

# Integrated Care Systems Consultation

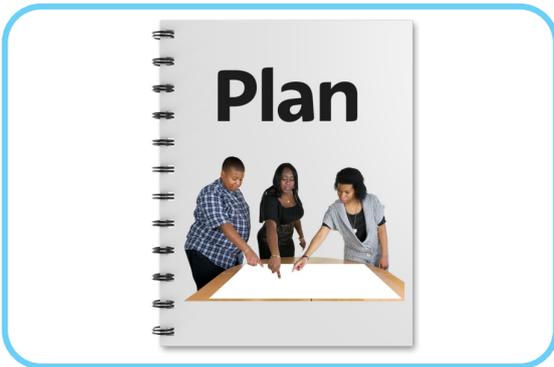
**The plan for  
health and care services to work  
with people and communities**

**Tell us  
what  
you  
think**

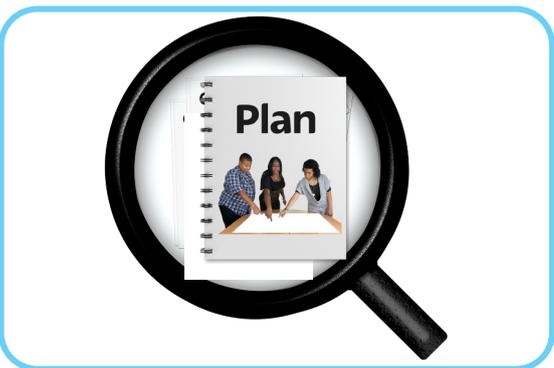




NHS England and NHS Improvement are writing a new plan about working together with people and communities. When we talk about NHS England and NHS improvement in this document we will say “we”.



This new plan will help to make sure that health and care systems work well and that people and communities are involved in health and care services.



We want to know what you think about our plans and what is most important to you.



You have until the 30th of May to tell us what you think. You can tell us what you think by:

1. Filling the questionnaire in online.
2. Asking for a paper copy to be sent to you by emailing: [england.engagement@nhs.net](mailto:england.engagement@nhs.net)
3. Contacting Speakup on 07901521646 to ask for support over the phone or on video call to fill out the questionnaire.



## Why do we need a new plan?

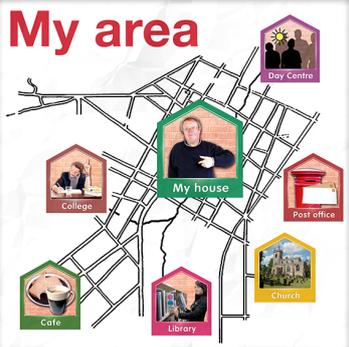
The new Health and Care Bill says that NHS organisations need to work together to make health and wellbeing better for people.



The Health and Care Bill says that this will happen by setting up Integrated Care Systems (ICS).



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

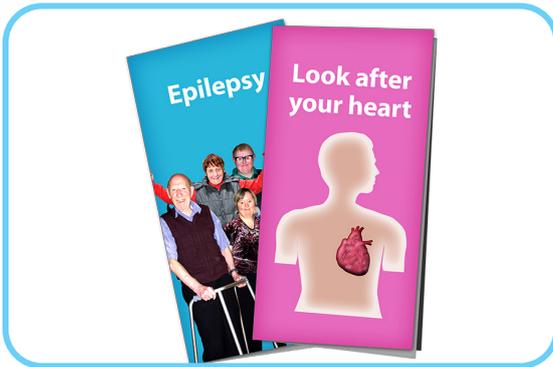
## Integrated Care Systems will mean that:



- 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.

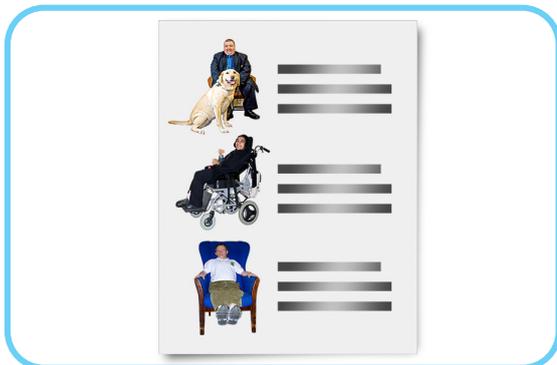


## Who is the plan for?

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.

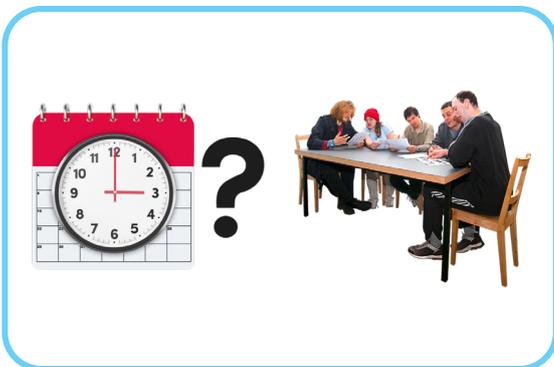
To be able to do this, people running health and care organisations will need to:



- 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 organisations 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:



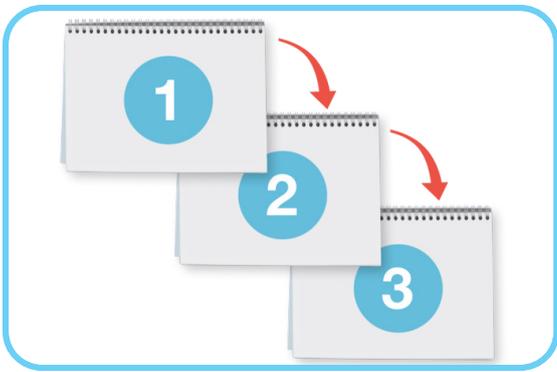
Health and care organisations like the NHS have to include people and communities in their work. By not doing this, NHS organisations could be taken to court.



Health and care organisations must 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 better quality services.



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



NHS England, Integrated Care Systems, NHS trusts and NHS foundation trusts (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 decisions.**

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 right from the start of plans and feedback 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 communities need and their ideas for the future of 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 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 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 cannot take part in 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 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 we 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.

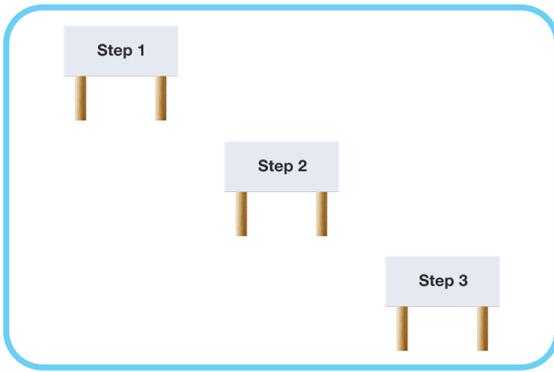


- Improve relationships between people and services.



- Make sure work is not repeated.

## Next Steps



We would like to know what you think of this plan and the things we have talked about.

**Tell us what you think**

1. Do you think the idea is a good one?

Yes

No

Not sure

You have until the 30th of May to tell us what you think. You can have your say by filling out the online questionnaire <https://tinyurl.com/dn4m56ca>



If you would like this document in another format then please contact:  
**Email:** [england.engagement@nhs.net](mailto:england.engagement@nhs.net)

Please fill in this easy read form

Your name

Address

Phone

If you would like a paper copy of the questionnaire:

**Email:** [england.engagement@nhs.net](mailto:england.engagement@nhs.net)  
**Phone:** 0113 825 0861.



If you would like support to fill out this questionnaire:

**Email:** [ics@speakup.org.uk](mailto:ics@speakup.org.uk)  
**Phone:** 07901521646



## Consultation questions:

Thank you for taking the time to read this plan.



The questionnaire questions are below or you can click on the following link which will take you to an online version <https://tinyurl.com/dn4m56ca>



You have until the 30th of May to tell us what you think. Everything you tell us is important and we will not use your name.



We will look at everything you tell us and write a report about what people have said.



If you have any questions or need more information, then please:

**Email:** [ics@speakup.org.uk](mailto:ics@speakup.org.uk)

**Phone:** 07901521646



### Q1. Have you read the easy read plan?

- Yes I have read the plan
- No I have not read the plan - If no, please read the document before answering the questions below



### 2. Are you:

- From a voluntary sector organisation (like a charity)
- From a Local Authority (like a council)
- From a Clinical Commissioning Group (CCG) or Integrated Care System (ICS)
- From another health and care organisation
- Other organisation (Please say)  

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- None of the above I am a member of the public



**3. Do you think the ideas in the plan will help to make health and care better or people who use services?**

- Yes, for everyone
- Yes, for some people
- No
- I am not sure

**Please tell us why you think this.....**



**4. The plan says why it is good for health and care organisations to work with people and communities.**

**Is there anything we are missing?**

- Yes (Please tell us why you think this in the box below)
- No
- I don't know

**Please tell us why you think this.....**



5. Below is a list of the 10 ideas from the plan -  
 Which 3 ideas do you think organisations will need  
 the most help and support with .  
 Please tick only 3.

|  <b>Idea</b>  | <br>Tick |
|--|---|
| <b>Idea 1</b> - Put the voice of people and communities at the centre of decisions.  |   |
| <b>Idea 2</b> - Work with people right from the start of plans and feedback to people and communities about how these plans have worked. |   |
| <b>Idea 3</b> - Understand what the communities needs are and their ideas for the future for health and care.                            |   |
| <b>Idea 4</b> - Build relationships with people who do not usually have their say on local plans.  |   |
| <b>Idea 5</b> - Work with Healthwatch and voluntary and community organisations.   |   |
| <b>Idea 6</b> - Make information clear and accessible.   |   |
| <b>Idea 7</b> - Help people and communities to work together.  |   |
| <b>Idea 8</b> - Work in co-production with people to make sure health and care services work well.                                       |   |
| <b>Idea 9</b> - Co-produce and change services so they meet the needs of local people and communities.                                   |   |
| <b>Idea 10</b> - Learn from what works and build on this.  |   |

Please tell us why you have chosen these ideas. Please can you put the number of the idea next to why you think this.

**Please tell us why you have chosen these ideas continued:**



**6. Do you think that by working together with people health and care services will start to treat people more equally?**

- Yes, for everyone
- Yes, for some people
- No

**Please tell us why you think this...**



**7. Is there anything else you would like to tell us?**

A large, empty rectangular box with a black border, intended for the user to provide their answer to question 7.

**About you:** Please tell us a bit about yourself. You do not have to answer these questions but doing so will help us to make sure that we are working with lots of people.



### How old are you?

- Under 16
- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 and over



### Are you?

- Male
  - Female
  - Non-binary
  - I prefer to use my own words
- 



### Have you changed from the gender you were described as at birth, to the gender you want to be?

- Yes
- No
- I do not want to say



**Which of the following options best describes how you think of yourself?**

- Straight
- Lesbian
- Bisexual
- Gay
- I prefer to use my own term
- I do not want to say



**Do you have a disability or long-term health problem?**

- Yes - I have a disability
- Yes - I have a long-term health problem
- Yes - I have both
- No
- I do not want to say



**Are you:**

- In full time paid work
- In part time work
- In full time education at school, college or university
- I am unemployed
- I am permanently sick or disabled
- I am retired from work
- I look after the family or home
- I do something else



## What is your ethnic group?

### White groups

- Welsh, English, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Any other White background, please write in.....

### Mixed ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background, please write in.....

### Asian or Asian British groups

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, please write in.....

### Black or Black British groups

- Caribbean
- African
- Any other Black background, please write in.....

### Other ethnic group

- Arab
- Any other ethnic group



**Is there anything else you would like to tell us about yourself? You can leave this space blank if you do not want to say.**

**Please return to:** Speakup,  
Galax Business Centre,  
Fitzwilliam Road,  
Eastwood,  
Rotherham,  
S65 1SL

Thank you for filling out this questionnaire



This easy read was created by Speakup  
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