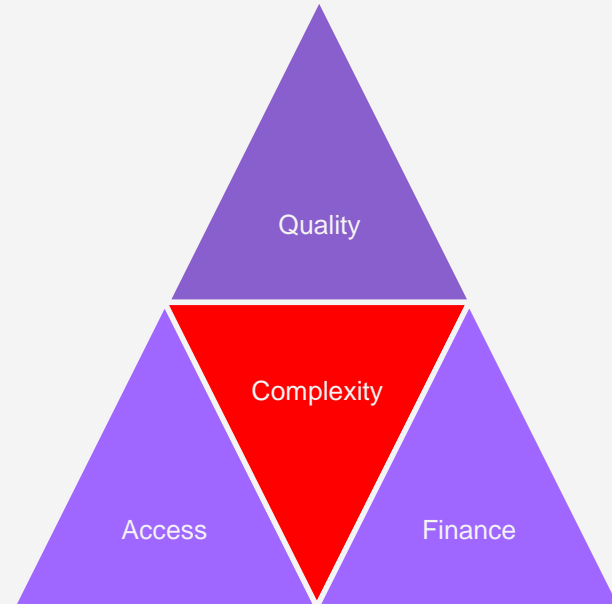

Sustainability & Transformation: how to influence for patient experience

The NHS Conundrum

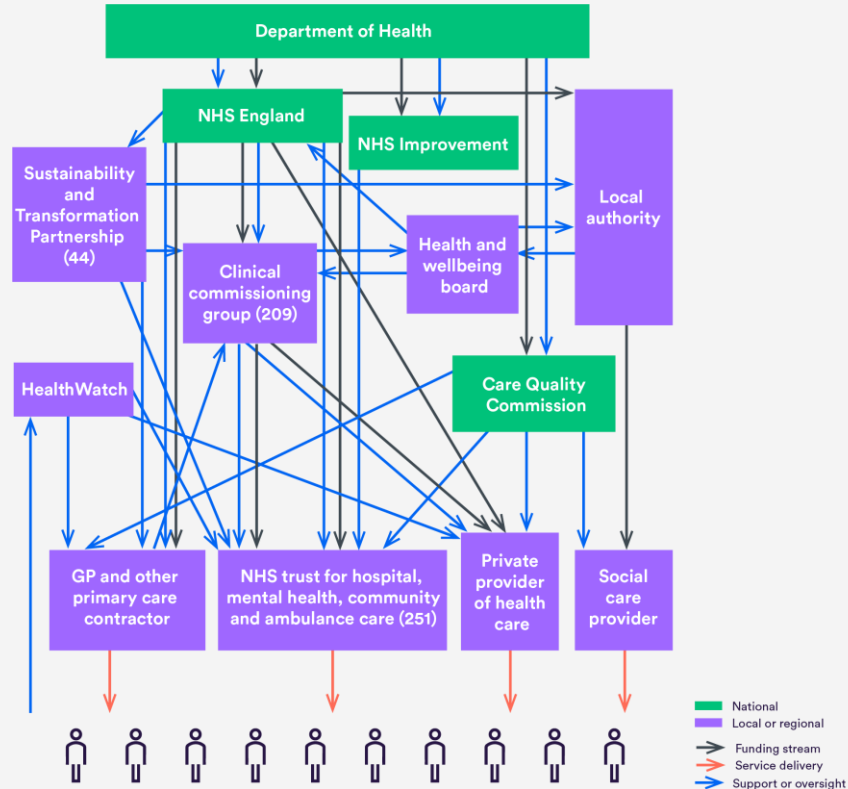
How does a complex system do more work than ever before, to a higher standard than ever before, with resources which are highly constrained?



Five paradoxes

- We're getting healthier; but we're using the NHS more
- Quality is improving; but we're becoming more transparent about gaps and mistakes
- Staff numbers are up; but staff are under greater pressure
- The public are satisfied now; but concerned about the future
- There's a consensus that care needs to change in the long term; but we are absorbed in managing today's problems

The structure in England



Sustainability and Transformation: Plan to Partnership



2017/18 priorities

- Improving A & E performance
- Strengthening access to primary care
- Improvements in cancer services
- Improvements in mental health services
- Financial balance
- Accelerate service redesign

Planning for the future

Five rules of thumb:

- Keep people healthier for longer through service improvements and outcomes not administrative reorganisation
- Co-produce major national improvement strategies
- ‘Horses for courses’
- Evolution not Big Bang
- Back energy & leadership where we find it

And where do patients fit in?



Community participation

Healthwatch principles:

- Set out the case for change so people understand the current situation and why things may need to be done differently.
- Involve people from the start in coming up with potential solutions.
- Understand who in your community will be affected by your proposals and find out what they think.
- Give people enough time to consider your plans and provide feedback.
- Explain how you used people's feedback, the difference it made to the plans and how the impact of the changes will be monitored.

Putting the 'P' into STP

- People: Who are you working with?
- Population: Do you understand their needs, wants, desires and fears?
- Partnership: Are patients and the public true partners?
- Plan: Do you know who's doing what, when, with whom, why, and what will it achieve?

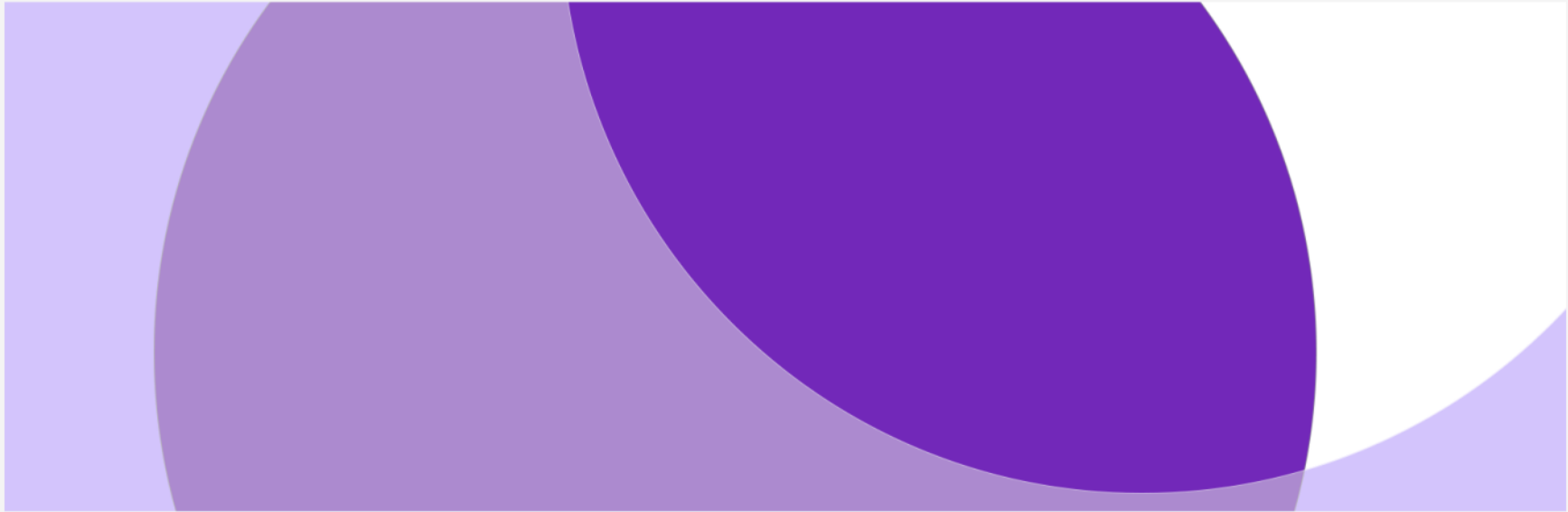
The NHS Constitution

The NHS belongs to the people.

It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.

The NHS is founded on a common set of principles and values that bind together the communities and people it serves – patients and public – and the staff who work for it.

- Comprehensive service available to all
- Access based on need not ability to pay
- The highest standards of excellence & professionalism
- The patient at the heart
- Working across organisational boundaries in the interest of the patient
- The most effective, fair and sustainable use of finite resources
- Accountable to the public communities and patients that it serves



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