

COMMUNIQUE: CONSUMER COMMISSION DIVERGENT WORKSHOP 2

6 AUGUST 2020

On 5 August CHF hosted the second workshop of our *Consumer Commission: Beyond COVID-19*, which focussed on integration and care coordination. 22 Consumer Commissioners attended the session.

Throughout the workshop Commissioners were divided into breakout groups to discuss four key questions related to integration, care coordination and how the COVID-19 pandemic has exposed areas of fragmentation in the system. The key questions discussed were:

1. Have there been any changes adopted during the pandemic response that can be retained to help support integrated and coordinated care into the future?
2. What are the key points of fragmentation and disconnection that recent circumstances have amplified?
3. What changes are needed so that all care pathways are based around the needs of individuals, families and communities rather than providers?
4. What governance arrangements are needed to facilitate better integration between health and social care services?

Key themes from the discussions are outlined below:

