



# NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT

September 2019

## OUR SIX INFLUENCING PRIORITIES

**Sustainable funding levels for the NHS and social care** | The new Prime Minister's announcement of upgrades for 20 hospitals followed our media briefings on the critical state of NHS infrastructure. We have launched a longer running campaign to secure a properly funded and managed capital regime for the entire service. We had a direct impact in securing the Agenda for Change uplift for NHS staff delivering local authority commissioned services, and are an active member of the Health for Care coalition, seeking a sustainable settlement for social care.

1

### Funding

sustainability and security

**Supporting a national approach to workforce challenges** | Building on our engagement with trusts and the national bodies over the pensions crisis, we created significant media pressure in the early days of the new government, sparking an early announcement that revised pensions proposals would be put forward. We have been a part of key working groups influencing the interim NHS People Plan and its further development, and continue to provide challenge and insight into the development of the Kark recommendations.

2

### Workforce

supporting national challenges

**A deliverable performance ask and long term plan** | We continue to push for a realistic national prioritisation of the NHS long term plan's asks, with the proper involvement of those planning and delivering services. We have given extensive feedback on the NHS legislative proposals, we are engaging with PCN policy as it develops and we have engaged with the Clinical Review of Standards. We continue to track monthly performance figures and comment publicly on the extreme pressures facing the service.

3

### Care and delivery transformation

long term plan

**An aligned and enabling system architecture** | Our latest regulation survey revealed optimism about NHS England and NHS Improvement joint working at national and regional levels, as well as considerable support for the CQC's local system reviews. We will continue to press the regulators on areas where trusts have highlighted issues in their interactions with the arm's length bodies, as well as contributing to developing oversight frameworks.

4

### Local-central relationships

highlighting issues in interactions

**Highlighting sector-specific challenges and needs** | In July, the Community Network, a partnership between NHS Providers and NHS Confederation, published a new briefing on primary care networks (PCNs) to support provider organisations to engage effectively with these new structures. We are contributing to work by the national bodies on improving the quality of mental health care as well as analysing levels of investment in mental health services.

5

### Equity for mental health and community services

primary care networks

**Urging assurance and support in preparations** | With a no deal Brexit rising up the agenda, we have continued close liaison with the national bodies to present trusts' concerns, as well as participating in sector coalitions to ensure a united voice for health and social care in Brexit preparations. We have also made clear publicly the NHS' reliance on the government for managing the risks associated with a no deal Brexit.

6

### Brexit

'no deal' preparations

## INFLUENCE

**Representing member views** | We held 361 meetings with **national stakeholders and decision makers** including the secretary of state for health and social care, the leadership of NHSE and I and we have deepened our relationship with the seven regional directors. We also met Matthew Gould, chief executive of NHSX, the NHS's new digital arm.

**361**  
stakeholder  
meetings

**Responding to consultations** | We represented members views in **six key consultations**, including NHS England and Improvement's engagement on proposed legislative changes, and NHS Improvement's consultation on restricting the use of agency staff in the NHS and a Labour Party health and social care policy commission *Rebuilding a public NHS*.

**8**  
consultation  
responses

**Our influence recognised** | We maintain an ongoing dialogue with ministers and shadow ministers. Alongside several written evidence submissions to a number of select committees, in April Chris Hopson gave oral evidence to the health and social care committee on NHS England's legislative proposals. We have briefed the committee on The NHS People Plan. Our concerns about pension tax rules have been heard and we will **continue to seek a solution** that covers nurses and managers as well as doctors.

**Our influence**  
publically  
recognised

## VOICE

**Media** | We **highlighted the need for capital investment and spoke up on the pensions crisis**, which is impacting the NHS workforce and waiting times. We published reports on community services and control totals, and another focusing on the challenges of the mental health sector, which was covered extensively by media. Our comments on Australian flu and preparations for a no deal Brexit also **received prominent coverage**.

**2,586**  
media mentions

**Commentary** | We have placed a **high number of comment pieces in trade media titles**, including 5 articles in the HSJ, as well as others in BMJ, the National Health Executive, Healthcare Leader and Public Finance. With the introduction of a new prime minister, Chris Hopson's article in the Sunday Times outlined what the NHS needs from the government. Other topics included workforce, governance and driving system working. Our **range of commentators has significantly increased**, with a **wider range of published pieces** from our policy team.

**19**  
placed  
comment pieces

**Social media** | The NHS Providers Twitter account has 16,910, an increase of almost 10% in the last 6 months, while Chris Hopson's following continues to grow, standing at 9,184. We **continue to promote our work and engage in debate**, with our campaigns on capital funding and the NHS pensions crisis seeing particularly high engagement.

**16,910**  
@NHSPROVIDERS  
Twitter followers

## SUPPORT

**Member events** | Over the past six months we have held 71 events for over 1,400 delegates with **97% rating their satisfaction as good or excellent**. Including quality conference and governor focus conference 2019.

We delivered 21 bespoke training and development days for our member trusts to more closely work with and support out members, including as part of our board development GovernWell programmes.

**Networks and dinners** | We held 15 network meetings covering all sectors and supporting executive and non executive board level roles. **97% rated the meetings good or excellent**.

We also held **seven dinner events** attended by 102 chairs and chief executives with key figures including MP, **Sarah Wollaston**, and NHS Improvement chair, **Dido Harding**.

**Briefings** | We produced **40 written briefings** and outputs, including **13 On the day briefings** and regular summaries from NHS England, NHS Improvement, Health Education England and Care Quality Commission board meetings.

We issued a briefing on *The future of NHS Providers in a world of system working* outlining how NHS Providers see its role evolving as system working develops.

**Reports** | We produced three reports, including *The task for providers in 2019/20* which explored the deliverability of control totals, the efficiency challenge, and the likely impact on performance across the provider sector. We also published another report in our Provider Voices series, *Community services: our time to share the perspectives of trust and wider system leaders on some of the critical issues facing community services*.

**Surveys** | We carried out 8 member surveys to inform our reports and briefings. Our **annual regulation survey** refreshed our understanding of NHS providers' experiences of the regulatory and oversight framework in which they operate, and was a **key component in our briefings to NHS Improvement and the Care Quality Commission**.

Our **legislative changes survey** informed our response to NHS England and NHS Improvement's proposed changes to legislation to deliver the NHS long term plan, as we continue to seek to **influence proposals and involve trusts in times of change**.

**71**  
events

**21**  
bespoke training days

**15**  
network meetings

**102 members**  
attended 7 dinners

**53**  
briefings and outputs

**NHS**  
**Providers**  
in system working

**8**  
member surveys

**Response to**  
**proposals**  
for legislative changes

## PROFESSIONAL

**Member participation** | We are delighted to have all 226 eligible trusts and foundation trusts in membership, **making 100% membership for the second year running**. This allows us to continue to speak with authority and credibility on behalf of the provider sector.

**100%**  
membership

**Stakeholder survey** | Our annual stakeholder survey showed strong support for our **effectiveness as an influential membership organisation**, and we are seen as balanced in our voice and positioning. In response to stakeholder questions about NHS Providers' role within a system working context, we produced *The future of NHS Providers in a world of system working*, which outlines how **NHS Providers sees its role evolving as system working develops**.

**Key stakeholders**  
strong reputation

**Staff engagement** | Every year we survey our staff to understand how we are doing as an employer. This year's results showed that **96% of staff believe their colleagues are committed to delivering high-quality services**, and **96% of staff are satisfied with their job and would recommend NHS Providers as a good place to work**.

**96%**  
recommend NHS Providers

**Commercial strategy** | NHS Providers Connect continues with partner events planned for November 2019 and March 2020. Work has started on creating a commercial strategy for NHS Providers to deliver greater commercial focus across all organisational activities and **build sustainable partnerships to support NHS Providers' activities**. The strategy will be completed by the end of the year.

**Build sustainable partnerships**  
to support NHS Provider's activities

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

**Saffron Cordery**  
Deputy Chief Executive  
[saffron.cordery@nhsproviders.org](mailto:saffron.cordery@nhsproviders.org)



One Birdcage Walk, London SW1H 9JJ  
020 7304 6977  
[enquiries@nhsproviders.org](mailto:enquiries@nhsproviders.org)  
[www.nhsproviders.org](http://www.nhsproviders.org)  
[@NHSProviders](https://twitter.com/NHSProviders)

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Registered charity 1140900  
Registered in England & Wales as company 7525114  
Registered Office  
One Birdcage Walk, London SW1H 9JJ