

KEY HIGHLIGHTS

from the Leading Integration Peer Support programme

From January 2022 to March 2024 NHS England commissioned the Leading Integration Peer Support programme (LIPS). A partnership between NHS Confederation, the Local Government Association and NHS Providers, it was designed to provide a range of free, bespoke support to system and place-based partnerships.

18

integrated care systems (ICSs) were provided with tailored direct support, delivered by our pool of expert peers



7

case studies, insights from experience, 'deep dives' to explore key issues, Q&As and disseminations of learning



15

out of 18 systems reported that LIPS support enabled stronger partnership and collaborative working



9

learning events took place based on thematic topics identified during our support, during which...



95% satisfaction across all programme activities



1,200

delegates attended our webinars, including...

27

speakers provided varied perspectives and live examples others could benefit from

294

senior leaders attending individual webinars



Key takeaways

- **Relationship building**
LIPS has accelerated progress in several areas including how to build a positive culture of collaboration and reaching a shared view on priorities and resources at place and system levels.
- **Clear, shared vision and priority setting**
LIPS has helped ensure that vision and objectives are genuinely co-developed. Several integrated care systems (ICSs) have strengthened their vision with a narrative to engage staff and help with their involvement. This led to new workstreams, strategies, plans, roles, recommendations and priorities.
- **Building and accelerating mutual agreement and understanding**
Our support facilitated discussions between organisations and within partnerships enabling clarity of roles and responsibilities and ways of working to deliver priorities and agreed action plans.
- **Navigating and facilitating change**
Our support has helped partners to consider the implications and impact of change and what that means for delivering priorities.
- **Safe spaces**
At a time of record pressures, taking time out to think and the ability to hold in conversations to explore perspectives and expectations was appreciated. Our support stretched thinking – people were not always approaching issues in the same way.
- **Making connections**
LIPS enabled conversations about how different parts of the system and places need to work together in order to drive forward change (mapping strategies and priorities, where conversations were being led etc).
- **Maintaining relationships and future joint working**
There was a strong recognition of the importance of working on the relationships and building trust amongst partners, including creating time and space to develop working relationships.



The support was brilliant – working with peers felt like a two-way street where we were truly co-designing something together.

ICS DIRECTOR

Programme information and resources can be found at

www.nhsconfed.org/what-we-do/peer-support

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2024