

Social Partnership Forum Strategic Group - Update on NHS Services, Seven Days a Week.

11th June 2014

Background

On 15th November 2013, Simon Bennett, Quality Framework Team, NHS England, provided an update to the Social Partnership Forum on the work of the NHS Services, Seven Days a Week Forum.

At that stage, the Forum, which is Chaired by Professor Sir Bruce Keogh the National Medical Director, had set out an ambition that patients in every community in England should be able to access consistent, high quality urgent and emergency care services, along with their supporting diagnostic services, seven days a week.

Developments since November 2013

The Forum presented a report of its initial findings to the Board of NHS England in December 2013¹. The report explored the major barriers to seven day services and, while making clear that there is no 'one-size-fits all' approach to implementing seven day services, made proposals for improvements.

NHS England accepted all of the Forum's recommendations, which include the delivery of ten clinical standards by the NHS, describing the quality of care that patients should expect to receive on every day of the week. The Board committed NHS England to drive full implementation of the clinical standards within the next 3 years, through the use of a range of incentives, rewards and sanctions, and is looking to its key strategic partners to add their own leverage in support of the change.

The timetable and milestones for implementation of the clinical standards are set out below, and were published in *Everyone Counts: Planning for Patients 2014/15 to 2018/19* and *Putting Patients First*, the NHS England business plan for 2014 /15 and 2016/17.

NHS England will ensure that:

- By March 2015 - local contracts include an Action Plan to deliver the clinical standards within the Service Development and Improvement Plan Section.
- By March 2016 - those clinical standards which will have the greatest impact are incorporated into the national quality requirements section of the NHS Standard Contract.
- By March 2017 - all clinical standards are incorporated within the quality requirements section of the NHS Standard Contract with appropriate contractual sanctions in place for non-compliance.

¹ <http://www.england.nhs.uk/wp-content/uploads/2013/12/forum-summary-report.pdf>

Health Education England has agreed that education contracts should include the availability of consultants to provide adequate supervision of doctors in training seven days a week, in line with the clinical standards. The CQC also supports the drive to implement seven day services across the NHS and is routinely asking acute trusts about their progress in this area as part of the new inspection arrangements.

Key deliverables: next steps

In *Putting Patients First*, NHS England has identified 31 business areas that, together, encompass all of the organisation's planned activity. The seven day services business area identifies 4 key deliverables:

1. Support full implementation of the seven day clinical standards for urgent and emergency care services in acute settings by the end of 2016/17.

NHS England will manage the delivery of seven day service as a mainstream priority through the Strategic Operations Directorate, and are setting up an Internal Implementation Programme Board to ensure that this priority becomes part of normal, established, operational routes and communications with the NHS.

2. Develop metrics to measure delivery of the clinical standards in acute settings by December 2014.

The Implementation Programme board will be supported by a sub-group which will focus on developing a "balanced scorecard" of measurements to assess the progress of delivery in the NHS.

The sub-group will include representation from NHS England's regions and area teams, external stakeholders and from NHS Improving Quality which has introduced a large-scale seven day services transformation change programme.

3. By December 2014, supported by the NHS Services, Seven Days a Week Forum, provide further insight, evidence and proposals for how primary, community and acute health services and social care systems can be better integrated at weekends to improve outcomes.

Alignment across primary, community and secondary health services, and social care, will maximise the benefits of adopting the clinical standards, prevent admissions, and support safe, timely discharge. This deliverable will contribute to another of NHS England's business areas, designed to enable the delivery of a "modern model of integrated care", and will be taken forward through an Integration Collaborative bringing together all relevant programmes and initiatives within NHS England.

4. To model the financial impact of moving towards seven day services as part of the overall assessment of the financial impact of high quality care for all, for the future by October 2014.

NHS England's Strategic Finance Directorate has developed a specification and is currently considering tenders from consultancies to assess the financial and workforce impact of delivering the seven day service clinical standards and models

to ensure that all patients have access to seven day urgent and emergency services, out of hospital health services, planned care services and social care services.

Potential contribution of the Social Partnership Forum

Regular testing of emerging ideas, findings and proposals with NHS employers and staff side is important to ensure workforce issues are properly understood, and to allow barriers to be addressed at a formative stage.

How does the SPF feel that it can best support the introduction of seven day services, and what is the best way to develop an on-going dialogue about the roll out of this key policy?