

6 NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT



March 2016

INFLUENCE

Representing member views | **271 meetings** with key national decision makers including Rt Hon Jeremy Hunt MP, Ben Gummer MP, Lord Prior, the NHS Improvement and CQC leadership, and opposition spokespeople Heidi Alexander MP and Luciana Berger MP.

271
key decision maker
meetings

Responding to consultations | We represented members' views in **25 key policy consultations** including CQC's new five year strategy and their fee proposals, the 16/17 tariff, the standard contract and parliamentary committee inquiry into NHS finances and sustainability.

25
responses

Influencing wins and campaigns | We made sure that how providers are paid for their work via the tariff gained national attention with our **campaigning on the tariff objection mechanism** in the House of Lords.

Tariff
campaign

We have maintained a high profile in Parliament with **12 mentions in debates and questions** in both Houses and with appearances by the chief executive before both the **health select committee** and the **independent commission on freedom of information**.

Parliament
growing profile

We have used our relationship with NHS Improvement to **influence the development of key announcements**, such as the sustainability and transformation plans and control totals, and to support members in responding directly to the new leadership.

NHS
Improvement
strong relationship

We informed the shape of the **CQC's new strategy consultation** particularly on the affordability of the current model, more proportionate and risk-based regulation and the consistency of judgements. We have facilitated regular dialogue between members and the senior leadership of the CQC.

CQC
engagement

Our attendance at the **main delivery boards of the Five year forward view** has put us in a good position to influence, inform members quickly and understand how the 5YFV is progressing. For example, at our suggestion, NHS England ran their first consultative workshop dedicated to the scaling and spread of new care models nationally.

5YFV
delivery

We published a **narrative on the role of community services**, and continue to highlight the specific issues facing all of our different types of trust in membership – acute, ambulance, community and mental health.

Community
narrative published

VOICE

Media coverage and agenda setting | Our coverage total is 2,096 media mentions. This included the top blog in the Health Service Journal on the NHS provider sector deficit. We have been **a key part of the national conversation** on NHS finances and other national stories with Chris Hopson, chief executive, featuring in 51 interviews on BBC Radio 4 Today, C5 News and itv News.

2,096
media mentions
and extensive coverage

Commentary | We have **expanded our commentary and opinion pieces**. In the last six months we have published a total of 28 blogs by 12 members of the NHS Providers team, 13 of which have been published externally in national and trade media.

28
blogs

Social media | The NHS Providers Twitter presence continues to grow, with the account gaining **over 200 new followers per month** on average. @NHSPROVIDERS currently has 5,653 followers, while Chris Hopson, chief executive, now has 2,760 followers.

5,653
@NHSPROVIDERS followers

SUPPORT

Member events | Over the past six months we have held **73 events involving over 1,900 delegates** with 91% rating their satisfaction as good or excellent. We also supported a number of events run by the central bodies including NHS Improvement's conference for chairs and chief executives.

91%
satisfaction

Our annual conference and exhibition in Birmingham attracted 533 senior leaders from NHS trusts and foundation trusts with **89% rating the event as good or excellent**.

533
senior leaders

Networks and dinners | We held 19 network meetings **encompassing all sectors**, and supporting executive and non-executive board level roles.

19
network meetings

We also held eight dinners for member chairs and chief executives with **key decision makers** including Jim Mackey, Ed Smith, Simon Stevens and Alistair Burt MP. 138 members attended.

8
dinners

Briefings | We have produced **37 briefings over the past six months** for members and stakeholders, including 15 on the day briefings to keep members up to date on key announcements as they happen.

15
on the day briefings

Reports and surveys | We launched our **Right place, right time** report focusing on practical responses to delayed transfers of care. It built on the work of an independent commission, chaired by Rt Hon Paul Burstow.

Report
right place, right time

We surveyed our members on their experience of the current regulatory and oversight bodies. The results are used to underpin our **discussions with CQC, Monitor and the TDA**. We also undertook surveys on remuneration levels in trusts, and rates of increase of very senior managers pay.

Survey
regulation

PROFESSIONAL

Participation | With a total of 225 members, NHS Providers currently has **95% of the 238 eligible trusts and foundation trusts in membership.**

95%
uptake

Member satisfaction | Our annual survey of how NHS Providers' members rate our services showed that **95% of respondents were fairly or very satisfied** with the work of NHS Providers, up from 89% last year.

95%
fairly or very satisfied

Three year strategy 2016-2019 | We undertook a review of our 2013-2016 strategy and have **developed a new strategy** for the coming three years, consulting with the NHS Providers board, staff and our members.

Strategy
2016-2019

Time to Change | In November at our annual conference and exhibition we formally signed the Time to Change employer pledge committing us to **tackling the stigma of mental health** and supporting the wellbeing of our staff.

Time to Change
employer pledge

Looking forward...

OUR SIX INFLUENCING PRIORITIES

Money | We will continue to focus on the need to support providers to return to surplus and invest in transformation, highlighting that this is a job for the whole NHS, not only providers.

1

Local and national planning | As the landscape changes, our role will be to ensure clear alignment with the central organisations' implementation of new processes, full engagement of providers and that trusts' interests, and by extension those of patients and service users, are safeguarded.

2

Earned autonomy | Against the backdrop of a changing NHS architecture, we will focus on promoting the principles underpinning the foundation trust model, arguing strongly for a rapid return to earned autonomy.

3

Mental health | With the long-awaited mental health taskforce report now published, we will continue to 'follow the money' to ensure adequate funding for the ambitious proposals and parity of esteem between acute and mental health service delivery.

4

Regulation | Our focus will be to seek to reduce the regulatory burden by pushing alignment between the main regulators, and exploring ways to bring together the institutional and locality-based regimes that are emerging.

5

Quality | We will work with the DH and NHS Improvement to understand the recently published 'learning from mistakes' league, to support our members to adopt learning cultures and to ensure provider board expertise and experience shapes the implementation of these initiatives.

6

OTHER NEW INITIATIVES

We are using our involvement in the Workforce Race Equality Standard advisory group, our place on the Equality and Diversity Council for the NHS, and a review of our own board's governance to make **the case for diversity at provider board level**.

Equality and diversity

We will use the coming six months to explore how we ask the right questions and find potential solutions to the important issues facing trusts and foundation trusts, as we **develop our thought leadership capacity**.

Thought leadership

As NHS Improvement's role changes, we will consider how we can work with the leadership of the new organisation to inform and deliver **board level improvement support**.

Improvement support

We continue to **grow our digital offering**. Our new website was launched at the annual conference and exhibition, and we have developed our digital resources including a series of animations, podcasts and informative films for governors.

Digital presence

About this report | NHS Providers is committed to effectively supporting our members through the unprecedented financial, structural and reputational challenges you currently face. This six-monthly performance report has been produced to help you assess our performance and to highlight our priorities for the months ahead.

Feedback | **This is the sixth edition of our performance report. We would welcome your feedback.** Please send any comments to Saffron Cordery.

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