



**WIG**

The Whitehall & Industry Group  
connecting the sectors



## 'Society' Series

Integrating health and social care across the sectors

### Expert Insight

We were delighted to host Dr Vivienne McVey, CEO of Virgin Care, for a webinar at this pivotal moment for health and social care provision in the UK. She discussed the challenges around increasing integration between these services, and the crucial role that collaboration, with both private companies and the not-for-profit sector, has to play in supporting the NHS and local authorities.

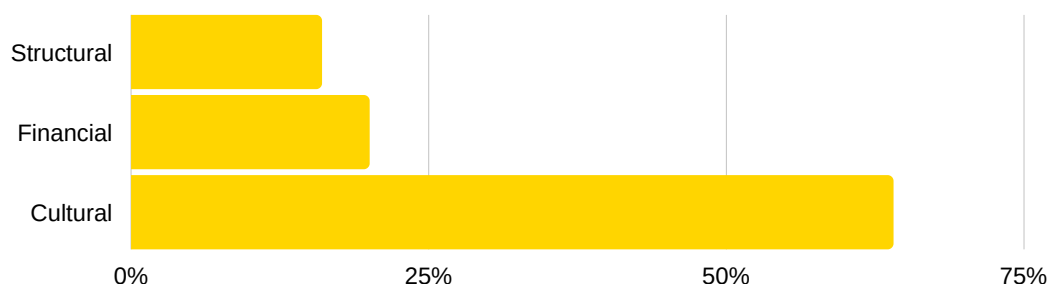


Vivienne touched upon points including:

- In order to deliver a world class National Health Service with state of the art hospital care, as well as managing health inequalities and the wider determinants of public health, the health service has to work together with other organisations in integrated care systems.
- Challenges include accountability for system decisions, driving up standards, questions around procurement and competition, different funding models, and different criteria for access to services.
- The NHS and local authorities speak different languages, but the response to the COVID-19 pandemic has helped build these relationships and overcome some barriers to greater collaboration.
- Clarity is key to success; in the commissioning process, when agreeing responsibilities, and in terms of accountability for both delivery and finance.
- Integration means having a shared goal for the people that we serve, and delivering a seamless service.
- Any redesign of service post COVID-19 needs to take into account the most vulnerable and those that may struggle to access digital services.

### Cross-sector Opinion

Attendees from the breadth of our cross-sector membership listened in live, we asked them: which do you perceive to be the greatest barriers to increased integration between health & social care?



### Our members' questions

Our members raised some challenging questions to be answered, some of the big issues raised included:

- The challenges that increased integration across health & social care poses for leaders operating in this space.
- Why Virgin Care has been successful and continued delivering community services for the NHS, when other organisations have left the market in recent years.
- What makes a successful partnership in this context, and the value that NfP and private companies bring when working together collaboratively.

WIG members can listen to Vivienne's presentation [here](#)

To see our full programme of webinars, visit [www.wig.co.uk](http://www.wig.co.uk)