



# NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT

8

March 2017

## OUR SIX INFLUENCING PRIORITIES

**Highlighting the scale of the delivery challenge** | Our recent report *Mission impossible: the NHS provider delivery ask for 2017/18* highlights the need for realism, flexibility and support on performance targets and financial balance to help NHS trusts manage the coming year. We were pleased that NHS England and NHS Improvement have recently dropped routine financial penalties for trusts failing to meet elective and cancer waiting time targets. Although a small step it is important. NHS Providers has pushed for the lifting of performance fines.

**1** | **Mission impossible**  
hard hitting report

**Influencing STP delivery and supporting good governance** | We have continued to focus on the governance challenges in STPs and have called for a more tailored approach, so that STPs can progress at the right pace with the right level of support in place. NHS Providers has made it clear that the current legal framework and roles and responsibilities of trust leaders must be protected.

**2** | **STPs**  
supporting trust leaders

**Creating an engaged and valued workforce** | Following the contract dispute NHS Providers has worked with junior doctors, trust and NHS system leaders. Our seminar in February identified the steps we need to take to engage the workforce and demonstrate their value.

**3** | **Junior doctors**  
valued workforce

**Maintaining focus on promised mental health funding** | We surveyed mental health trusts in advance to identify how much of the promised additional funding is reaching the frontline. Using the results of the survey we wrote to system leaders to highlight the ongoing challenge to mental health trusts of delivering the *Five year forward view* without full funding.

**4** | **Mental health**  
on-going challenge

**Pushing for greater investment in social care** | Over the past six months we have pushed for greater investment in social care and highlighted the impact of lack of resources in local government on healthcare delivery. We highlighted the need for this in our *State of the NHS provider sector* report in November. However it is critical that this directly benefits NHS providers.

**5** | **Social care**  
greater investment

**Brexit: making the case for EU workers to remain in the UK** | As a leading member of the Cavendish Coalition NHS Providers has continued to make the case for clarity on the status of EU workers and we continue to track and monitor the likely impact of Brexit on NHS trusts.

**6** | **Brexit**  
supporting EU workers

## INFLUENCE

**Representing member views** | We maintained **high levels of national engagement**, holding 297 meetings with key decision makers including the new No 10 health advisor James Kent, Jeremy Hunt MP and his ministerial team, shadow health secretary Jon Ashworth MP and his team, and the leaders of the NHS arm's length bodies.

**297**  
key meetings

**Influencing wins and campaigns** | We were **frequently mentioned in parliament** by both government and opposition parties following our briefings and comments on winter pressures and NHS performance. Our chief executive, Chris Hopson, and our director of policy and strategy, Saffron Cordery, gave oral evidence four times to select committees on NHS finances, sustainability and mental health.

**4**  
Select committee appearances

**Responding to consultations** | **We represented members' views** in 16 key policy consultations including CQC's new regulatory approach; NHS Improvement's well-led and use of resources frameworks; the draft contract for multi-specialty community providers; and parliamentary committee inquiries into health and social care integration, suicide prevention, the long term financial sustainability of the NHS, and Brexit.

**16**  
policy consultation responses

## VOICE

**Media** | **We have seen our media mentions double** as NHS Providers strengthens its position as a go-to commentator on the health service. The quality and impact of our coverage has also improved with regular appearances for both Chris Hopson and Saffron Cordery in our target outlets, including BBC Radio 4 Today and World at One, BBC Newsnight, the Daily Politics, Guardian, The Times and Health Service Journal, among others. NHS Providers has been prominent in coverage of the winter pressures on A&E this year. We also achieved **widespread national coverage** for the launch of our *State of the NHS provider sector* report. Our coverage total for this period is 5,440 media mentions.

**5,440**  
media mentions and extensive coverage

**Commentary** | **We continue to produce a wide range of expert opinion pieces** in national print and trade media, with more of our policy team contributing to the debate around NHS finance, performance, workforce and other issues such as STPs. We have published 29 comment pieces and blogs with 16 placed in external outlets, including a Guardian blog by Saffron Cordery showing how innovation helps trusts overcome challenges; an article by Amber Davenport on STPs in the HSJ; and an analysis of winter pressures by Deborah Gulliver.

**29**  
comment pieces

**Social media** | The NHS Providers Twitter account has 8,901 followers, while Chris Hopson has seen a 30% increase in followers to 4,947. We continue to **promote our work and engage in debate** on social media platforms, with our commentary on BBC2 documentary *Hospital* and our intervention around winter pressures seeing particularly high engagement.

**8,901**  
@NHSPROVIDERS followers

## SUPPORT

**Member events** | Over the past 6 months we have held 57 events for over 2,274 delegates with **89% rating their satisfaction as good or excellent**. In particular we focused on development and induction activities for board level roles.

One hundred and fifty guests heard from **former health secretary** Lord Andrew Lansley discussing his reforms at our annual lecture.

Our **annual conference and exhibition** in Birmingham - *Fit for the future* - attracted 600 senior executives and governors from NHS trusts, as well as politicians, stakeholders and exhibitors. Keynote speakers included the **secretary of state for health**, Rt Hon Jeremy Hunt MP. We held an in conversation session between conference chair Cathy Newman and CQC chief executive Sir David Behan.

**Networks and dinners** | We held 18 network meetings encompassing all sectors, and supporting executive and non-executive board level roles. **98% rated the meetings good or excellent**.

We also held seven dinners for member chairs and chief executives with key decision makers including **chief executives of both NHS Improvement and NHS England**. 112 members attended.

**Briefings** | We produced 17 briefings including **regular updates on Brexit, analysis of the the Autumn Statement** announcements, as well as covering key publications and announcements from NHS Improvement, NHS England, the Care Quality Commission, National Audit Office, select committees and the Department of Health.

In January we published **a new briefing on the pressures facing accident and emergency departments**. This followed substantial media coverage of the unprecedented levels of demand that providers were facing. With waiting times at their highest level and long trolley waits increasing we gave an informed overview of how trusts were responding and what these severe pressures meant for the whole provider sector.

**Reports** | In November we launched our **major new report series** - *State of the NHS Provider sector*. This gave a comprehensive overview of the key data on quality and access, finances, workforce and transformation for the provider sector in 2016, combined with views from trust chairs and chief executives. The next report is due in May 2017.

**Surveys** | **Evidence from the frontline** forms a key part of our influencing programme and our support to member trusts. Over the past six months we have carried out nine member surveys; our annual survey on remuneration provides invaluable data to boards, and our surveys on intermediate care and mental health have support our influencing work.

**57**  
events

**Annual lecture**  
150 guests

**600**  
senior executives

**16**  
network meetings

**112 members**  
attended 7 dinners

**17**  
briefings

**Winter pressures**  
sense making

**New report series**  
State of the NHS provider sector

**9**  
member surveys

## PROFESSIONAL

**Member participation** | With a total of 223 members, NHS Providers currently has **95% of the 235 eligible trusts and foundation trusts** in membership.

**95%**  
in membership

**Member satisfaction** | Our annual member satisfaction survey, with a 70% response rate, showed that **93% of respondents were very or fairly satisfied with our work** and 96% felt it was important for their organisation to be a member of NHS Providers.

**96%**  
important to be a member

**Member visits** | As a membership organisation we hold our relationship with individual trusts in very high regard. Our visits programme is an important part of **understanding what's really going on on the frontline**. Over the past 6 months our chair, chief executive and director team have visited 17 trusts.

**17**  
visits to member trusts

**Commercial strategy** | In line with commitments made in our three year organisational strategy covering 2016-2019, we have embarked on developing our commercial strategy. The first step of this will be the launch of our **associate membership scheme for commercial organisations**.

**Associate membership**  
commercial strategy

**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 eighth edition of our performance report. We would welcome your feedback.**

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