



NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT

March 2019

OUR SIX INFLUENCING PRIORITIES

Pushing for a prioritised, deliverable long term plan | We engaged extensively with the national bodies in the development of the long term plan, supporting members involved in the work streams and setting out five tests from the provider perspective. Our Budget commentary focused on those areas of NHS delivery not included within the NHS ringfence: workforce planning, capital, public health and social care.

1

Funding and the long term plan

Seeking a coherent, national approach to address workforce and skills shortages | Chris Hopson, NHS Providers chief executive, is a member of the long term plan's workforce implementation plan steering group, while Saffron Cordery, NHS Providers deputy chief executive, gave evidence to the pay review bodies. We also repeatedly raised the need for Agenda for Change pay increases to be fully funded.

2

Workforce strategic solutions

Calling for a realistic delivery and performance task, and national support | We published *Steeling ourselves*, analysing the preparations trusts and the centre had made for winter, and the risks they still face. Our *Winter watch* series returned, with its weekly view of performance data and frontline insights. We are a leading member of Health for Care, a coalition of health organisations calling for a sustainable social care system.

3

Year-round performance pressures

Influencing the development of supportive local and national system architecture | We established relationships with the new NHS England and NHS Improvement joint regional directors, and are seeking clarity over their roles with trusts and local systems. We delivered bespoke work for local systems as part of our peer support programme and launched *Providers integrate*, our regular bulletin on system working.

4

Transformation and system oversight

Highlighting the funding, workforce and integration challenges facing mental health and community services | Our forthcoming *Provider voices* report will focus on community services, supporting the work of the Community Network. We are scoping a project commissioned by NHS England on trusts working with primary care networks. We have also published a report about the growing pressures on mental health services.

5

State of the NHS equity for mental health and community services

Urging greater clarity and engagement in the government's Brexit preparations for the NHS | We have engaged extensively with members and national bodies to highlight the risks of a 'no deal' Brexit. We have developed a number of timely briefings and continue to support the work of the Cavendish Coalition and the Brexit Health Alliance.

6

Brexit promoting NHS interests

INFLUENCE

Representing member views | We held 308 meetings with **key national decision makers**, maintaining regular contact with the leadership of NHS Improvement and NHS England. We also secured early meetings with each of the **seven new regional directors**.

308
meetings

Responding to consultations | We represented members' views in **ten key consultations**, including the draft integrated care provider contract, the 2019/20 standard contract, the Local Government Authority's green paper on adult social care and wellbeing, Care Quality Commission's consultation on regulatory fees, NHS Improvement's consultation on the proposed extension to the review of subsidiaries, the payment system reform proposals for 2019/20, the review body on doctor's and dentists' remuneration 2019/20 pay round, the Pay Review Body's 2019/20 pay round and NHS Improvement's consultation on developing a patient safety strategy.

10
consultation
responses

Our influence recognised | We maintain an **ongoing dialogue with ministers and shadow ministers**, and have given **oral evidence to the health and social care select committee** and the **public accounts committee** four times in the last six months. **We argued successfully** for a more realistic expected efficiency rate for the provider sector. Our concerns about the marginal tariff for urgent and emergency care have also been broadly heard, and we will continue to seek refinement of the approach here to ensure incentives are aligned across local systems.

**Our
influence**
publically
recognised

VOICE

Media | We were a vocal media commentator in the build-up to and publication of the NHS long term plan, achieving **broad national print and broadcast coverage**. We also published a well-reported piece of work on the preparations by NHS trusts for winter. We held our annual conference with widespread coverage for the opening address by Chris Hopson and a pre-recorded interview with health and social care secretary, Matt Hancock. We have been **quoted prominently on a range of issues** including reform of the immigration system, ambulance service efficiency, capital funding and Brexit.

2,518
media mentions

Commentary | We have **continued to place important pieces across trade media** titles. We have placed five articles with HSJ with others in the BMJ, Healthcare Leader, Public Finance and National Health Executive. Our commentary has covered our five tests for the NHS long term plan, workforce challenges, wholly owned subsidiaries and placed blogs to accompany our reports on clinical leadership, efficiency and driving system working.

11
placed
comment pieces

Social media | We have 15,488 Twitter followers, **an increase of over 13% in the last six months**, while Chris Hopson's following has increased to 8,381. We continue to promote our work and engage in debate, with our work around the NHS long term plan and commentary on winter pressures seeing particularly high engagement.

15,488
@NHSProviders
Twitter followers

SUPPORT

Member events | Over the past six months we have held 99 events for over 2,960 delegates with **96% rating their satisfaction as good or excellent**.

Our **annual conference in Manchester** attracted 702 attendees, including staff from NHS trusts and foundation trusts, stakeholders and journalists.

99
events

702
attendees

Networks and dinners | We held 19 network meetings covering all sectors and supporting executive and non-executive board level roles. **98% rated the meetings good or excellent**.

We also held four dinner events attended by 68 chairs and chief executives with **key figures** including **Ian Trenholm**, chief executive, Care Quality Commission, and **Ian Dalton CBE**, chief executive, NHS Improvement.

19
network meetings

68
attended 4 dinners

Board development programme | As part of our programme to help boards share good practice, increase knowledge and improve the effectiveness of their board and organisation, **we held 43 courses, 14 open and 28 bespoke**, for a total of 763 delegates. **95% rated their satisfaction as good or excellent**.

763
delegates

Briefings | We produced 41 written briefings and outputs, including **23 On the day briefings**, regular summaries of statutory board meetings and covered key outputs from NHS England, NHS Improvement, Care Quality Commission and the Department of Health and Social Care.

Work continued on winter pressures with our briefing **Steeling ourselves for winter 2018/19** and weekly analysis from trusts 'on the ground' in **Winter watch**. We published **our response to the NHS long term plan**, with an *On the day briefing*, summarising the key content from each chapter of the plan.

41
briefings and outputs

Long term plan
summarised

Reports | We produced **four reports**, including *Making the most of the money: efficiency and the long term plan* highlighting trust leaders' confidence in delivering the efficiency task, opportunities and barriers, and launched, in collaboration with NHS Clinical Commissioners, *Driving forward system working*, showcasing practical examples of collaborative working between CCGs and providers.

Joint report series
highlighting collaboration

Surveys | We carried out seven member surveys to inform our reports and briefings. Our mental health services survey informed our report, **Mental health services: addressing the care deficit**, and highlighted areas of success as well as concern in the sector.

7
member surveys

Our doctors pay 2019/20 survey gave us a strong body of evidence to feed into our written and oral submissions to the NHS Pay Review Body.

Evidence
to the pay review body

PROFESSIONAL

Member participation | We are delighted to have all of the **227 eligible trusts and foundation trusts** in membership, continuing to enhance our authority and credibility.

100%
in membership

Member visits | Our visits programme is an important part of **understanding what's really going on at the frontline**. Over the past six months our chair, chief executive and director team have visited 12 trusts.

12
visits to member trusts

Member satisfaction | In our annual member satisfaction survey, we received 498 responses, representing 89% of member trusts. The survey showed that **95% of respondents were very or fairly satisfied with our work** and 97% felt it was important for their organisation to be a member of NHS Providers.

97%
important to be a member

Commercial strategy | **NHS Providers Connect** has undertaken publicity activities for three partners, Locum's Nest, The British Red Cross and IBM – including the publication of case studies and two NHS Providers hosted events in Leeds and Liverpool. Partners have successfully begun working with a number of members to help them deliver financial savings. A full prospectus of NHS Providers' commercial opportunities will shortly be produced.

Connecting members
to deliver savings

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

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