: none"> • Lutterworth Feilding Palmer Hospital Update: Despite previous consultation and stakeholder involvement, funding was not secured for the proposed diagnostic service in Lutterworth and bed changes at Feilding Palmer Hospital, and future plans will focus on neighbourhood models of care in line with wider strategic changes across the system. The ICB has met with key local stakeholders to explain the circumstances and have begun early discussions about alternative approaches. • Maternity Neonates Voices Partnership (MNVP) update: The bidding process for voluntary sector organisations to apply to run the MNVP has now concluded. The contract award is now being finalised, with the new MNVP due to begin on 1 April, replacing the temporary arrangements currently in place. The new MNVP provider will be invited to attend a future PPIAG meeting to outline their plans to demonstrate how they will work with UHL and the ICB.
Feedback, comments and questions about the presentation and analysis as identified from the Group	<ul style="list-style-type: none"> • No feedback, comments or questions were made by the group.
Was the Group assured of the approach to the engagement?	<ul style="list-style-type: none"> • N/A
Standing agenda items	
Report from the previous meeting	The report from the PPIAG meeting on 26 November 2025 was approved.
Feedback from the Quality and Safety Committee Meeting	N/A
Horizon scanning	<ul style="list-style-type: none"> • Update on Same Day Access (Leicester City) – The PPIAG requested a progress update on how the same-day access model launched in October 2025 is working for Leicester City. Jo confirmed they would be updated accordingly once the evaluation report is completed. • AI in Healthcare: The PPIAG requested to hear about the impact and use of AI in healthcare. Jo agreed to explore which relevant colleague can discuss this with the group.

Other business

The next meeting is scheduled for 10am – 12pm, Wednesday
25 March 2026