

Putting Patients First: The summary NHS England business plan for 2013/14 – 2015/16

Purpose

Our goal is high quality care for all, now and for future generations. This plan sets out how we will improve quality and secure the best possible outcomes for patients and best value for taxpayers.

2013/14 is a critical year for the NHS. The Francis report demonstrates the tragic consequences when standards of care fall woefully short. This is why we in the NHS must, and will, put patients at the heart of everything we do. The overarching theme of the Francis report is clear: a fundamental cultural change is needed in order to put patients at the centre of the NHS. Good staff support and management is fundamental to culture, and directly impacts on patient

experience. The whole of the business plan is oriented towards supporting this cultural change.

The NHS England scorecard

Patients and the public are entitled to know how we are doing. We are committed to transparency and will introduce an 11 point scorecard for our priorities and how these will be measured. Two measures stand above the others as touchstones of our success: direct feedback from patients and their families; and feedback from NHS staff. We know that understanding the satisfaction of service users and staff will tell us how well we are delivering quality where it matters, and how we can improve.

Priority	Scorecard measurement
1 – Satisfied patients	Net score of positive versus negative feedback (scale -100/+100)
2 – Motivated, positive NHS staff	Net score of positive versus negative feedback (scale -100/+100)
3 – Preventing people from dying prematurely: Outcomes Framework Domain 1	Progress against Improvement areas 1.1 – 1.7
4 – Enhancing quality of life for people with long term conditions: Outcomes Framework Domain 2	Progress against Improvement areas 2.1-2.6
5 – Helping people to recover from episodes of ill health or following injury: Outcomes Framework Domain 3	Progress against Improvement areas 3.1 – 3.6
6 – Ensuring people have a positive experience of care: Outcomes Framework Domain 4	Progress against Improvement areas 4.1 – 4.9
7 – Treating and caring for people in a safe environment; and protecting them from avoidable harm: Outcomes Framework Domain 5	Progress against Improvement areas 5.1 – 5.6
8 – Promoting equality and reducing inequalities in health outcomes	Progress in reducing identified health inequalities on all indicators for which data are available
9 – NHS Constitution rights and pledges, including delivery of key service standards	The proportion of people for whom NHS England meets NHS Constitution standards
10 – Becoming an excellent organisation	Staff survey results, 360 degree feedback
11 – High quality financial management	Actual spend versus budget

Our operating model

We shall achieve these outcomes by using the eight components of our operating model to ensure that the commissioning system is in the best possible place to make a difference for the people of England:

- a. Supporting, developing and assuring the commissioning system
- b. Direct Commissioning: NHS England directly commissions specialist services, primary care, public health services, dental services, armed forces health services and offender health services
- c. Emergency Preparedness
- d. Partnership for quality
- e. Strategy, research and innovation for outcomes and growth
- f. Clinical and professional leadership
- g. World class customer service: Information, Transparency and Participation
- h. Developing Commissioning Support

What we stand for:

We are committed to achieving better outcomes for all in the right way:

We put people first. Everything we do is directly connected to our purpose of improving outcomes – not a process, not an organisation, not a profession – but the person who needs the NHS to care for them.

We make informed decisions. We listen to the people and communities we serve, we look at the insight and evidence and we measure our outcomes, so that our decisions are objective and we understand their impact.

We are open and transparent. We are accountable and we take individual and collective responsibility for our actions. We act with integrity and we are transparent about the decisions we make, the way we operate and the impact we have.

We are inclusive. We work in partnership with patients and clinicians, the public and our partners because we get the very best outcomes when we work together with common purpose.

We are relentless for improvement. We believe we can always do better for patients and will challenge and seek challenge. We share ideas and knowledge and take risks because we believe in innovation and learn from our mistakes.

We listen and learn. We believe everybody has the right to a good idea and to be listened to carefully and thoughtfully. We respect and support each other, building trust to encourage everyone to give their very best.