



Assurance
from the start

Building trust in
integrated care systems

The NHS Long Term Plan requires Sustainability and Transformation Partnerships to become Integrated Care Systems (ICSs) by 2021.

Achieving this aim will require systems to achieve substantial changes in ways of working, governance structures, decision-making and care pathways.

Why is building trust in NHS systems important?

Well developed Integrated Care Systems (ICS) are taking accountability for important aspects of health system transformation, including:

- improving patient/service user outcomes
- managing within system financial targets
- delivery of system improvement plans
- making patient care more joined up and individualised
- making better use of technology.

Stakeholders need confidence that local NHS systems are going to:

- deliver on key objectives
- use resources appropriately
- deliver a more sustainable and affordable NHS
- plan NHS services that are fit for the future.

Providing assurance will be more complex in the new world of systems

Systems will have a complex network of stakeholders who will each need different assurances on delivery:

- System boards will want clear visibility of how strategic risks are being managed within the individual organisations.
- System participants need to trust the finance and performance information being shared with them.
- The boards for each individual organisations will retain accountability and will need visibility of delivery at a system level.
- Local partners and the public will want to know how the local health and care system is delivering on their priorities.



System assurance by design

Leading ICSs will be building in assurance from the start, working with its system organisations and stakeholders to be clear on their requirements.

What good looks like?

- System level business intelligence aligned to key delivery priorities and risks.
- Trust in shared data to make effective decisions, in particular when embedding population health management at the heart of system strategies.
- System wide risks mapped with a shared Assurance Framework.
- System level financial controls with transparent reporting to all stakeholders.
- Assurance over System Improvement and Delivery Plans.
- Built in assurance to give confidence in the delivery of key transformation and digital programmes.
- Access to expertise and wider views from other systems to help navigate challenges and respond to emerging risks.

How PwC can help?

- Our dedicated public health assurance practice works across the NHS providing confidence and building trust with key stakeholders
- We provide assurance over complex programmes and significant risks, helping ensure transformation and change programmes are delivered on time, to budget and with the system benefits expected.
- We have significant experience of helping clients build effective risk management and controls frameworks.
- Our national Health Assurance team includes subject matter expertise in: finance, enterprise risk and control, culture and behaviour, data and health actuarial, cyber and technology.

Key Health Assurance contacts

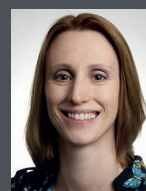
London and South East



Alpesh Shah
Partner
07956 664804
alpesh.shah@pwc.com



Katherine Nelson
Director
07841 499344
katherine.j.nelson@pwc.com



Katie Griffin
Director
07841 567879
katie.griffin@pwc.com

Wales and West



Heather Ancient
Partner
07714 665144
heather.c.ancient@pwc.com

Midlands



Alison Breadon
Partner
07740 894817
alison.breadon@pwc.com

North



Karen Finlayson
Partner
07881 805552
karen.finlayson@pwc.com

This publication has been prepared for general guidance on matters of interest only, and does not constitute professional advice. You should not act upon the information contained in this publication without obtaining specific professional advice. No representation or warranty (express or implied) is given as to the accuracy or completeness of the information contained in this publication, and, to the extent permitted by law, PricewaterhouseCoopers LLP, its members, employees and agents do not accept or assume any liability, responsibility or duty of care for any consequences of you or anyone else acting, or refraining to act, in reliance on the information contained in this publication or for any decision based on it.

© 2019 PricewaterhouseCoopers LLP. All rights reserved. In this document, "PwC" refers to the UK member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see www.pwc.com/structure for further details.

190515-102551-KN-UK