

# The plan for Health and Care Services to work with people and communities

## Integrated Care Systems





NHS England has written a new plan about working together with people and communities.



When we talk about NHS England in this document we will say “we”.



This new plan helps to make sure that Health and Care systems work well and that people and communities are involved in Health and Care services.



## Why do we need a new plan?

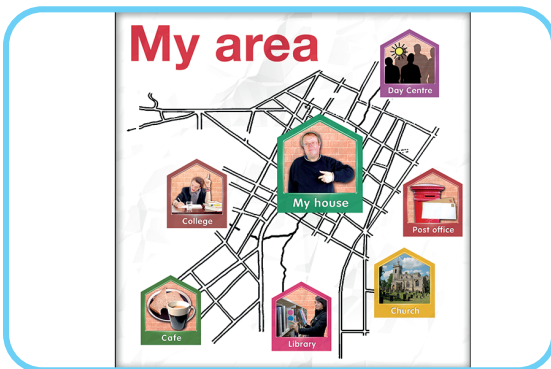
The new Health and Care Act 2022 says that NHS organisations need to work together to make health and wellbeing better for people.



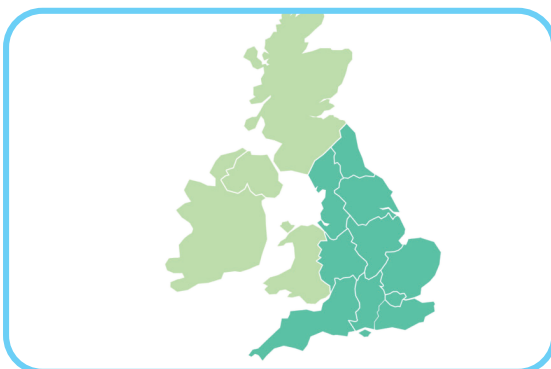
The Health and Care Act 2022 says that this will happen by setting up new organisations that are part of Integrated Care Systems (ICS).



Integrated Care Systems help join up Health and Care services, so they work better for local people and communities.



Integrated Care Systems are made up of different organisations, which include local NHS, Local Councils and voluntary sector organisations such as charities and other organisations that work in communities.



Integrated Care Systems cover different areas of England; for example, the South Yorkshire Integrated Care System covers Sheffield, Barnsley, Doncaster and Rotherham.

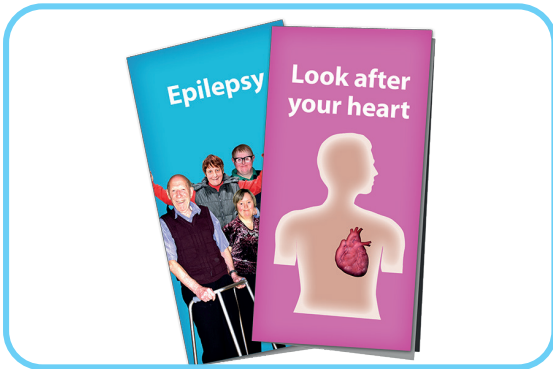


## Integrated Care Systems will mean that:

- People and communities will have a stronger voice.



- People and communities will help to design services and make decisions.



- People who use services have more information and control over their health.



- People who use services have more choice.



The new plan says how this will happen.

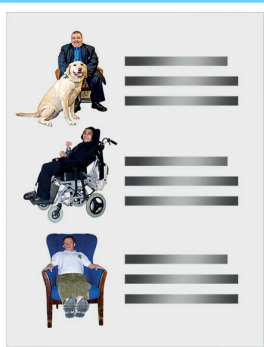


## Who is the plan for?

The new plan is for Integrated Care Systems, NHS trusts (like hospitals) and NHS England.



Other organisations will be able to use the plan if they want to.



The new plan will help NHS England, Integrated Care Systems, and NHS organisations check they are doing everything they need to include people.



The new plan will help organisations get better at working with the people who use services.

## What do we want the new plan to do?

The new plan will mean that:



- Health and Care organisations include people who use services in writing plans from the start.



- Health and Care organisations will listen to what people want.



- Health and Care organisations will talk to local people to solve problems.



- People who use services will have a bigger say in how they are run and where the money is spent.

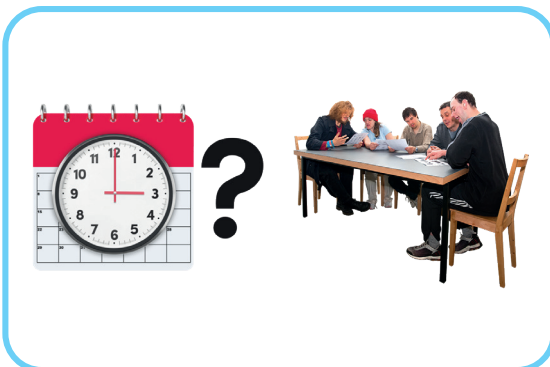
To be able to do this, people running Health and Care organisations will need to:



- Make sure that the staff they employ can work with people who use services from the start.



- Understand that sometimes people will not agree on what should happen, but by working together, people can find a way to get around a problem.



- Make sure that people who use services and people who plan services have enough time to come together to talk about plans.



If Health and Care organisations do this, they will be able to make big decisions with people. This includes the way money is spent and the way services are run locally.

## Why should Health and Care work together with people and communities?



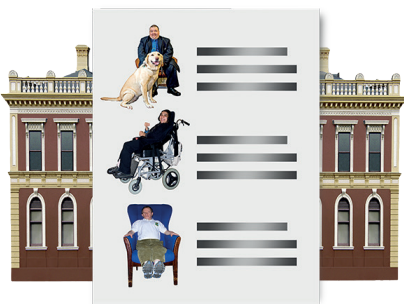
There are lots of good reasons why Health and Care organisations should work together with people.



People who use services have lots of skills and knowledge. By working together, people can often find ways to work around problems.



By working together Health and Care systems get to know more about the barriers people face.



By working together, services are more likely to work for local people because they can be changed to meet their needs.



By working together, people who use services can support each other, feel less lonely, build confidence, skills and knowledge.

### The law says that:



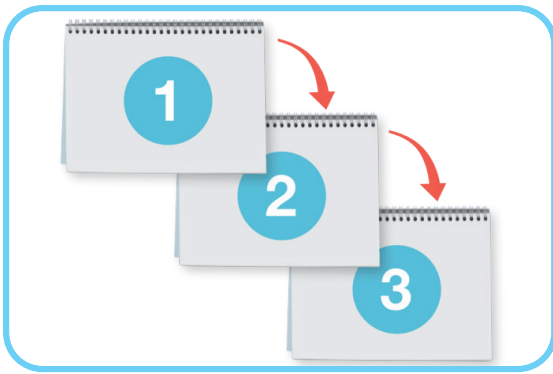
Health and Care organisations like the NHS have to include people and communities in their work. By not doing this, NHS organisations could be taken to court.



Health and Care organisations must also work to the Equality Act 2010 and the Health and Social Care Act 2012.



Both of these laws say that people who use services need to be involved in planning services.



NHS organisations have three things the law says they must do; this is called the 'triple aim'.



1. Help people have better health and wellbeing.



2. Help people have a better quality of services.



3. Money for the NHS is spent on the right things that meet the needs of people.



NHS England and some organisations in Integrated Care Systems (like hospitals) have to work to the new law.

## Ten ideas for working with people and communities



The plan has some ideas for how Health and Care organisations should work with people and communities. NHS England will help and support organisations to make these ideas happen.



### **Idea 1 - Put the voice of people and communities at the centre of decision making**

Organisations need to make sure that:



- People and communities are part of all of their work. For example people are part of boards across the organisation so they can help make decisions and be involved in plans right from the start.



### **Idea 2 - Work with people who use services from the start of plans and feed back to people and communities about how these plans have worked.**

Organisations need to make sure that they:



- Take time to plan, budget and include people from the start. They need to record and celebrate the role people who use services play in giving their feedback and being part of changes and decisions.



### **Idea 3 - Understand what the community's needs and their ideas for the future for Health and Care.**

Organisations need to make sure that they:



- Listen to and include lots of people's voices in their plans.



- Look at what organisations know already and what people who use services have said needs to change. Break down barriers so services are more person centred.



### **Idea 4 - Build relationships with people who do not usually have their say on local plans.**

Organisations need to make sure that they:



- Include the voice of people who do not usually have a say on how services are planned.



- Build trust with people who do not usually have a say and make sure the way people are included is person-centred.



## **Idea 5 - Work with Healthwatch and the voluntary and community organisations.**

Organisations need to make sure that they:



- Work with partners and other organisations to reach local people and communities.



## **Idea 6 - Make information is clear and accessible.**

Organisations need to make sure that they:



- Make sure information about local plans is easy to understand



- Are open and honest about their work and the changes that might need to happen.



- Tell people why they sometimes can not be part making decisions.



## **Idea 7 - Help people and communities to work together**

Organisations need to make sure that they:



- Know what support, activities and organisations are available to people in their local communities.



- Make sure there is money available to help groups and communities work together to make things more person-centred.



## **Idea 8 - Work in co-production with people to make sure Health and Care services work well.**

Organisations need to make sure that they:



- Think about how they work with people who use services and make sure their work with people and communities is person-centred.



- Make sure that people who help to plan Health and Care services are equal. This means that people and professionals share power to plan, design, and deliver support together



## **Idea 9 - Co-produce and change services and so they meet the needs of local people and communities.**

Organisations need to make sure that:



- People who use services have the chance to put forward ideas that managers have not thought of. This will mean that services meet the needs of the local people.



- Make sure they listen to the views of people who use services and local communities in lots of different ways to understand what is important to local people.



## **Idea 10 - Learn from what works and build on this**

Organisations need to make sure that they:



- Understand that everyone has different needs and experiences.



- Improve relationships between people and services



- Make sure work is not repeated



If you would like to find out more about working with people and communities please visit:



<https://www.england.nhs.uk/get-involved>

Or contact:



[england.engagement@nhs.net](mailto:england.engagement@nhs.net)