

April 2014

PSNC Briefing 011/14: NHS England's Business plan 2014-15 to 2016-17

At the end of March 2014 NHS England published a refreshed business plan - [Putting Patients First Business plan 2014-15 to 2016-17](#) - which describes the organisation's plans for the next two years. The business plan builds on [Everyone Counts: Planning for Patients 2014/15 to 2018/19](#), NHS England's earlier planning guidance for the healthcare system, which was published in December 2013. Within the business plan long-term ambitions are described, medium-term objectives and the specific deliverables NHS England expects to achieve over the next year.

This PSNC Briefing summarises the elements of the plan which are of most relevance to community pharmacy.



NHS England's business areas

NHS England has identified 31 business areas that, together, encompass all of its planned activity. These are structured under three overarching objectives:

1. delivering high quality care for all now;
2. delivering high quality care for all, for the future; and
3. developing our organisation.

The graphic alongside sets out the specific business areas under each of the three headings; these 31 business areas describe NHS England's organisational focus.

The business plan contains details on each of these specific business areas, including NHS England's objectives and the key deliverables. The detailed points and key deliverables which are of most relevance to community pharmacy are set out below. LPCs will want to be aware of these areas of work being undertaken by NHS England in order to inform local conversations with Area Teams.

High quality care for all, now	High quality care for all, for the future	Developing our organisation
Prevention & Early Diagnosis	Citizen Participation and Empowerment	Excellent Organisation Programme
Parity of Esteem	Wider Primary Care, Provided at Scale	Customer Contact & Complaints
Access to Urgent & Emergency Care	A Modern Model of Integrated Care	Primary Care Support Services
Patient Experience	Highest Quality Urgent and Emergency Care	Corporate Services
Patient Safety	Productivity of Elective Care	Commissioning Support
Medical Revalidation	Specialised Services concentrated in Centres of Excellence	
Compassion in Practice	Seven Day Services	
Equality and Health Inequalities	Economic Contribution of the NHS	
Maternity, Children and Young People		
Long Term Conditions, Older People & End of Life Care		
People with Learning Disabilities		
Primary Care Commissioning		
Public Health, Health & Justice and Armed Forces		
Specialised Services Commissioning		
Challenged Geographies		
Access to Elective Care		
Data, Digital Services & Customer Service		
Planning, Resources and Incentives		

High quality care for all, now

Prevention and early diagnosis

Key deliverables	<ul style="list-style-type: none"> • Provide support to PHE on four cancer and two other symptom awareness campaigns by March 2015 • Produce an action plan to improve patient management following an NHS Health Check by March 2015 • Produce an action plan to improve the NHS contribution to prevention through 'making every contact count' by March 2015 • Scope a programme of work, in conjunction with PHE, to address alcohol misuse by June 2014
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Parity of esteem – valuing mental and physical health equally

Key deliverables	<ul style="list-style-type: none"> • Support the Alzheimer's Society prevalence review to agree a consensus on dementia prevalence rates and agree next steps by August 2014 • Work with PHE and DH to define what good post diagnostic care for dementia looks like and co-produce commissioning guidance and indicators to measure progress by March 2015 • Continue to work with PHE during 2014/15 to increase access to the NHS Health Check programme especially for disadvantaged groups and to support commissioners in ensuring that appropriate follow up is provided
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Access to urgent and emergency care, including winter and resilience planning

Key deliverables	<ul style="list-style-type: none"> • The requirements for local resilience planning, through the development of refreshed plans by Urgent Care Working Groups will be set out in guidance published by April 2014 with a first cut of locally agreed plans developed by June 2014 • An evaluation of the 'Under the Weather' (The earlier, the better) campaign by August 2014 to inform the winter 2014/15 campaign • Work alongside the public to launch and promote behaviour change campaigns to aim to reduce the number of people requiring emergency admissions through urgent and emergency care services. The size and scope of a winter marketing campaign for 2014/15 will be determined based on evaluation of the 'Under the Weather' campaign and any local campaigns • Stabilize existing NHS 111 provider contracts and ensure inappropriate variation is identified and addressed in line with the Urgent and Emergency Care review. Ensure adequate assurance is in place to support NHS 111 re-provision throughout 2014/15 • Pilots for an NHS 111 enhanced service, in line with the findings of the Urgent and Emergency Care Review, undertaken by September 2014
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Patient experience

Key deliverables	<ul style="list-style-type: none"> • All NHS services will provide real-time feedback on the FFT by the end of March 2015 • An NHS Constitution behaviour change campaign aimed at the public and patients launched in May 2015 • Publish NHS England's commitments to carers by May 2014, through which we will improve the recognition and support carers receive • Update and refresh the NHS identity guidelines and create a NHS Constitution Values and Standards hub to ensure the NHS Constitution values are reflected, amplified and promoted through the national NHS identity
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Patient safety	
Key deliverables	<ul style="list-style-type: none"> NHS Patient Safety Thermometer tools and applications to be developed to facilitate collection and analysis of frontline data in new areas such as maternity care, mental health care and medication safety by March 2015 Patient safety data publication to begin on the single NHS safety website by June 2014 15 Patient Safety Collaboratives to be established by July 2014 Business case with detailed options for a new national patient safety incident reporting system by March 2015

Long term conditions, older people and end of life care	
Key deliverables	<ul style="list-style-type: none"> Publish a web-based dynamic toolkit and a long term condition (LTC) dashboard to support the implementation of the House of Care including national guidance, evidence and local examples by June 2014 Set out NHS England's commitments to support carers by May 2014 and implement actions throughout 2014/15 Develop practical tools and commissioning guidance to support the delivery of the Mandate commitment for everyone with a long term condition being offered a personalised care plan by April 2015 Continue to support the testing and development of the LTC Year of Care Commissioning model for people with multi morbidities in 2014/15 Co-produce with patients and carers a supported self-management guide for people with complex care needs and frailty by June 2014

Primary care commissioning	
Objectives of the business area	<p>NHS England's key objectives are to:</p> <ul style="list-style-type: none"> improve patient access to services commission high quality services across primary care ensure delivery of NHS England's statutory responsibilities for primary care commissioning within the resources available (£12bn) develop more integrated out of hospital services that help people stay healthy and provide proactive, coordinated support to support CCGs and Local Professional Networks (LPN) to work collaboratively with local communities to: <ul style="list-style-type: none"> develop joint strategies for commissioning primary care and wider community services develop strategies for dental, community pharmacy and eye care as part of an integrated out of hospital strategy. ensure that the commissioning of primary care services is undertaken within a primary care commissioning single operating model.
Key deliverables	<ul style="list-style-type: none"> Production of commissioning, legal and contracting tools and resources in order to provide assurance that NHS England is commissioning and contracting within a national framework, throughout 2014/15 Introduce a development programme of bespoke training guidance documents and sharing of best practice through technology, throughout 2014/15 A programme that aims to eliminate variation between area teams by reviewing contractor frameworks for functions such as translation services, the provision of occupational health services and disposal of clinical waste by October 2014

	<ul style="list-style-type: none"> • A primary care performers' framework to assure the standards of contractors on the national performers' list, and to include a training programme ensuring better management of patient concerns and improved support to GP revalidation officers, developed and implemented by December 2014 • A system that provides automated reporting for controlled drug accountable officers to be introduced by August 2014 • A single operating model for Local Professional Networks to build clinical leadership for non-medical professionals within Primary Care to be implemented by December 2014 • A national strategic plan for primary care premises changes, to support development and delivery of local primary care strategy and primary care transformation, published by January 2015 • An enhanced GP assurance web tool, to enable consistent contract monitoring for general practitioners and other primary care providers, developed by November 2014 • Actions that respond to the outputs of the Primary Care Strategy, due to be published by October 2014, identified by March 2015
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Public health, health and justice and Armed Forces

Key deliverables	<ul style="list-style-type: none"> • A detailed stocktake of compliance with, and capacity to deliver, the standard service specifications for public health, completed by October 2014. This stocktake will report against screening and immunisations in April 2014 • The screening and immunisation priorities contained in the NHS Public Health functions agreements 2013/14 and 2014/15 implemented by March 2015
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Data, digital and customer services

Objectives of the business area	<ul style="list-style-type: none"> • Implement a modern data service (care.data) which will provide timely, accurate data linked across the different components of the patient journey and the outcomes resulting from their treatment and care • Lead design and delivery of a data service for commissioners which will enable accurate activity and quality reporting on behalf of patients • Create a seamless and intuitive digital transactional interface between the various customer access points to improve patient experience such as prescription ordering, referral management, appointment booking and test results • Enable and support people to access and interact with their individual health records online, if they wish to do so • Use the Health and Social Care Digital Service to provide the digital front door into health, public health and social care services • Facilitate the widespread adoption of modern, safe standards of record keeping, ensuring that electronic records are built in a way that allows interoperability and integration across care settings • Analyse and act on customer insight drawn from social media and other community channels to inform commissioning, future design of services and patient and public participation.
Key deliverables	<ul style="list-style-type: none"> • Patients are able to order repeat prescriptions online, book appointments online and have online access to GP records in 95% of GP practices from March 2015 • One third of accident & emergency departments, NHS 111 providers and ambulance trusts to have access to primary care records by December 2014 • GP practices will be providing data extracts to care.data from the autumn of 2014, with 90% doing so by January 2015

	<ul style="list-style-type: none"> Develop and deliver a service delivery excellence framework to improve patient and public experience
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High quality care for all, for the future

Wider primary care provided at scale	
The purpose of this business area is to lead, develop and deliver the national process, tools and enablers within NHS England to support the development of wider primary care – delivered at scale – particularly for people with long term conditions, including mental health conditions.	
Objectives of the business area	<ul style="list-style-type: none"> enable general practice, community pharmacy services, dental services and primary eye health services to play a much stronger role, at the heart of a more integrated system of community-based services, in improving health outcomes and reducing inequalities develop new models of wider primary care that provide: <ul style="list-style-type: none"> proactive co-ordinated care holistic, person-centred care fast, responsive access to care health-promoting care consistently high quality care enable general practice to work at greater scale and in closer collaboration with other health and care organisations, whilst retaining personal continuity of care and strong links with local communities oversee development of national contracts and contractual frameworks for general practice services, community pharmacy services, primary dental services and NHS eye care services
Key deliverables	<ul style="list-style-type: none"> A strategic framework for commissioning primary care published in October 2014 which will inform future service models, setting out the action we are taking at a national level to support commissioners in developing joint local strategies for primary care A suite of national enablers to be published by March 2015 covering: <ul style="list-style-type: none"> descriptions of potential new service models investment and incentives for primary care joint commissioning and innovative contracting managing the provider landscape workforce development To further develop the national contracts and contractual frameworks for the four contractor groups by December 2014, taking account of the Calls to Action Evaluation of Prime Minister Challenge Fund pilots by March 2015 that provide evidence on how to improve access to general practice services and develop more innovative and sustainable models of primary care To model the financial impact of wider primary care at scale as part of the overall assessment of the financial impact of high quality care for all, for the future by October 2014

If you have any queries on this PSNC Briefing or you require more information, please contact [Alastair Buxton, Head of NHS Services](#).