

# Integrated Care Systems: Reporting and Outputs

1. Please tell us which option best describes you/the type of organisation you work for
  - a. A member of the public or person who uses services
  - b. A carer or relative of someone using services
  - c. Expert by Experience
  - d. Healthwatch or other organisation representing people
  - e. Voluntary/charity/community organisation
  - f. Trade association or other body that represents health and social care providers
  - g. Health or social care provider
  - h. Integrated care system
  - i. Local authority
  - j. Commissioner
  - k. MP
  - l. Government/Department of Health and Social Care
  - m. National body or other regulator
  - n. Other
  
2. What information would you like to see from our assessments of integrated care systems?
  - Strengths
  - Areas for improvement
  - Detailed findings against quality statements
  - The evidence and insight we collected
  - Information on how we reached our judgement
  - Benchmarking information
  - How people are involved and engaged
  - Good practice
  - Next steps
  - Case studies
  - Action plans
  - Experiences of residents/local people
  - Other
  
3. How would you use the information from our assessments of integrated care systems?
  - To make a judgement about the quality of care in my area
  - To learn about what other areas are doing well
  - To understand how a system was addressing a specific issue
  - To inform decisions about care
  - To be assured that the experiences of local residents/local people are informing decisions
  - To understand how my area compares to others (benchmarking)

- Other
    - To understand how ICSs are working at a national level
4. Who do you think the information would be relevant to? Please the below in the order that you think the information would be of most relevance/interest to
- Integrated care system
  - Integrated care partnership
  - Integrated care board
  - Local authority
  - Commissioner(s)
  - MPs
  - Government/Department of Health and Social Care
  - National bodies and other regulators
  - Provider organisations
  - Members of the public and people using services
  - Voluntary, community and social enterprises
  - Healthwatch and other organisations representing people

5. Are there any audiences you think we've missed?

N/A

Through our engagement to date, we have discussed including information on the 'direction of travel' of an integrated care system. This is in recognition of varying maturities and that many strategies and changes could take a number of years to see results. The following questions ask for your views on 'direction of travel' information.

6. Would you find it useful to have 'direction of travel' information alongside findings from our assessments of integrated care systems?
- Yes
  - No
  - Don't know
7. What would you expect to see included when talking about the direction of travel?
- Areas for improvement
  - Good practice
  - Action plans
  - Priorities for improvement
  - Assurance that plans and strategies are in place
  - Innovation
  - Experience of residents/local people
  - Other

## Assessing the leadership of integrated care systems

1. Please tell us which option best describes you/the type of organisation you work for.

- a. A member of the public or person who uses services
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- k. MP
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- m. National body or other regulator
- n. Other

2. The following questions ask for your views on the quality statements we have selected from the single assessment framework for the theme of 'leadership'. For each statement, please tell us the extent to which you agree that it will help us reach a judgement about leadership.

- a. **Shared direction and culture:** We have a shared vision, strategy and culture that is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding and meeting the needs of people and our communities.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- b. **Capable, compassionate and inclusive leaders:** We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively and do so with integrity, openness and honesty.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- c. **Governance and assurance:** We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- d. **Partnerships and communities:** We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- e. **Learning, improvement and innovation:** We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- f. **Environmental sustainability – sustainable development:** We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

- g. **Workforce equality, diversity and inclusion:** We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

3. We'd like to know how you'd prioritise the quality statements. Please rank in other of importance according to your opinion.

N/A.

4. Do you think there are the right number of quality statements for this theme?

- Yes
- No - too many
- No - too few

5. We're now going to ask for your thoughts on the evidence requirements for the theme of 'leadership'. The following questions indicate the possible evidence we have identified for each evidence category.

a. These evidence requirements relate to the 'people's experience' evidence category. For each requirement, please indicate whether you think this is something we should collect.

...

e. We may also observe meetings. Please indicate whether these are meetings we should look to observe as part of our assessment activity.

- Primary Care Network meetings
  - Yes
  - No
  - Don't know
- Provider collaborative meetings
  - Yes
  - No
  - Don't know
- Place meetings
  - Yes
  - No
  - Don't know

6. Please add any further evidence requirements that could help us make judgements about leadership. If these relate to a specific evidence category, please state this in your answer.

The evidence categories are: People's experience; staff and leaders; feedback from partners; processes; outcomes; observation

N/A

# Assessing integration in an integrated care system

1. Please tell us which option best describes you/the type of organisation you work for.
  - a. A member of the public or person who uses services
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  - e. Voluntary/charity/community organisation
  - f. Trade association or other body that represents health and social care providers
  - g. Health or social care provider
  - h. Integrated care system
  - i. Local authority
  - j. Commissioner
  - k. MP
  - l. Government/Department of Health and Social Care
  - m. National body or other regulator
  - n. Other
  
2. The following questions ask for your views on the quality statements we have selected from the single assessment framework for the theme of 'integration'. For each statement, please tell us the extent to which you agree that it will help us reach a judgement about integration.
  - a. **Safe systems, pathways and transitions:** We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.  
  
N/A
  
  - b. **How staff, teams and services work together:** We work effectively across teams and services to support people, making sure they only need to tell their story once by sharing their assessment of needs when they move between different services.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.  
  
N/A

- c. **Care provision, integration, and continuity:** We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about leadership.

N/A

3. We'd like to know how you'd prioritise the quality statements. Please rank in order of importance according to your opinion.

N/A

4. Do you think there are the right number of quality statements for this theme?

- Yes
- No - too many
- No - too few

5. We're now going to ask for your thoughts on the evidence requirements for the theme of 'integration'. The following questions indicate the possible evidence we have identified for each evidence category.

- a. These evidence requirements relate to the 'people's experience' evidence category. For each requirement, please indicate whether you think this is something we should collect.

...

6. Please add any further evidence requirements that could help us make judgements about integration. If these relate to a specific evidence category, please state this in your answer.

The evidence categories are: People's experience; staff and leaders; feedback from partners; processes; outcomes; observation

There should be an additional quality statement that says: We design our physical estates to maximise the benefits of integration for people and our local communities, enabling people to move smoothly across pathways and access a variety of joined-up care.

# Assessing the quality and safety of an integrated care system

1. Please tell us which option best describes you/the type of organisation you work for.
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  - b. A carer or relative of someone using services
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  - e. Voluntary/charity/community organisation
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  - g. Health or social care provider
  - h. Integrated care system
  - i. Local authority
  - j. Commissioner
  - k. MP
  - l. Government/Department of Health and Social Care
  - m. National body or other regulator
  - n. Other

2. The following questions ask for your views on the quality statements we have selected from the single assessment framework for the theme of 'quality and safety'. For each statement, please tell us the extent to which you agree that it will help us reach a judgement about quality and safety.

- a. **Learning culture:** We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

N/A

- b. **Safe and effective staffing:** We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development and work together effectively to provide safe care that meets people's individual needs.  
Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

N/A



- c. **Safeguarding:** We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

N/A

- d. **Supporting people to live healthier lives:** We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce their future needs for care and support.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

N/A

- e. **Equity in access:** We make sure that everyone can access the care, support and treatment they need when they need it.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

N/A

- f. **Equity in experiences and outcomes:** We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

Please tell us the extent to which you agree that this quality statement will help us reach a judgement about quality and safety.

3. We'd like to know how you'd prioritise the quality statements. Please rank in order of importance according to your opinion.

N/A.

4. Do you think there are the right number of quality statements for this theme?

- Yes
- No - too many
- No - too few

5. We're now going to ask for your thoughts on the evidence requirements for the theme of 'quality and safety'. The following questions indicate the possible evidence we have identified for each evidence category.
  - a. These evidence requirements relate to the 'people's experience' evidence category. For each requirement, please indicate whether you think this is something we should collect.

...

6. Please add any further evidence requirements that could help us make judgements about quality and safety. If these relate to a specific evidence category, please state this in your answer.  
The evidence categories are: People's experience; staff and leaders; feedback from partners; processes; outcomes; observation

There should be an additional quality statement that says: We support practices to deliver a high quality of care for patients in their areas.

In the "safe and effective staffing" quality statement, it should say: We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development, have **access to retention schemes to encourage them to remain in post**, and work together effectively to provide safe care that meets people's individual needs.