About Hertfordshire and West Essex Integrated Care Board

Hertfordshire and West Essex Integrated Care Board (ICB) is the local NHS organisation that is responsible for making sure that health services meet the needs of local people and communities.

The ICB manages the NHS budget and works with local providers of NHS services (such as GP practices, dentists, pharmacies, hospitals and community health services) to make sure health services work well together and are of high quality.

It also works closely with organisations that provide NHS services to design health services that meet people's current and future needs and makes sure that services are accessible to everyone.

The ICB also oversees patient complaints about NHS services, makes funding decisions about some treatments, and provides continuing healthcare for patients with long-term complex health needs.

It also works with NHS services and other organisations such as local councils and voluntary sector organisations to promote health and wellbeing so that people live well and for longer.

You can find out more on the Integrated Care Board website (www.hertsandwestessex.ics.nhs.uk). Here are some pages that you might find useful:

Feedback and complaints – information about how to give feedback on the NHS services you receive and how to raise concerns or issues.

Funding your care – how to apply for an **individual funding request** for the ICB to pay for treatment that isn't routinely offered on the NHS, information about **continuing healthcare** for adults or children and information and **personal health budgets**

Your health and care – information about NHS services that can help with your mental or physical health, how to get flu and COVID-19 vaccinations, and advice on staying well.

Get Involved – how patients, families, carers and the wider public can shape the development of local health and care services, including details of current surveys or engagement opportunities.

ICB Board (the ICB's decision-making and leadership group) – find out who is on the board, how to join meetings and see public meeting papers which include lots of information including performance reports.

Medium term plan – a five-year plan that sets out where the local NHS will focus its efforts and investments so as to improve access to services and the health and wellbeing of local people.

The ICB also provides a fortnightly **Health Matters** newsletter that has news on health and care across Hertfordshire and west Essex, as well as campaigns, opportunities to get involved and events. Find out how to subscribe to Health Matters.