



# CLAHRCBITE

Brokering Innovation Through Evidence

May 2019

**Manchester Integration (MInt) with Manchester Health & Care Commissioning**



**The National Institute for Health Research Collaboration for Leadership in Applied Health Research and Care (NIHR CLAHRC) Greater Manchester is a partnership between providers and commissioners from the NHS, industry, the third sector and the University of Manchester.**

We aim to improve the health of people in Greater Manchester and beyond through carrying out research and putting it into practice.

## **What was the aim of the project?**

To improve health and social care services across the city of Manchester, Manchester Local Care Organisation (MLCO) was created to deliver community based care. MLCO is a public sector organisation, formed and commissioned by Manchester's Health and Care Commissioner (MHCC). This also involved four provider partners who signed an agreement to work collaboratively in a partnership across the organisations and disciplines:

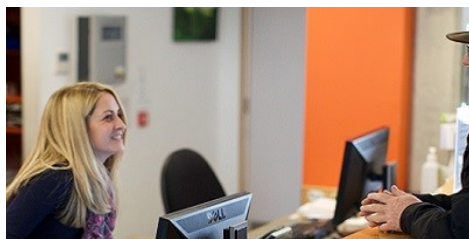
- [Manchester City Council](#)
- [Manchester University NHS Foundation Trust](#)
- [Greater Manchester Mental Health NHS Foundation Trust](#)
- [The Manchester Primary Care Partnership Limited](#)

We evaluated the integration process in order to inform the ongoing restructuring of these health and care services.

## How did we do it?

The project involved:

- A literature review to understand what is known about integration in healthcare
- In-depth interviews with key people from both the commissioning and provider organisations. These interviews helped researchers develop a rich understanding of the factors that help or hinder integration. Where possible this understanding was supplemented by observation of relevant meetings.



become more complex. Manchester has significantly lower life expectancy than the rest of the country, vast health inequalities across the city and some of England's highest levels of alcohol and smoking-related deaths. If services are to continue providing appropriate, efficient and sustainable care, they need to respond to these changes.

Emphasis has recently been placed on the benefits of a holistic approach, with the person at the centre of the conversation about their care. This requires integrating health and social care at neighbourhood level. To successfully do this, commissioners and providers need to have a thorough understanding of the factors that both enable and inhibit such change. This evaluative study provided valuable insight into the process of integration, not only for MHCC, but also other regions where similar work is to be undertaken.

## Why was it important?

The level of demand for health and social care services has been steadily increasing over recent years. Many of these demands have

## Who we worked with?

Manchester Health & Care  
Commissioning (MHCC)

Manchester Local Care Organisation (MLCO)

## What's next?

The findings have been used by MHCC/MLCO to inform aspects of the ongoing roll out of their integration work, including:

- The development of a set of standardised operating procedures
- Informed discussions around a shared understanding of the purpose of the MHCC integration work and distributed leadership
- Addressing governance issues arising from the integration work
- Helping identify measures to evaluate the impact of the integration work which may lead to future research activity

Further afield, other aligned organisations are drawing on the learning to inform their own integration and their leadership agendas going forward.

## What is NIHR CLAHRC GM?

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## Find out more

[www.clahrc-gm.nihr.ac.uk/projects/manchester-integration](http://www.clahrc-gm.nihr.ac.uk/projects/manchester-integration)

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