



# NHS PROVIDERS SIX-MONTHLY PERFORMANCE REPORT

March 2021

## OUR SIX INFLUENCING PRIORITIES

We highlighted in the media, and with senior decision-makers, the intense pressures on the workforce, capacity and operational delivery. We shared examples of best practice and innovative working through our *Restoring services* activity tracker, *NHS winter watch* and the *Providers deliver* series. We continue to bring trust and national leaders together to discuss the impact of COVID-19 and the vaccination programme.

**1 Support trusts**  
as they manage the effects of the pandemic

We have been asking for clear reprioritisation of the multiple demands currently faced by the NHS. We have called on the government to ensure the costs of COVID-19 are covered to avoid a large funding gap in 2021/22. We have also continued to make the case for multiyear investment in social care, workforce training and education, public health, and capital.

**2 Reprioritisation of the multiple demands on the service**

We have called for additional national funding to be provided to support staff wellbeing during the pandemic, and challenged the government's recent proposed 1% pay rise for NHS staff. We continue to urge the government to bring forward a robust, fully funded, long-term workforce plan. Our Inclusive leadership series shares perspectives on how healthcare leaders can help address structural inequalities, particularly for Black, Asian and minority ethnic people working within the service.

**3 Inclusive leadership**  
underpinned by a credible NHS people plan

We have engaged with national bodies and with members to help shape the future of system working. We are supporting members in the development of a new approach to regulation and have produced a position statement on regulation as well as responding to Care Quality Commission's recent strategy consultation. We continue to make the case for a robust and well-resourced public health system, and for support and investment at a local level.

**4 Local-central relationships**

We made a series of significant interventions late last year to underline the challenges facing the sector and the need for support and investment, and a welcome £500m was awarded for mental health in the autumn spending review. The Community Network, jointly hosted with the NHS Confederation, has recently responded to a consultation on mandating patient-level costing for NHS community services. In the lead up to the 2020 spending review, we co-produced a briefing with the Association of Ambulance Chief Executives, calling for ambulance services to be adequately funded on a recurrent basis.

**5 Equity for mental health community and ambulance services**

We have met with senior politicians and ministers to discuss key issues for the sector, including Brexit and Department of Health and Social Care's (DHSC) health and care bill proposals. We have developed consultation responses and briefings on the proposals, and engaged with members to understand their views. We are working closely with NHS England and NHS Improvement and DHSC officials, playing an active role in their stakeholder group.

**6 Legislative change and political engagement**

## INFLUENCE

**Representing member views** | We held **233 meetings** with national stakeholders and decision-makers importantly securing the establishment of **two key engagement meetings** with DHSC and NHS England and NHS Improvement respectively, on the forthcoming bill and associated guidance in support of system working. Our engagement with ministers, the health and social care committee and wider parliamentarians continues apace.

**233**  
meetings

**Consultations** | We represented members' views in **17 key consultations**, including on NHS England and NHS Improvement's paper on integrating care and their transformation of urgent and emergency care consultation, Care Quality Commission's new strategy, our representation to the spring 2021 Budget, and a DHSC call for evidence on reducing bureaucracy in the NHS.

**17**  
key consultations

**Our influence recognised** | We gave **oral evidence to the health and social care select committee twice**, and submitted evidence to inquiries on the health and care bill white paper, social care workforce and funding, safety of maternity services, and workforce resilience and burnout. Our parliamentary briefings are mentioned by MPs and peers and our submissions cited in select committee reports. We have produced briefings for parliamentary debates, including on the NHS workforce and COVID-19. We held meetings and maintained contact with the secretary of state and health ministers, as well as shadow health secretary Jonathan Ashworth MP and other senior politicians. We have held three parliamentary webinars focused on issues including mental health and COVID-19, and winter pressures, and the series will continue throughout 2021.

**Parliamentary briefings**  
mention by MPs

## VOICE

**Media** | We built on our high media profile, keeping up with – and helping to set – the national news agenda. We secured **seven times more coverage** than the previous reporting period. We **voiced the pressures trusts are under due to COVID-19**, and comments on staff wellbeing, capacity and vaccinations also received widespread coverage. We warned the government must take a cautious approach to easing lockdown.

**28,027**  
media mentions

**Commentary** | We **doubled the number of comment pieces we placed in media titles**. National articles included three in the Times Red Box. We also had pieces in the Observer, the Independent, the Financial Times, and more. We published multiple articles in trade media titles. Topics included NHS finances, system working, and public health.

**31**  
placed  
comment pieces

**Social media** | We have **22,131 Twitter followers**, an increase of over 9% since September, Chris Hopson's following has increased by 43% to 20,815, and our **LinkedIn** now has **5,237 followers**. We have seen significant engagement with our COVID-19 resources, and **The Provider Podcast** is now live with over 3,000 all time downloads.

**22,131**  
@NHSProviders  
Twitter followers

## SUPPORT

**Member events** | In the past six months we held **149 events**, for over 4800 delegates with **95% rating them as good or excellent**. Our virtual annual conference and exhibition was held over three days and attracted 921 attendees including NHS senior leaders, stakeholders and journalists.

**149**  
events

**Networks and dinners** | We held **13 virtual network meetings** and **1 virtual network roundtable** event covering all sectors and supporting executive and non-executive board roles for over 1000 delegates. Of all delegates surveyed since September 2020, **99% would attend another network event in future**.

**13**  
virtual network meetings

We held **11 virtual roundtables** attended by 58 chairs and chief executives with key figures including Rt Hon Jeremy Hunt, Health and social care select committee chair, Claire Murdoch, NHS England national mental health director, Ian Trenholm, Care Quality Commission chief executive, and Professor Ted Baker, Care Quality Commission chief inspector of hospitals.

**11**  
virtual roundtables

**Board development programme** | Our board development programme held 29 virtual courses for a total of 980 delegates with **98% of attendees rating these events as good or excellent**. In addition, we held **in-house training for 24 NHS trusts and foundation trusts** and delivered 18 bespoke whole board development sessions. Over 63% of member trusts have engaged with our board development programme so far this year.

**29**  
virtual courses

**Governor support** | Our Governwell training programme held **38 virtual courses** for a total of 505 NHS governors, 25 of which were bespoke in house training events for whole councils. **96% of attendees rated these events as good or excellent**. In addition, we held three virtual governor workshops with over 270 governors attending over the three days in January and February.

**38**  
virtual courses

Our virtual governor focus conference was held over three days and attracted over 600 NHS foundation trust governors.

**Digital Boards** | Our digital boards programme delivered **six webinar and peer learning events**, one roundtable and **21 bespoke whole board development sessions** for a total of 540 board members across 93 trusts. **90% of attendees would recommend these events**. In addition the program launched a number of board resources aimed to support members on their digital leadership.

**21**  
bespoke sessions

**Briefings and reports** | We produced **50 briefings and reports**, including the latest in our *Providers deliver* series, focused on trusts' COVID-19 response, our briefing on the *State of the NHS provider sector 2020*, 13 *On the day* and *Next day* briefings, and two *Spotlight* briefings, looking at the impact of the pandemic on trusts.

**50**  
briefings and reports

**Surveys** | To reflect operational pressures, we have surveyed members less than usual. However, we have conducted **six surveys on key policy issues** where we needed to be guided by our members. We surveyed members to collect evidence to form the basis of our submission to the NHS Pay Review Body on the upcoming Agenda for Change pay award in 2021.

**6**  
member surveys

Our annual regulation survey contained a **new section about the regulatory regime over the course of the pandemic**, in addition to time-series questions about trusts' wider experiences of regulation and oversight and questions on the future strategic approach to regulation.

## EXCELLENT ORGANISATION

**Member participation** | We are delighted to have all **215 eligible trusts** and foundation trusts in membership, making **100% membership** for the sixth performance report running and the third year running. This allows us to continue to speak with authority and credibility on behalf of the provider sector.

**100%**  
membership

**Member visits** | In November 2020 we resumed our member visit programme on a virtual basis. In the last six months our director team have completed **29 virtual member visits** across the acute, ambulance, community and mental health sectors, and attended **ten regional virtual chairs and chief executive meetings**.

**29**  
virtual member visits

**Member satisfaction** | In our annual member research we received **380 responses to our survey** and Ipsos Mori conducted **20 in depth interviews**. The survey showed that **100% of chairs and chief executives would speak positively about NHS Providers**, and 98% were 'very' or 'fairly' satisfied with our work. 96% of all respondents felt it was 'very' or 'fairly' important for their organisation to be a member.

**100%**  
of chairs and chief executives  
would speak positively

**Commercial strategy** | We are growing our commercial income, building a range of **successful partnerships with private sector companies** to bring thought leadership and insight to our members and developing our offerings for board development and governor training. In particular, we are about to launch a new **Panel Membership programme**, enabling trusts to ask questions of a range of leading advisory and law firms on a pro bono basis.

**Growing**  
commercial income

**New strategy and share values** | Our **new four-year strategy** responds to your feedback and an external environment, altered by COVID-19. It will enable us to remain the credible, relevant voice for providers by mirroring the challenges and opportunities you face in the context of system working. We are pleased to have co created shared values with our staff team, which we also launched this month.

**New**  
four-year 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 sixteenth edition of our performance report. We would welcome your feedback.**

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