

# **The public's challenge to a national treasure: responding to questions posed by patients and the public**

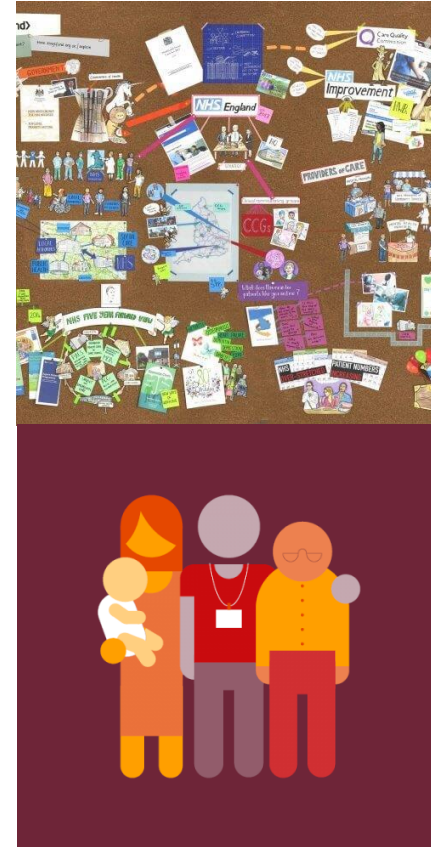
Deena Maggs  
Head of Information and Knowledge Services  
The King's Fund

# What does patient and public information mean to you?

Talk to the person next to you

# Today's agenda

- Setting the health and care policy scene
- What PPI means to IKS at the King's Fund – what we get asked
- What's your approach?
- Breaking down barriers
- What else is at play that could help our role?
- Concluding thoughts



# The 'King' in King's Fund



# What year? Quotes from the King's Fund

"What is clear, however, is that any British government, of whatever political colour, is going to have difficulty funding the NHS at an adequate level."

*(Shaping the NHS for the 1990s", (1989) Robert Maxwell, CEO, The King's Fund*

"The general aims in the reorganisation were that it should ensure a comprehensive and fully integrated health service in which care would be provided locally."

*(Tracing decisions in the NHS, 1980)*

"concentrated efforts throughout the country to increase [...] the unification of services' to 'improve the service to the patient"

*(Working together: a study of coordination and cooperation between general practitioners, public health and hospital services, 1968)*

"Evidence shows that there are wide gaps between what patients want and what doctors think that patients want. When patients are fully informed about the risks and benefits of treatment options, they choose different and often fewer treatments."

*(Transforming the delivery of health and social care: the case for fundamental change, 2012)*

# The political agenda

TheKingsFund

Ipsos MORI  
Social Research Institute

## The public and the NHS What's the deal?

### Overview

The NHS is under financial pressure with growing demand for services. As the NHS reaches its 70<sup>th</sup> birthday, The King's Fund has been exploring how the public views its relationship with the NHS. In March 2018, in partnership with Ipsos MORI, we carried out three 'deliberative workshops' to explore this issue.

- We found that the relationship between the public and the NHS is strong, and people were committed to its founding principles. However, there were several areas where the NHS could improve - not least around waste.
- While there was a feeling that some people take the NHS for granted and demand too much, participants felt that their expectations of the NHS were largely being met and that those expectations were realistic.
- Lack of funding was seen as a problem and government was seen as responsible. Most people would be willing to pay more tax to maintain the NHS, and many people favoured a dedicated NHS tax.
- There was recognition that NHS services were sometimes used inappropriately, which



### House of Commons Health and Social Care Committee

### Integrated care: organisations, partnerships and systems

#### Seventh Report of Session 2017–19

*Report, together with formal minutes relating to the report*

*Ordered by the House of Commons to be printed 23 May 2018*

Two parliamentary committees have made history by being the first in the UK to ask a citizens' assembly – a representative body of English citizens – to inform their work, and then throw their weight behind its bold recommendations.

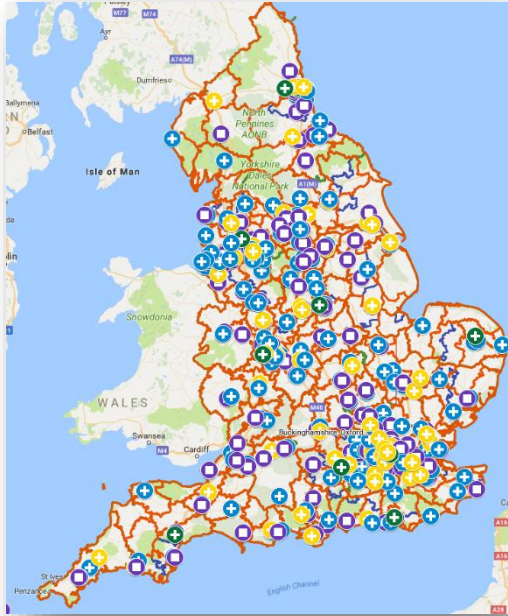
Today's *social care report* from the Health and Social Care, and Housing Communities and Local Government Committees closely mirrors the recommendations of the Citizens' Assembly on Social Care, calling among other things for a tax on over 40s to help pay for social care.



The Citizens' Assembly on Social Care

The report - which also echoes the Assembly's aspirations for social care to be free at the point of use for both working age and older adults, be of higher quality, include better support for carers and use national earmarked contributions to help pay for the changes - calls for a cross-party parliamentary commission to urgently review a system which the Assembly concluded

# Health and care policy landscape



STPs, HWBB, Trusts, LAs etc....



Integrated Care Systems...

# NHS at 70






# NHS at 70

People's Encyclopedia Home Virtual NHS Museum BBC Series

**LATEST BLOG POST**




**FIVE QUESTIONS ABOUT THE NHS – WHERE WILL THE NHS BE IN 70 YEARS?**

In collaborating with the BBC for this year's 70th anniversary of the NHS we wanted to find out how people felt about the future of the NHS, as well as thinking about its past, and so another question that we felt it was important to put forward to the interviewees was; 'Where will the NHS be in 70 years?'

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**News & Events**



**LOOKING FOR MEMORIES FROM KENT!**

A Guest Blog by Sian Elvin, of Kent Live... I've worked as a journalist in the county of Kent for almost three years now since graduating from the University of Warwick, and as you can imagine the NHS has always been a topic of great interest in our newspapers and on our website. Kent is home to the East Kent Hospitals

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What do you have in mind?



**PEOPLE'S HISTORY OF THE NHS**

Tweets 3,292 Following 438 Followers 2,444 Likes 1,486

**NHS History** @NHSHistory

Researching cultural history of the NHS to uncover the meanings of this key British institution. Supported by the Wellcome Foundation

University of Warwick @peoplehistorynhs

Joined April 2015

Born on July 5, 1948

467 Photos and videos

**Tweets** Tweets & replies Media

Planned Tweet

**NHS History** @NHSHistory · Jan 18

We are delighted to be working on this documentary for the BBC telling a people's history of the NHS:

If you would like to share your story, do visit our website: [peoplehistorynhs.org](http://peoplehistorynhs.org), or you can also directly email the production company at [peoplehistoryNHS@wonder.co.uk](mailto:peoplehistoryNHS@wonder.co.uk)

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- Jennifer Crane @jen\_craze
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- HistoryPrisonHealth @HistoryPrisonHealth

**THE PEOPLE'S HISTORY OF THE NHS**

Do you have a story of the NHS to share? A new BBC documentary wants to hear from you!



**K**

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Information & Knowledge Services at @TheKingsFund. We cover UK health & social care policy and we're happy to answer your enquiries: [library@kingsfund.org.uk](mailto:library@kingsfund.org.uk)

London, UK

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Joined January 2010

177 Photos and videos

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**The King's Fund IKS** @kingsfund\_iks · Jun 11

Bertie's Book Group is our new monthly health-themed book group. Set around the time of the birth of the NHS, our first discussion will be on 'The Little Stranger' by Sarah Waters. Book now to join the discussion on Thursday 26 July <https://t.co/3TK3bq9rG> #NHS70 #BookGroup



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**70 NHS at 70**  
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**NHS at 70 - The Story of our Lives** @NHSat70

Our project is creating a digital shared social history of the NHS through collecting stories from patients & workers. #NHS70stories #NHSat70 #NHS70

University of Manchester, England

@NHSat70

Joined August 2017

Born in 1948

248 Photos and videos

**Tweets** Tweets & replies Media

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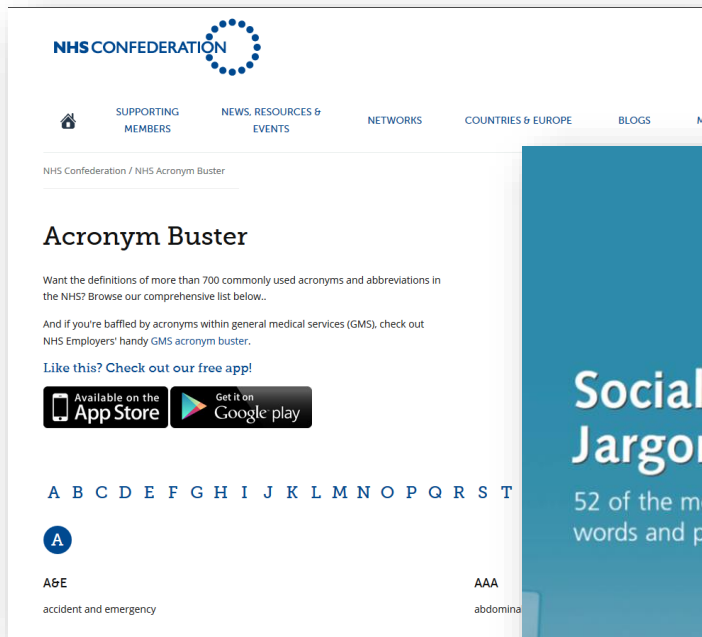
**NHS at 70 - The Story of our Lives** @NHSat70 · Jun 8

WANT TO SHARE YOUR NHS story? We're looking for people to help us mark the 70th anniversary of the NHS explore the rich diversity of it's history through people's voices through the first 12 #NHSstories in our archive <https://t.co/3TK3bq9rG> #NHS70 #NHSat70



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# “Acronym soup”...



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NHS Confederation / NHS Acronym Buster

## Acronym Buster

Want the definitions of more than 700 commonly used acronyms and abbreviations in the NHS? Browse our comprehensive list below.

And if you're baffled by acronyms within general medical services (GMS), check out NHS Employers' handy GMS acronym buster.

Like this? Check out our free app!

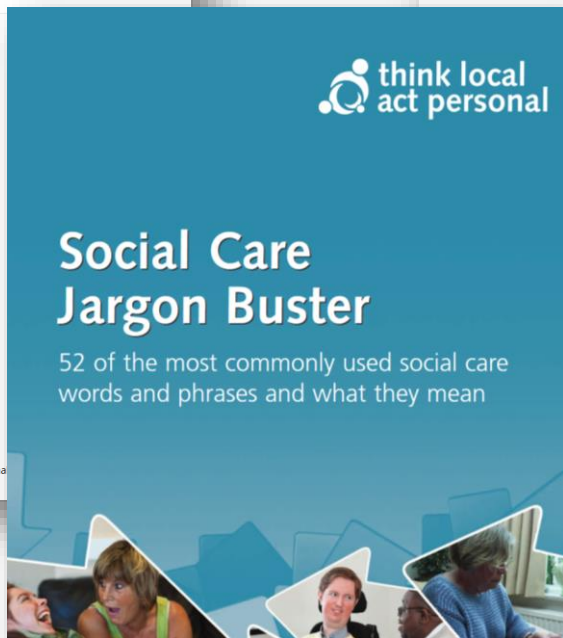
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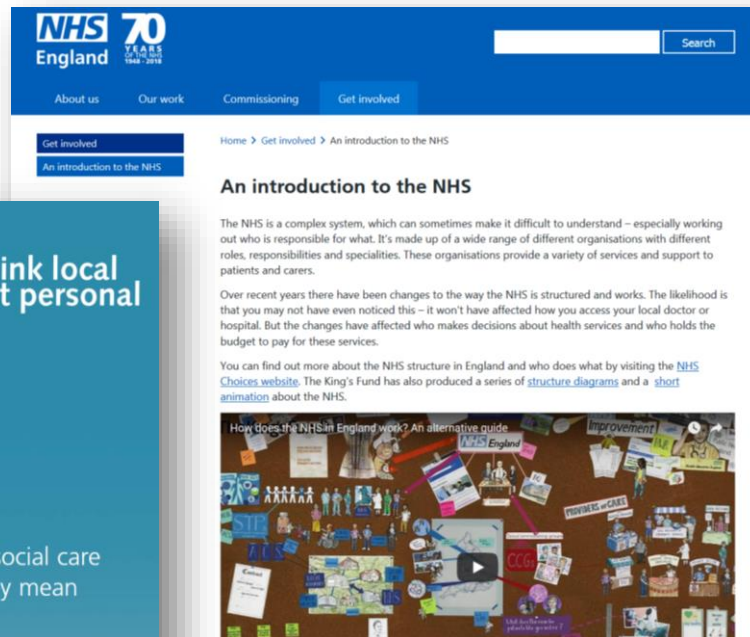

accident and emergency abdomina



think local act personal

## Social Care Jargon Buster

52 of the most commonly used social care words and phrases and what they mean



NHS England 70 YEARS 1948-2018

About us Our work Commissioning Get involved


Home > Get involved > An introduction to the NHS

## An introduction to the NHS

The NHS is a complex system, which can sometimes make it difficult to understand – especially working out who is responsible for what. It's made up of a wide range of different organisations with different roles, responsibilities and specialities. These organisations provide a variety of services and support to patients and carers.

Over recent years there have been changes to the way the NHS is structured and works. The likelihood is that you may not have even noticed this – it won't have affected how you access your local doctor or hospital. But the changes have affected who makes decisions about health services and who holds the budget to pay for these services.

You can find out more about the NHS structure in England and who does what by visiting the [NHS Choices website](#). The King's Fund has also produced a series of [structure diagrams](#) and a [short animation](#) about the NHS.



# Our challenges with public enquiries



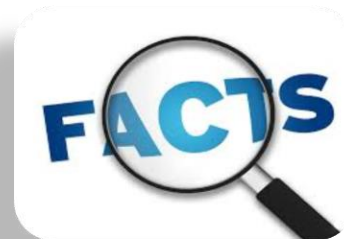
Signposting



Stories



Opinions



Facts

# What we get asked

## Sue, cancer patient

- Feels abandoned by the health and care system
- NHS to pay more attention to the needs of cancer patients with long term side effects caused by their cancer drugs

## Stan, member of the public from the South West

- Submitted a subject access request to NHS Digital for all the data relating to him and had some questions about the data
- Concerned that if any clinicians he is receiving care from see that he has a record in the MHSDS that this will colour their perception of him

## Angela, member of the public from Devon

- Wanted to highlight inconsistencies of support for people she knows with dementia
- Were there national standards for support for people with dementia?

# What we get asked

Henry, retired from Birmingham

- Aged 70, as old as the NHS
- Feels the NHS is not what it use to be
- Wanted to express his dissatisfaction of GP surgeries

Tom (80), retired social worker from Cambridge

- Commenting on a GP services report
- Offering his time pro bono
- Wants to contribute to common good (and a bit lonely)

John

- Immigration is the problem with the NHS – why aren't you saying this?

# Comments and opinions

The Kings Fund has obviously not spoken to the ordinary elderly receiving it [winter fuel tax].

The Prison's are full of people suffering from mental health and social issues. Who is the best person/organisation to try and change the system to care not custody, as it is a serious issue that needs dealing with

Cannabis could help the NHS funding crisis

A&E cost of dealing with sports injuries could be covered by an add on to the fee / subscriptions already paid by people participating in sports

Could you tell me if there is any role for local councils in social care?

Why not have local NHS commissioning groups control everything?

I was appalled to hear yet another dismissive response from the Government and the DOH concerning the dangers to patient safety as a result of the known shortage of nurses (and indeed Doctors) at/on the front line of service delivery.

# Safeguarding

My treatment at ....health care service has been diabolical. I now do not trust the health service & would rather die than approach my GP

I am deeply concerned and upset about if I may be removed from patients records if I abuse their [surgery] attendance policy for missing appointments without valid explanation.

I FEAR FOR MY LIFE SOMETIMES. I AM VERY SCARED AND FRIGHTENED

There is an insidious Bullying Culture [at my trust]

I thank you from my heart just to have replied to me, but I need the truth and these cruel people to answer WHY.

PLEASE [help] from a loving mother who cannot go through this again, I don't know where else to go

My life has been a long battle, and it's a long story, but I am hoping with your help I may at last get the help I need.

# What's your approach?

Discuss in groups the real-life enquiries that we have received.

Where would you start searching?

Who would you forward the enquirer onto?

What kind of documents might hold this information?



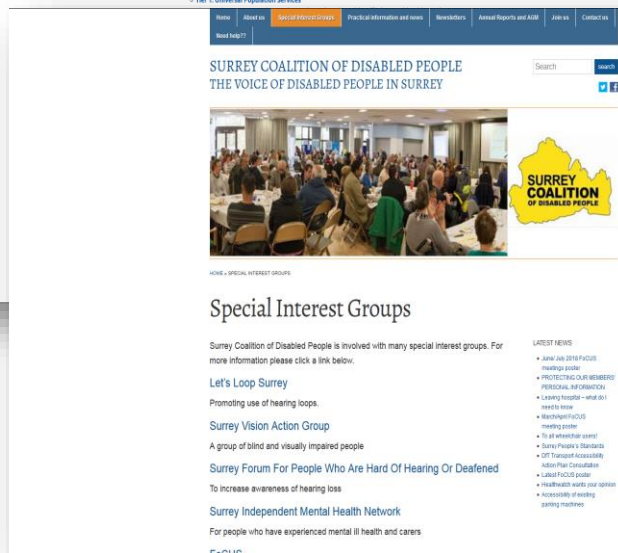
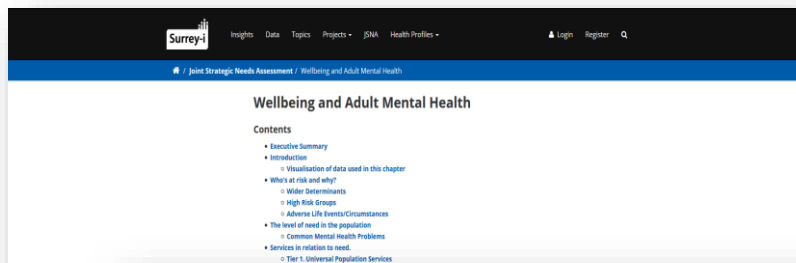
# Enquiry 1

I am trying to establish sources of information regarding the 'hidden' mental health needs of people living in Surrey. I am doing this on a voluntary basis with others in the voluntary, public and health sectors and we are trying to look behind the perceptions of the prosperity of those who live in the county to establish the current state of mental health/illness in the county.

# Our initial response

Can I check that I understand what you mean by 'hidden' mental health needs – are you after information on the number of people with undiagnosed mental health issues? Or are you more interested in unmet mental health needs?

# Our reply to enquiry 1

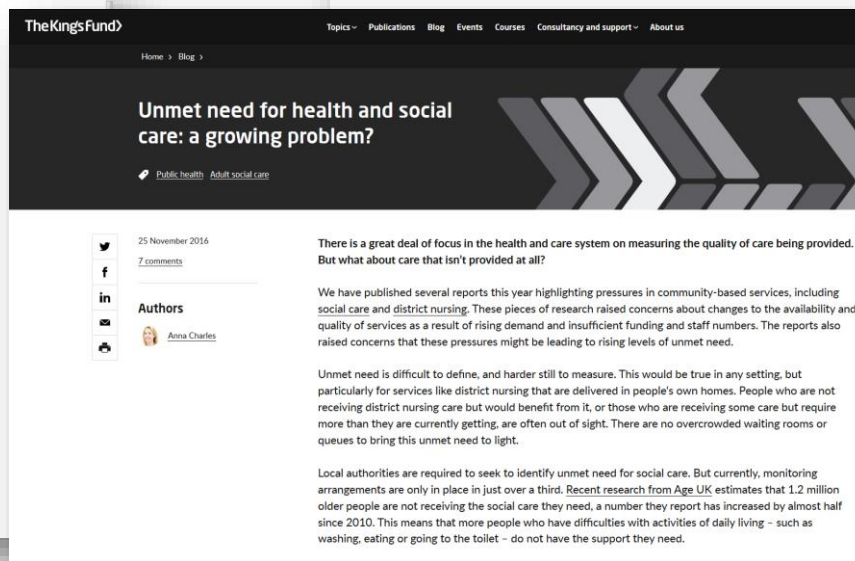


TheKingsFund>



October 2016

## Hidden in plain sight The unmet mental health needs of older people



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## Enquiry 2

How are care homes funded and what percentage of places are LA funded or self funded?

What is the rate of closure/opening for care homes?

Can you say what % of care homes pass CQC inspections - is it known how many get average/good/outstanding and how many fail?

# Our reply to enquiry 2

The screenshot shows the search results for 'su (care homes or nursing homes or residential care) and su (markets or data or financial problems or economic crises)'. The search returned 155 results. The results list includes:

- 1. **Social care care home market: structure, issues, and cross-subsidisation (England)**, by Janet, Tim | Great Britain: Parliament. House of Commons. Library. Publisher: London: House of Commons Library, 2010. Online access: [Click here to access online](#). Availability: [Items available for reference](#) (Call number: [View publication](#)) (1). Lists: [Files of adult social care funding](#) (February 2016). [Add to cart](#)
- 2. **The state of the adult social care sector and workforce in England, 2017**, by Skills for Care. Publisher: Leech | Skills for Care, 2017. Online access: [Click here to access online](#) (Associated keywords: [Associated documentation](#)). Availability: [Items available for reference](#) (Call number: [View publication](#)) (1). [Add to cart](#)
- 3. **Care homes market study - final report**, by Competition and Markets Authority. Publisher: London: CMA, 2017. Online access: [Click here to access online](#) (Care homes market study). Availability: [Items available for reference](#) (Call number: [View publication](#)) (1). Lists: [Files of adult social care funding](#) (February 2016). [Add to cart](#)
- 4. **Personal asset protection guarantee - a mechanism for sharing the costs of long term care between older property owners and the state**, by Lang, William | Lang/Harrison. Publisher: London: Lang/Harrison, 2017. Online access: [Click here to access online](#). Availability: [Items available for reference](#) (Call number: [View publication](#)) (1). Lists: [Files of adult social care funding](#) (February 2016). [Add to cart](#)
- 5. **County care markets update 2017**, by [View publication](#).

The King's Fund database

The screenshot shows the Social Care Online homepage. The header includes the logo for 'social care institute for excellence' and navigation links: Home, Advanced search, Using our data, About, Help, Register/sign in. The main heading is 'Social Care Online' with the tagline 'The UK's largest database of information and research on all aspects of social care and social work.' Below this is a search bar with a 'Search' button. The content area features three columns:

- About Social Care Online**: Social Care Online is produced by the Social Care Institute for Excellence. [Watch our introductory video](#). [More about Social Care Online](#). [Give us your feedback](#).
- Social Care Online key features**: Social Care Online has a Google-type standard search, is updated daily, and is free to use! [Register or log in](#) to make best use of the resource and access all the following features:
  - search filters in standard search
  - links to available resources
  - advanced search
  - export results
  - saved searches function
  - email alerts'News' - We have made changes to our search to improve your results. [Get news](#) if you need more information.
- Latest from SCO on Twitter**: Social Care Online @SCOnline "HEAT on SCO - Who cares? A Children's Commissioner report @ChildrensComms by @SCOnline on public expectations for the care of vulnerable children - [http://www.sconline.org.uk/conv/2016/09/16/](#)"

Social Care Online

# Our reply to enquiry 2

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You are here: Parliament home page > Parliamentary business > Publications & records > Research publications > Research briefings > Social care: paying for care home places and domiciliary care (England)

Publication & records | Research publications | Research briefings

## House of Commons Library

### Social care: paying for care home places and domiciliary care (England)

Published Thursday, November 9, 2017

This House of Commons Library briefing paper provides information about the means-test that applies to care home residents and those in other settings (such as those receiving care at home) in need of social care, and provides information on personal budgets.

Jump to full report >>

Since April 2015, new rules have applied on paying for care respect of those who either reside in a care home, or receive domiciliary care (i.e. care at home) and are in need of care and support from their local authority. The rules are set out in the Department of Health's Care and Support: Statutory Guidance (last updated in August 2017).

In summary:

- everyone whose needs are met by the local authority must have a personal budget detailing how much support they are entitled to;
- there is a means-test applied to determine if someone is eligible for local authority financial support towards the cost of their care and support costs;
- where someone is receiving such support, they are expected to contribute their income (except any exempt income); however, they should have a specified amount left over each week for personal spending;
- if someone in a care home meets the eligibility criteria or if the local authority, at its discretion, otherwise allows, that person can defer paying for their care and support costs through, in effect, a loan, although they may be charged interest (a "deferred payments agreement");
- a care home resident's local authority funding can be "topped-up" to allow them to live in a more expensive care home, although in most cases such top-ups can only be made by a third party (i.e. not the care home resident).

At present, the value of a person's home is only taken into account in the means-test if they are a care home resident - even then there a number of circumstances where it has to be disregarded (e.g. if a spouse and certain other relatives continues to live it), and local authorities also have a general discretion to choose to disregard it.

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## Care homes market study

Final report

Care Quality Commission The independent regulator of health and social care in England

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Home | Publications | Major report | The state of adult social care services 2014 to 2017

## The state of adult social care services 2014 to 2017

Categories: Public

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Audio

0:00 / 9:32

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state of adult social care services 2014 to 2017 presents findings our comprehensive programme of adult social care inspections.

The report looks at what we've found about the quality of care across the full range of adult social care services that we regulate.

### What we did

In October 2014, we formally rolled out our new inspection framework for adult social care. It includes overall ratings for each service as well as ratings in each of five key questions - whether they're safe, effective, caring, responsive and well-led.

From then and February 2017, we've completed over 33,000 inspections of around 24,000 social care locations.

Recognise there is fragility in the adult social care sector influenced by funding and resource issues. But as the quality regulator, our focus in this report is on the quality of adult social services and the impact that this has on people who use services.

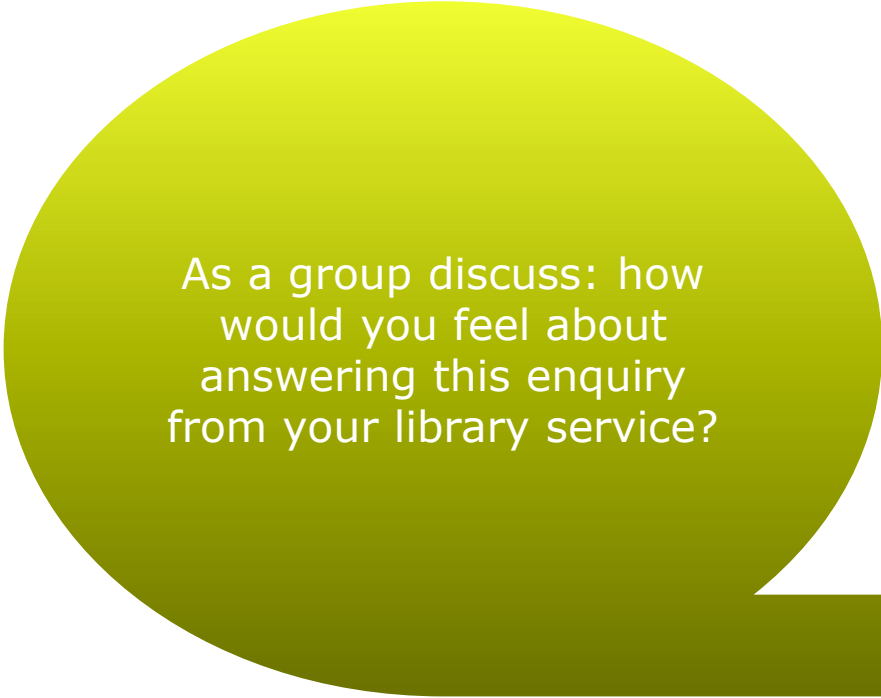
### We found

At the end of our initial comprehensive inspection programme, almost four out of five adult care services in England were rated as good or outstanding overall. Nearly a fifth of services were rated as requires improvement. We are particularly concerned about the 343 services (2%) that were still rated as inadequate.

We have observed differences in performance from region to region, with the East of England rating almost 10% more locations rated as good or outstanding than the North West.

## Enquiry 3

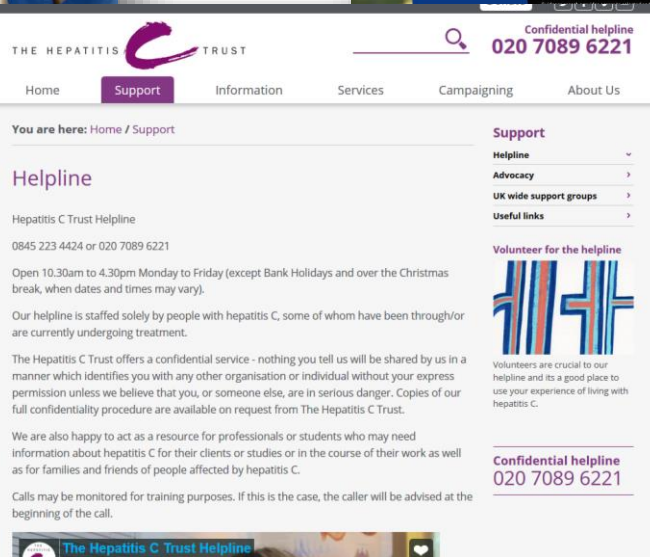
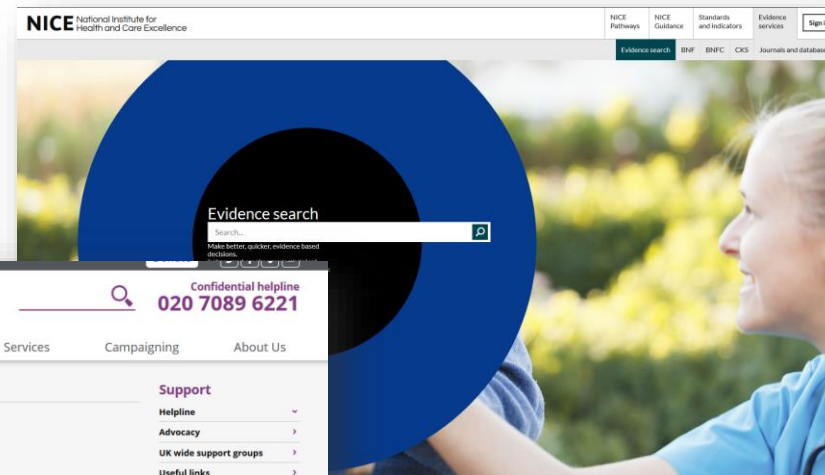
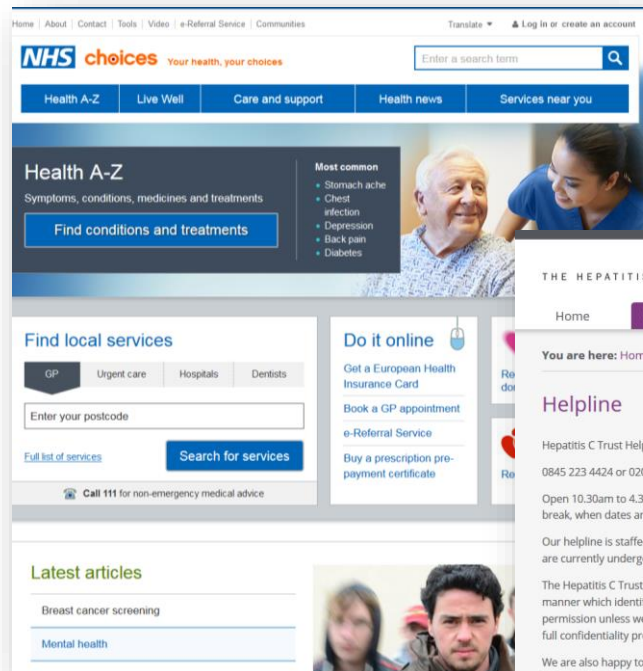
Everything I need to know about  
Dormant Hep C . My 7 year old child  
lives with a 50 year old addict who  
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from your library service?



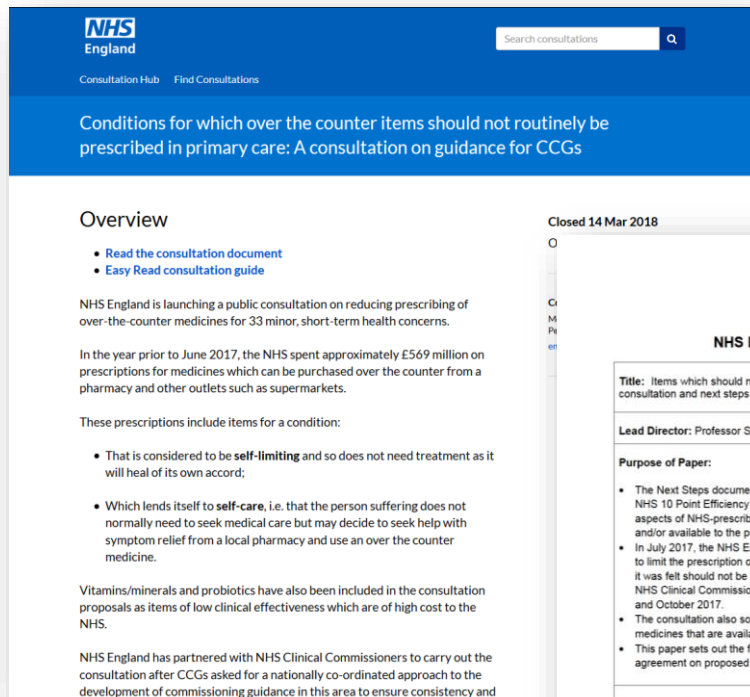
# Our response to enquiry 3



# Enquiry 4

Regarding STPS, - When tackling a financial failure of a CCG through special measures, how will this affect the NHS Patient in Hospital or at Home with their treatment and prescriptions in respect to the cost.

# Our response to enquiry 4



The screenshot shows the NHS England website with a search bar and navigation links. The main heading is "Conditions for which over the counter items should not routinely be prescribed in primary care: A consultation on guidance for CCGs". Below this is an "Overview" section with two bullet points: "Read the consultation document" and "Easy Read consultation guide". The text states that NHS England is launching a public consultation on reducing prescribing of over-the-counter medicines for 33 minor, short-term health concerns. It mentions that in the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines which can be purchased over the counter from a pharmacy and other outlets such as supermarkets. These prescriptions include items for a condition: "That is considered to be self-limiting and so does not need treatment as it will heal of its own accord;" and "Which lends itself to self-care, i.e. that the person suffering does not normally need to seek medical care but may decide to seek help with symptom relief from a local pharmacy and use an over the counter medicine." It also notes that vitamins/minerals and probiotics have also been included in the consultation proposals as items of low clinical effectiveness which are of high cost to the NHS. Finally, it states that NHS England has partnered with NHS Clinical Commissioners to carry out the consultation after CCGs asked for a nationally co-ordinated approach to the development of commissioning guidance in this area to ensure consistency and

Closed 14 Mar 2018

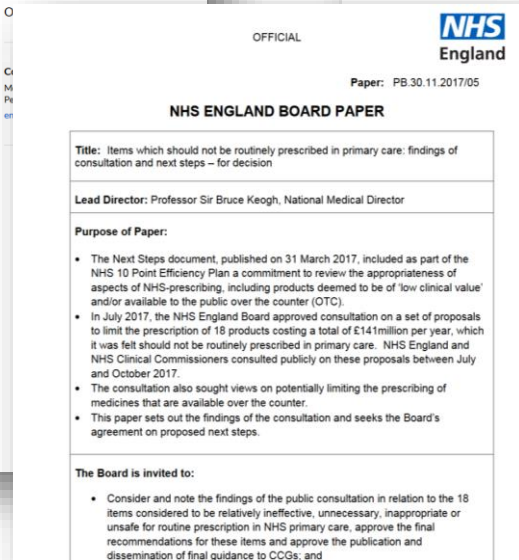
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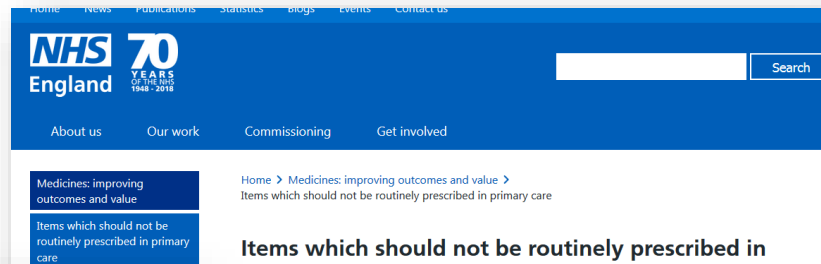
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The screenshot shows an "OFFICIAL" NHS England Board Paper. The title is "NHS ENGLAND BOARD PAPER" and the paper number is "PB.30.11.2017/05". The title of the paper is "Items which should not be routinely prescribed in primary care: findings of consultation and next steps – for decision". The lead director is Professor Sir Bruce Keogh, National Medical Director. The purpose of the paper is to review the appropriateness of aspects of NHS-prescribing, including products deemed to be of 'low clinical value' and/or available to the public over the counter (OTC). In July 2017, the NHS England Board approved consultation on a set of proposals to limit the prescription of 18 products costing a total of £141 million per year, which it was felt should not be routinely prescribed in primary care. NHS England and NHS Clinical Commissioners consulted publicly on these proposals between July and October 2017. The consultation also sought views on potentially limiting the prescribing of medicines that are available over the counter. This paper sets out the findings of the consultation and seeks the Board's agreement on proposed next steps. The Board is invited to consider and note the findings of the public consultation in relation to the 18 items considered to be relatively ineffective, unnecessary, inappropriate or unsafe for routine prescription in NHS primary care, approve the final recommendations for these items and approve the publication and dissemination of final guidance to CCGs; and



The screenshot shows the NHS England website navigation bar. It includes the NHS England logo, a search bar, and navigation links for Home, News, Publications, Statistics, Blogs, Events, and Contact us. Below the navigation bar are sections for "Medicines: improving outcomes and value" and "Items which should not be routinely prescribed in primary care".

Home > Medicines: improving outcomes and value > Items which should not be routinely prescribed in primary care

## Items which should not be routinely prescribed in primary care

In 2015/16, 1.1 billion NHS prescription items were dispensed to patients in primary care at a cost of £9.2 billion. With the number of prescriptions increasing by 1.9 per cent a year, it was important that the NHS acted to achieve the greatest value from the money that it spends.

NHS Clinical Commissioners (NHSCC) – the organisation that represents CCGs – originally approached NHS England with a proposal to reduce prescription of ineffective medicines in primary care. As part of its national commissioning role, NHS England started working with NHSCC to review such products, set out an evidence based and consistent approach for patients, and coordinate a national consultation process on behalf of all CCGs.

The intention is to produce a consistent, national framework for CCGs to use, while taking account of local circumstances and their own impact assessment and legal duties to advance equality and have regard to reduce health inequalities.

In partnership with NHSCC, NHS England appointed a joint clinical working group to review the available

# Our response to enquiry 4

The screenshot shows the Healthwatch website. At the top, there are navigation links: 'About us', 'Our principles', 'What we have to say', 'News', 'Find your Healthwatch', and 'Get involved'. A main article titled 'Six ways we can improve services for people with autism' features a photo of two men talking. The text states: 'More than 1 in 100 people in the UK are on the autism spectrum. Find out what people with autism have told Healthwatch about the health and care support they've received, and what could be improved.' Below the article is a 'Read more' button. To the right, there's a 'Talk to us' box with social media handles and a phone number. Below that is a 'Speak up' survey graphic. Further down, there's a 'Find your local Healthwatch' section with a map of the UK and a search box. To the right of the map is a 'Top health and care issues for 2018' section featuring a '#SpeakUp' logo and a 'Find out more' button. At the bottom right, there's a 'Tweets by @Healthwatch' section showing a tweet from Healthwatch England.

The screenshot shows the Patients Association website. The header includes the logo 'the patients association' with the tagline 'Listening to patients, speaking up for change.' There is a search bar and a 'National Helpline: 020 8423 8999' with a 'Donate' button. The main navigation includes 'About us', 'Get help', 'Get involved', and 'What we have to say'. The page is titled 'Helpline' and has a breadcrumb trail 'Get help > Contact the helpline'. The main content area is titled 'How our national helpline can help you:' and contains the following text: 'Our national helpline provides specialist information, advice and signposting to help you make sense of the world of health and social care. We are not medically trained and cannot give medical or legal advice.' Below this, it says 'Call us:' followed by 'Our trained advisers offer free and confidential advice, information and support and are happy to answer your questions.' and 'Call our helpline on 020 8423 8999'. The 'Opening hours:' section states 'Monday to Friday from 9.30am to 5pm' and 'Calls outside these times will be answered as soon as possible if you leave a message with your telephone number.' The 'Email us:' section says 'Or you can email us on [helpline@patients-association.com](mailto:helpline@patients-association.com)'. On the right side, there is a 'Latest' section with three items: 'The One Show NHS Patients Awards – thank you!', 'The One Show NHS Patients Awards – tonight's the night!', and 'Heath Plus Care'.

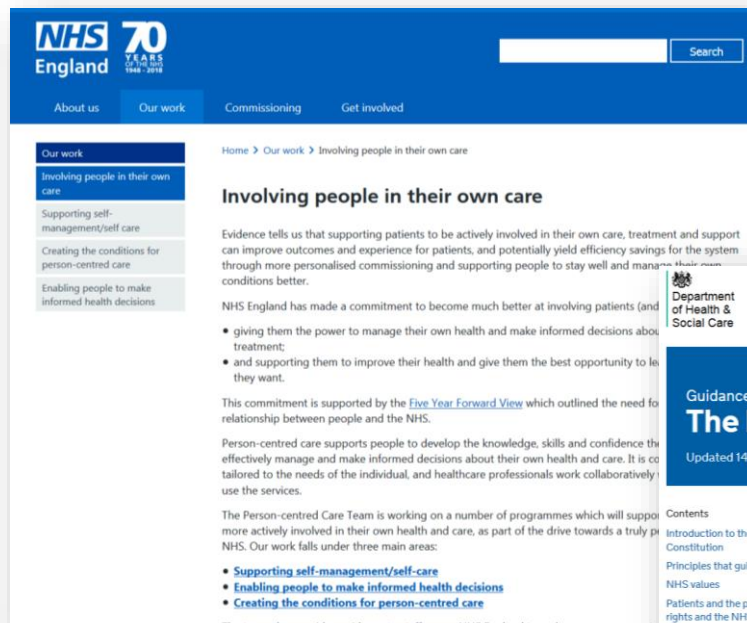
## Enquiry 5

I wish to ascertain whether effort is being put in to healthcare becoming viewed as a 'bargain' or contract between the provider (NHS) and the receiver (patient); meaning that there should be expectations of both parties to the bargain. eg 90% of type II diabetics can be controlled or cured by self discipline of the patient saving the NHS billions per annum.

It seems to me the fewer steps the patient takes to stay healthy...correct diet, exercise etc the quicker they jump to the top of the queue because their conditions require immediate and expensive treatment. NHS is rewarding bad behaviour.

Is there change happening to try to get patients held to account if they don't deliver their side of the bargain?

# Our response to enquiry 5



**NHS England** 70 YEARS 1948-2018

Home > Our work > Involving people in their own care

## Involving people in their own care

Evidence tells us that supporting patients to be actively involved in their own care, treatment and support can improve outcomes and experience for patients, and potentially yield efficiency savings for the system through more personalised commissioning and supporting people to stay well and manage their own conditions better.

NHS England has made a commitment to become much better at involving patients (and staff) in their own care:

- giving them the power to manage their own health and make informed decisions about their treatment;
- and supporting them to improve their health and give them the best opportunity to live the way they want.

This commitment is supported by the [Five Year Forward View](#) which outlined the need to change the relationship between people and the NHS.

Person-centred care supports people to develop the knowledge, skills and confidence to effectively manage and make informed decisions about their own health and care. It is tailored to the needs of the individual, and healthcare professionals work collaboratively to use the services.

The Person-centred Care Team is working on a number of programmes which will support more people to be more actively involved in their own health and care, as part of the drive towards a truly person-centred NHS. Our work falls under three main areas:

- [Supporting self-management/self-care](#)
- [Enabling people to make informed health decisions](#)
- [Creating the conditions for person-centred care](#)



## Guidance The NHS Constitution for England

Updated 14 October 2015

Contents

- Introduction to the NHS Constitution
- Principles that guide the NHS
- NHS values
- Patients and the public: your rights and the NHS pledges to you
- Patients and the public: your responsibilities
- Staff: your rights and NHS pledges to you
- Staff: your responsibilities

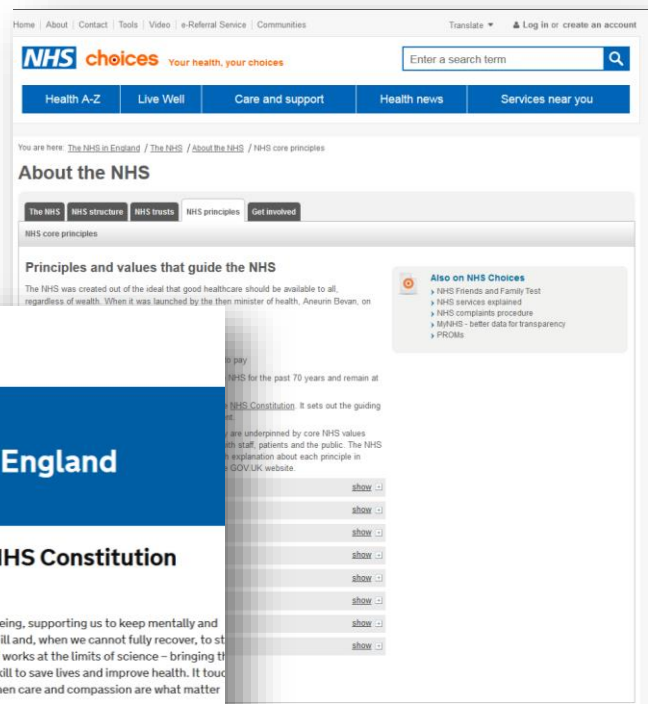
### Introduction to the NHS Constitution

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.

This Constitution establishes the principles and values of the NHS in England. It sets



Home | About | Contact | Tools | Video | e-Referral Service | Communities

Translate | Log in or create an account

## NHS choices

Your health, your choices

Enter a search term

Health A-Z | Live Well | Care and support | Health news | Services near you

You are here: [The NHS in England](#) / [The NHS](#) / [About the NHS](#) / [NHS core principles](#)

### About the NHS

The NHS | NHS structure | NHS trusts | NHS principles | Get involved

#### NHS core principles

#### Principles and values that guide the NHS

The NHS was created out of the ideal that good healthcare should be available to all, regardless of wealth. When it was launched by the then minister of health, Aneurin Bevan, on 5 July 1948, it was the largest and most comprehensive health service in the world. It has paid for the NHS for the past 70 years and remain at the heart of the NHS.

The NHS Constitution sets out the guiding principles that underpin the NHS. It is underpinned by core NHS values for staff, patients and the public. The NHS explains about each principle in more detail on the NHS website.

**Also on NHS Choices**

- > [NHS Friends and Family Test](#)
- > [NHS services explained](#)
- > [NHS complaints procedure](#)
- > [MyNHS – better data for transparency](#)
- > [FRCA](#)




# What are the barriers to providing patient and public information?

June 2018

Patient Information Forum

**Perfect Patient Information Journey:**  
7 steps for health services to improve information for people with long term conditions

 Patient Information Forum  
*For everyone involved in health information and support*

[www.pifonline.org.uk](http://www.pifonline.org.uk)

This project has been supported with an unrestricted grant from AbbVie

The image shows a top-down view of a person's feet wearing red sneakers with white laces and blue jeans, standing on a green chalkboard. A large white arrow is drawn on the chalkboard, pointing upwards from the person's feet.



# What would help break down these barriers?

Breaking down barriers  
to better health and care



**NHS**  
England

The journey from fragmented services to local partnerships and integrated care systems, designed to meet our needs today and tomorrow

# What else is at play that could help our role?



**A MILLION DECISIONS**

Specialist librarians can help inform  
**#amilliondecisions** a day across healthcare

**Digital inclusion guide for health and social care**

Beta version  
December 2017



**Facing the Facts, Shaping the Future**

A draft health and care workforce strategy for England to 2027

**Workforce strategy**

Our first ever system-wide draft strategy and consultation for health and social care services in England was published in December 2017.

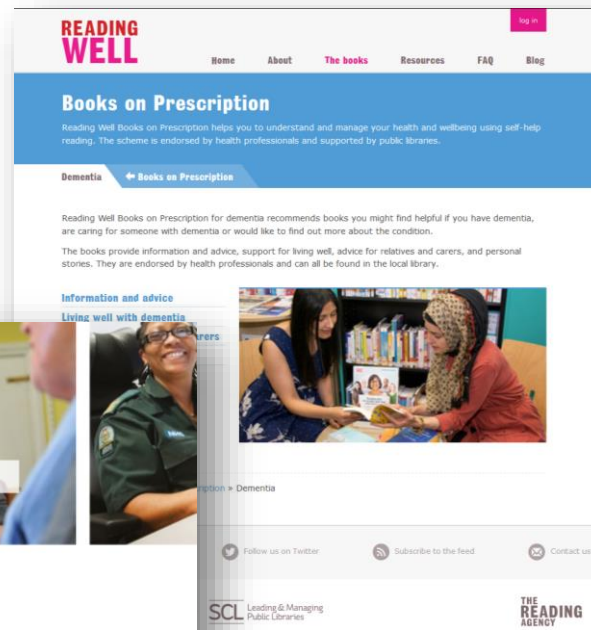
**The consultation has now closed.**

The draft strategy sets out the current workforce landscape, what has been achieved since 2012, the work underway and describe an approach to shaping the face of the NHS and social care workforce for the next two decades.

*Facing the Facts, Shaping the Future – a draft health and care workforce strategy for England to 2027* condenses and considers the outputs of major workforce plans for the priorities laid out in the Five Year Forward View – cancer, mental health, maternity, primary and community care and urgent and emergency care.

It has been developed by the whole health and care system and this is why it is branded as being both an NHS and Public Health England

Related Documents [Expand](#)



**READING WELL**

Home About **The books** Resources FAQ Blog

## Books on Prescription


Reading Well Books on Prescription helps you to understand and manage your health and wellbeing using self-help reading. The scheme is endorsed by health professionals and supported by public libraries.

**Dementia** [Books on Prescription](#)

Reading Well Books on Prescription for dementia recommends books you might find helpful if you have dementia, are caring for someone with dementia or would like to find out more about the condition.

The books provide information and advice, support for living well, advice for relatives and carers, and personal stories. They are endorsed by health professionals and can all be found in the local library.

**Information and advice**  
[Living well with dementia](#)



Category > Dementia

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SCL Leading & Managing Public Libraries **THE READING AGENCY**

# Examples of best practice

**Innovation Awards:**

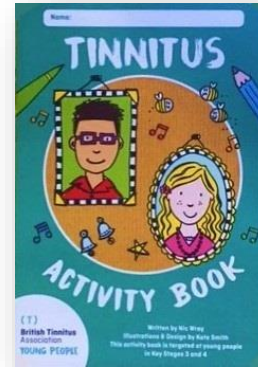
**Knowledge for Healthcare: Service Transformation  
Patient and Public Information**

The Sally Hernando Awards acknowledge innovations in four distinct areas: product, process, organisational and marketing. The following innovations have been recognised by the working group as being examples where patient/public information has been a priority or consideration. Each of the projects below has a link to the innovation report. The link directly below will allow you to search the awards.

<http://ks.ksa.hee.nhs.uk/data/web/innovations.htm>

Trust	Description of the Innovation	Link
1. Kent and Medway NHS and Social Care Partnership Trust: St Martin's Library Reminiscence Collection	Marketing Innovation 2010-2011 We have established the Reminiscence Collection in the professional library resource here at St Martin's. This is a collection of reminiscence boxes, which contain themed items reminiscent of past times for use with patients in stimulating memory such as music, childhood toys, hobbies and pastimes etc. Also a collection of books and a variety of individual items which carers can also use.	<a href="http://bit.ly/11rt8s8">http://bit.ly/11rt8s8</a>
2. Zgether NHS Foundation Trust for Gloucestershire: Poetry on the Wall	Organisational Innovation 2013-2014 Library staff select a poem to be displayed on a wall in the hospital. Staff and patients are introduced to and encouraged to read poetry. This has not happened before. Staff and patients made aware of poetry and encouraged to discuss it both on the spot, and in hospital patients' reading group (organised jointly between library service and Occupational Therapy team) which meets fortnightly. Comments received indicate people who would not have previously read a poem are now enjoying the poetry on the wall. Promotes literacy and learning	<a href="http://bit.ly/1SMskcy">http://bit.ly/1SMskcy</a>
3. Worcester shire Acute Hospitals NHS Trust: Summer 6	Operational Innovation 2012-2013 Worcestershire Health Libraries joined forces with Worcestershire Public Libraries to offer a reading challenge for staff: read 6 books over the summer period (beg. July – end September) with a prize draw for those who complete the challenge (prizes donated by the public library and some local businesses). The public library closest to each hospital site loaned a collection of fiction titles. These titles included some Quick Reads for those less confident at reading or who	

Knowledge for Healthcare ideas bank

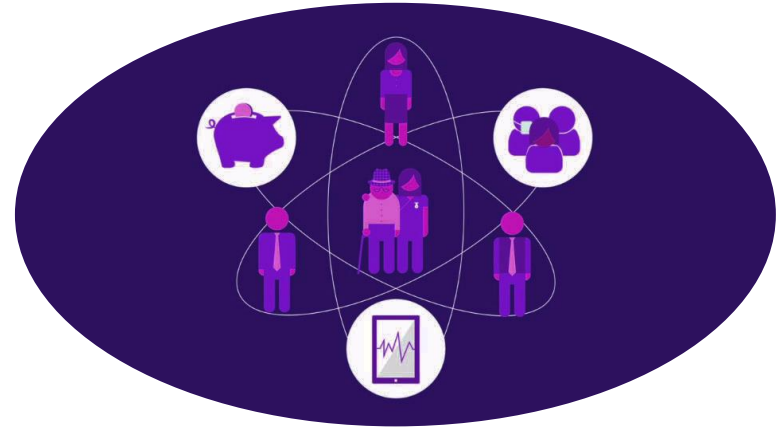


BMA Patient information awards



# Strategic PPI priorities for libraries?

- Securing our role in the PPI agenda
- Build confidence in our ability
- Overcoming system barriers
- Working in collaboration across sectors
- Involvement in joining up health with social care
- Empowering people to self manage conditions and care



# The winning solution (my utopia)

We will talk about population outcomes or individual outcomes

We will actively share best practice

All health information will be evidence based

Actively refer queries across sectors

For IKS – that we are the 'go-to' place for health and care policy information





**Thank you**

Deena Maggs

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[www.kingsfund.org.uk](http://www.kingsfund.org.uk)