



Report: Integrated Care Event / 27th November 2018

Introduction

In early October, **North London Partners in health and care** (NLP) held an event to help get an understanding of what integrated care arrangements might mean for north central London and its residents, commissioners and providers.

As the response to this event was positive and a high number of local residents expressed interest in getting involved, NLP held a follow-up event on 27th November, to provide residents with an opportunity to hear about the project, start a dialogue and listen to what people think about it.

The event was promoted to NLP partners and their networks, clinical commissioning groups (CCGs) and Healthwatch organisations in Barnet, Camden, Enfield, Haringey and Islington and voluntary sector organisations within the five boroughs. Invitations were also distributed via the NLP mailing list and the NLP Twitter account [@nclstp](#).

Engagement Event – Presentation and discussions

The follow-up event took place **at Camden Council, 5 Pancras Square, London N1C 4AG between 4-6pm** on 27th November, and was attended by 26 residents from across the five boroughs and members of the NLP programme team.

The aim was to help residents to develop a better understanding of:

- what integrated care arrangements might mean for north central London
- to identify the potential challenges and the benefits of integrated care
- to provide an opportunity to discuss how to best work together.

NLP's Director of Strategy, Will Huxter, explained the role of NLP and invited residents to watch a short video, 'Integrated care in every community' produced by NHS England that explained what integrated care is.

Will Huxter referred to the current situation and how some people think that services could be better coordinated. He said that NLP wanted to get local residents' views and experiences and to start working with them and thinking of possible changes and improvements.

He explained that the participants at the original simulation event, in October, were invited to consider different ways health and care services could work better. This was achieved by using various case studies.

North London PARTNERS in health and care

Report – Integrated care system engagement event



Local resident Balbir Jagpal, who attended the initial simulation event in October, gave a comprehensive review of it and explained that its audience comprised of representatives from organisations across the NLP, including hospital trusts, CCG staff and clinicians as well as some local residents. She also commented on one of the case studies that was presented illustrated how integrated care arrangements in NCL could help a resident with multiple needs get the right care from the right professional in the right place.

Concerns / Challenges

The November event provided a good opportunity for residents to talk with members of the NLP team about integrated care arrangements in NCL, express their concerns and discuss the challenges.

Topics discussed by residents included the possibility of communication difficulties between different organisations due to different ways of working and different organisational cultures.

Residents expressed their concerns that establishing integrated care arrangements in NCL may provide an opportunity for private sector companies to have a greater involvement in health and care services. However, residents also said that integrated care arrangements in NCL might provide an opportunity to reduce variation and increase consistency of services across the five local authorities.

The financial challenges of implementing integrated care arrangements in NCL were mentioned, these included the possibility of limited and not sustained funding for different health services, especially for services provided in the community. Some residents felt that integrated care arrangements in NCL will need financial flexibility.

Residents also said that integrated care arrangements in NCL would need to have clearly defined professional roles for key workers, care managers and care coordinators. Information needed to be simple and accessible to all and available in a variety of formats and languages. The system needed to be user-friendly and easy for residents to navigate.

Benefits

The event also offered residents the opportunity to consider the potential benefits that integrated care in NCL could deliver in terms of patient experience, health outcomes and financial sustainability.

A number of significant benefits were suggested, these included:





- the potential to tailor services around individuals was considered very important
- the opportunity for integrated care arrangements in NCL to take a person-centred approach and offer residents a single point of access for their health and care
- the possibility that integrated care could improve patient choice and this could result in better outcomes for them and easier experiences, including improved waiting time to see a specialist and for A&E services.

A common benefit identified by many of the residents was the possibility of a centralised system for information that connected different existing online systems/programmes. Another benefit was the potential that all organisations could use a digital joined-up system and allow electronic care records to be shared between health and care professionals.

Residents suggested other benefits of integrated care arrangements in NCL could include: focus on prevention services with the possibility of having more accessible services in the community, such as day centres, social prescribing hubs and respite centres. Integrated care arrangements in NCL could also have the potential to support access to screening services and support the access to early intervention services.

Residents also pointed out that integrated care arrangements in NCL could facilitate improved training for carers, provide better support for carers to improve home care and encourage care closer to home.

Also, working as part of integrated care arrangements in NCL could lead to better workforce retention and stability, facilitate the opportunity for different organisations to learn from each other and reduce waste. Residents said it is important that any case studies of integrated care best practice should be shared and replicated.

Future ways to engage

Participants were asked for their views and recommendations on how we should engage our stakeholders when considering integrating care. Suggestions included:

- Ensuring engagement is comprehensive by involving a broad range of communities
- Actively seeking out disadvantaged groups in their communities and not expecting these groups to travel to an event
- Using existing patient participation groups (PPGs) and asking for their help to get the concept across to more residents





- Talking with and engaging directly with patients and their families to understand what is currently working well
- Developing a team of care navigators who can go out into the community and talk with residents and engage them in conversations about integrated care arrangements in NCL
- Using accessible language and ensuring that the information is accessible to everyone
- Providing residents with very clear aims for what the engagement events are seeking to achieve and using a variety of relevant case studies which are easy to relate and understand
- Ensuring that residents understand the integrated care arrangements in NCL and the context, plans, proposals and issues so they are able to contribute and get involved
- Involving residents directly in planning a patient pathway within an integrated care arrangements in NCL
- Working in partnership with Healthwatch organisations, voluntary sector organisations, youth parliament and youth groups, wards forums, patient participation groups to reach as many residents as possible
- Talking with residents across the five boroughs to identify local priorities and highlight local challenges in order to focus on improvements on relevant services. The challenges in each area and will show where service improvements need to be focused.

The residents also said they would like to see a model of integrated care arrangements, and that the governance processes around the development of integrated care in NCL needs to be transparent so people know what is expected of them and how to contribute.

Questions asked by local residents on 27th November 2018	Answer
Could these changes results in cuts and reduction of services which could make statutory services vulnerable for institutional abuse?	Our ambition for integrated care is to design health and care services around our residents’ needs and create integrated care arrangements in NCL that will deliver services more cost effectively. We are committed to making sure that services offer the best possible care for local people and are delivered at the right time and most appropriate way while





	ensuring that public money is spent wisely. We believe by working together we'll be able to improve health and care services for our local communities.
What is the position of the CCGs within the creation of an integrated care system?	CCGs are statutory, decision-making organisations that commission health services on behalf of their local residents. The design of our integrated care arrangements in NCL is still undecided but one potential option is a strategic commissioning function for health and care across north central London and borough-based alliances for transformation and delivery of services.
If finances are controlled by central Government how will you put more funds into prevention which would be the same money in the longer term?	By integrating health and care services we are hoping also to make them more efficient and ensure we are getting the best value out of every tax payers' pound that we spend. Financial savings that we deliver will then be available to reinvest in transformation of services and prevention programmes.
Will the integrated care system only be providing care or also commissioning?	We are right at the beginning of considering how integrated care arrangements might work in north central London. One potential option that we have considered is a strategic commissioning function for health and care across north central London and borough-based alliances (that would provide care) for transformation and delivery.
How will we look at impact of integration over a realistic time period between services as required?	We will continually review services against best practice and clinical evidence from around the country to ensure we are delivering the best outcomes and value for money.





Next steps

NLP are planning to reach out to more communities across north central London.

During January and February 2019 there will be integrated care events in each borough, similar to the integrated care simulation event held in October. We will share with the local organisers of these events the feedback given on 27th November, including the recommendation that they focus on case studies to help residents understand how integrated care arrangements in NCL can work for different people with different needs.

For more information about future integrated care arrangements in NCL engagement events and opportunities to get involved please email iuliana.dinu@nhs.net, and follow NLP on Twitter, [@nclstp](https://twitter.com/nclstp).

North London Partners would like to thank to all residents who took part in the November event and are looking forward to working with residents to improve health and care services within north central London.

