



# NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT

September 2020

## OUR INFLUENCING PRIORITIES

### **Offering providers a clear voice and quality support |**

We reprioritised our activities to support trusts during the pandemic, highlighting policy challenges and promoting the achievements of trusts. We influenced guidance for phase three of the NHS response, pushing for sufficient revenue and capital funding for the NHS to cope with the impact of COVID-19. We have been leading commentators on key aspects of the country's response on behalf of trusts. Since March, NHS Providers secured 8,755 pieces of coverage across broadcast, print and online media, with a coverage reach of over 215 million. Our new COVID-19 web hub collated key national guidance and shared good practice. Our WhatsApp groups kept trust chairs, chief executives and communication leads in touch with each other and leaders from national bodies.

## **1 | During the pandemic**

### **Making the case for multi-year settlements in support of the long term plan |**

We ensured providers directly influenced the phase three guidance through roundtables with Sir Simon Stevens, Amanda Pritchard and other senior leaders. We are robust in our approach to the [comprehensive spending review](#) (CSR) focusing on ensuring the health and care system is funded to deliver the ask from government. This means recovering the care backlog, funding the excess costs in the presence of COVID-19, fair pay, terms and conditions for staff, reform of social care and more investment in public health. Our successful *Rebuild our NHS* campaign continues to prove influential with a four-year settlement for capital now expected in the CSR.

## **2 | Capital emphasising its importance**

### **Promoting the values of the NHS and tackling race inequality |**

We were heavily involved in numerous groups to help shape the people plan and have had a strong voice promoting NHS values. Following a series of roundtables with over 70 trust leaders we look forward to developing our support for trusts to tackle race inequality in the NHS.

## **3 | A Credible NHS people plan**

### **Calling for a properly planned and realistic delivery and performance task |**

We continue to argue strongly for a realistic 'ask' of the service which is fully funded. In our engagement with the clinical review of standards we acted as a sole voice in promoting the multiple roles played by constitutional standards in the system pushing for due consultation and support for the service to roll out new standards.

## **4 | Planning and performance**

### **Seeking a coherent, national approach to address workforce and skills shortages**

| We were among the first stakeholders engaged by NHS England and NHS Improvement to discuss the role of provider collaboratives in driving system working. We work with Care Quality Commission (CQC) to ensure providers are fully engaged in the development of its transitional regulatory approach including provider collaboration reviews and its new strategy from April 2021.

5

## **Local-central relationships**

### **Highlighting the scale of challenges faced by all services**

| Our briefings on the impact of COVID-19 on [mental health services](#) and [learning disability services](#) created considerable media attention. Working with the Community Network, run in partnership with NHS Confederation, we outlined the [key role played by the sector in the pandemic](#) alongside a number of asks of government and national bodies, as well as highlighting the [core role community providers can play in supporting PCNs](#) and [neighbourhood integration](#).

6

## **Equity for all services**

### **Shaping the detail of the long term plan bill before it is laid before parliament**

| Our relationship with the Department of Health and Social Care will help ensure we work with members to shape thinking on legislative change before the detail is set out in early 2021. The bill is a priority for the next six months.

7

## **Legislative change and political engagement**

## INFLUENCE

**Representing member views** | We held **198 meetings**, most virtual, with **national stakeholders and decision-makers** including the new leader of the Labour Party Sir Keir Starmer MP, care minister Helen Whately, members of the health and care task force at No.10 and HM Treasury and the leadership teams of DHSC and NHS England and NHS Improvement.

**198**  
meetings

**Consultations** | We represented members' views in **six key consultations and inquiries**, including on CQC's forthcoming strategy, the health and social care committee's inquiry on delivering core NHS and care services during the pandemic and beyond, and the public accounts committee's inquiries on NHS financial management and sustainability and capital expenditure in the NHS.

**6**  
consultations

**Our influence recognised** | We gave oral **evidence to the health select committee** twice, the public services committee and the APPG on coronavirus. We are submitting written evidence to four new inquiries on maternity services, digital services, NHS staff burnout and life after COVID-19. Our **parliamentary briefings have been mentioned by MPs** and peers six times. Our written submissions are regularly cited in select committee reports, most recently in Public Accounts Committee reports. We hosted two virtual roundtables with Jon Ashworth and baroness Doreen Lawrence on the Labour Party's race equality and coronavirus work, as well as a parliamentary webinar on mental health.

**2**  
virtual roundtables

## VOICE

**Media** | Over the past six months, our media presence has **rapidly increased in response to the pandemic**. We received widespread coverage including on the need for an updated testing strategy, supplies and distribution of PPE, the mandatory use of face coverings in enclosed spaces, NHS capacity, ventilators, and the disproportionate impact of COVID-19 on Black, Asian and minority ethnic communities. We continue to respond to monthly performance figures published by NHS England and NHS Improvement on the challenges around restarting routine care.

**8,755**  
media mentions

**Commentary** | We have continued to place a **high number of comment pieces** in both national and trade media titles. National articles included four in the Independent, two in the Times, as well as a piece in the Guardian. We also published multiple articles in trade media titles, including four in the HSJ, three in the National Health Executive, and others in Public Sector Focus and Public Finance. Our commentary pieces focused on a wide range of topics including COVID-19, delivery and performance, digital transformation, mental health and community services.

**16**  
placed  
comment articles

**Social media** | We now have 20,286 Twitter followers, **an increase of over 6% in the last six months**, while Chris Hopson's following has increased to 14,463. We have seen significant engagement with our COVID-19 resources and Digital Boards programme launch. Our LinkedIn now has 4,457 followers, **an increase of 47% since March 2020**. Our internal video production has re-established itself remotely, and podcasts are soon to resume.

**20,286**  
@NHSPROVIDERS  
Twitter followers

**Member events** | Due to COVID-19, all face-to-face member engagement and development activities were suspended and we transformed our well-respected member events for virtual delivery. Since March we have delivered 56 virtual training, development and networking events for 1279 delegates with 98% rating them as good or excellent.

**56**  
virtual events

**Networks and dinners** | We held **19 virtual network events** supporting executive and non-executive board roles. A virtual roundtable with Jon Ashworth MP took place in June and we hosted five virtual roundtables to discuss race inequality, 80 members attended the sessions with **positive feedback**.

**19**  
virtual network events

**Board development programme** | We have adapted our board development and governor training modules for virtual delivery. **98% of delegates who attended our latest online event rated the course as good or excellent**. Governor support have delivered 11 virtual events with a **99% recommendation rate**, the updated induction toolkit for governors has also been released.

**99%**  
recommend

Our Digital Boards development programme held eight virtual events between June and August including webinars, peer learning workshops and bespoke board development sessions. These were attended by over 100 trusts. We published our first guide, [A new era of digital leadership](#), reaching over 8,000 people.

**Briefings** | We produced **37 written briefings**, including five in our new Spotlight series, focusing on testing, PPE, care home discharges, the 'new normal', and mental health services. Our briefing, [Confronting coronavirus in the NHS](#), prompted a peak in visitors to our website with **3,960 unique views** of the document.

**37**  
briefings

**Reports** | We produced **five reports** – two from our Community network, jointly with the NHS Confederation, on the [impact of COVID-19 on community health services](#) and [case studies on integration](#), one jointly with Public Digital [A new era of digital leadership](#), [Recovery position: What next for the NHS?](#), which included the results of our first survey since COVID-19 and [Standing up to the test](#), a summary of trust leader's views of testing.

**5**  
reports

**Surveys** | Since the last performance report we've carried out four member surveys to inform our reports and briefings. Our survey on resuming non-COVID services highlighted the challenges of balancing COVID-19 and non-COVID care, as well as investigating the readiness of the NHS to restore services.

**4**  
member surveys

Our testing survey **provided evidence of key barriers to overcome** in the coming months.

**Highlighted**  
ongoing need for improvements  
in COVID-19 testing

**Member participation** | We are delighted to have **all 217 trusts and foundation trusts** – 100% of trusts - in voluntary membership for the fifth performance report running. This allows us to continue to speak with authority and credibility on behalf of the NHS provider sector.

**100%**  
membership

**Member visits** | Our visits programme was put on hold in early March as a result of the coronavirus pandemic. We are now looking at ways to re-start this programme, should it be helpful to members at this time, and will be in touch with further news shortly.

**Support**  
for members

**Commercial strategy** | We continue to **build our commercial and sponsorship relationships**, particularly in the run up to our first ever virtual Annual conference and exhibition. Our focus remains to support trusts to make connections which help them to meet their long and short-term challenges.

**Building**  
helpful commercial  
partnerships

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

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