

April 2018

## PSNC Briefing 023/18: NHS mandate 2018/19

Every year, the Department of Health and Social Care (DHSC) issues a [mandate](#) to NHS England, to set out the Government's objectives and requirements for NHS England to deliver, as well as its budget. It helps to set the direction for the NHS and to ensure the NHS is accountable to Parliament and the public.

In the latest mandate published on 20th March 2018, DHSC continue to take a multi-year approach to setting the mandate, as it has done since 2016. In the document, DHSC sets objectives and goals to 2020, as well as some specific matters that NHS England should be seeking to deliver in the financial year 2018/19. NHS England is legally required to seek to achieve the objectives in the mandate and will have its performance assessed against its objectives.

This PSNC Briefing summarises the elements of the NHS mandate 2018/19 that are of most relevance to community pharmacy contractors and Local Pharmaceutical Committees.

### The Five Year Forward View and a seven-day NHS

DHSC believes the NHS should be available when people need it and be accessed easily and conveniently. The objectives it has set for NHS England will help the NHS to deliver changes and seven-day services that mean:

- access to consistent standards of urgent and emergency hospital care, senior doctors and diagnostics no matter which day of the week patients are admitted to hospital;
- weekend and evening access to primary care;
- faster, more streamlined access to urgent care, seven days a week through NHS 111; and
- 24/7 access to mental health crisis care in both community and A&E settings.

### NHS England's budget

- Total revenue budget: £114,269 million;
- Capital budget: £256 million;
- £2.45 billion of NHS England's budget for 2018/19 will be allocated through the Provider Sustainability Fund to support providers, particularly those providing emergency services, payable through commissioning or as other support. Receipt of the Provider Sustainability Fund is subject to trusts meeting their control totals (financial targets) and improved A&E performance goals; and
- A new £400 million Commissioner Sustainability Fund will also be created to support commissioners to achieve financial balance.

### NHS England's objectives

The objectives set out in the mandate for NHS England are:

#### Objective 1: Through better commissioning, improve local and national health outcomes and reduce inequalities

- NHS England is to maintain the Clinical Commissioning Group (CCG) improvement and assessment framework, to enable local areas to see how their services and outcomes compare to others and make

consistent improvements; and

- NHS England is expected to demonstrate improvements against the NHS Outcomes Framework, and work with CCGs to reduce inequalities in access, quality of care and outcomes at a local level.

**How NHS England’s performance will be assessed:**

<b>CCG and STP performance</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>• By July 2018, publish the results of the CCG improvement and assessment framework for 2017/18. This will continue to include independent assessment of CCG performance for each of cancer, dementia, maternity, mental health, learning disabilities and diabetes.</li> <li>• With NHS Improvement, ensure commissioners and providers deliver their 2018/19 operational plans, which will deliver year two of locally agreed Sustainability and Transformation Plans.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>• Consistent improvement in performance of CCGs against the CCG improvement and assessment framework.</li> <li>• With NHS Improvement, support local areas to ensure delivery of agreed plans within each Sustainability and Transformation Partnership (STP) area, including progress against metrics.</li> </ul>

**Objective 2: To help create the safest, highest quality health and care service**

- NHS England must help ensure the NHS provides the same standards of care, seven days a week, for people who need urgent and emergency hospital care, and that harm is minimised by avoiding unnecessary complications or admissions to hospital.
- DHSC wants the NHS to become the world’s largest learning organisation, with a culture that uses all sources of insight, including from complaints, to improve services and quality of care, particularly for the most vulnerable.
- People should be empowered to shape and manage their own health and care and make meaningful choices, particularly for maternity services, people with long term conditions and as set out in the Government’s response to the end-of-life care Choice Review.
- Carers should routinely be identified and given access to information and advice about the support available.
- A priority for NHS England will be to improve early diagnosis, services and outcomes for cancer patients, as outlined in [Achieving World-Class Cancer Outcomes: A Strategy for England 2015-20](#).

**How NHS England’s performance will be assessed:**

<b>Improving service quality and achieving seven-day services</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>• Continue to roll out seven-day services in hospital - priority areas are major trauma, heart attack, paediatric intensive care, vascular and stroke.</li> <li>• Support the Government’s ambitions on antimicrobial resistance by taking action to improve prescribing, surveillance and diagnostic testing, and reduce E. Coli blood stream infections.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>• Roll out of seven-day services in hospital to 100% of the population.</li> <li>• Measurable improvement in antimicrobial prescribing, resistance rates and healthcare associated infection rates to support the Government’s ambition to halve inappropriate antibiotic prescribing and halve Gram-negative infections.</li> </ul>

<b>Patient experience</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>Continue to ensure that feedback from complaints, whistleblowing and wider feedback is used to support patients, their carers and staff, to drive up quality and improve patient safety in primary care and specialised commissioning.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>Significantly improve patient choice, including in maternity, end-of-life care, elective care and for people with long-term conditions.</li> </ul>
<b>Cancer</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>Improve the proportion of cancers diagnosed at stages 1 and 2 over the previous year.</li> <li>Work with partners across the cancer community to pilot an approach to measuring long-term quality of life for people living with and beyond cancer.</li> </ul>

### Objective 3: To balance the NHS budget and improve efficiency and productivity

- The Government is supporting the NHS's Five Year Forward View, increasing its annual funding by at least £10 billion above inflation by 2020-21, compared to 2014/15;
- NHS England is expected to work with NHS Improvement (which has statutory responsibility for trust financial control) to support local areas in developing credible, financially balanced operational plans, which build on, and align with, [Sustainability and Transformation Partnerships](#); and
- Commissioners are expected to work collaboratively with local authorities (LAs) to make the most efficient and effective use of health and social care funding.

#### How NHS England's performance will be assessed:

<b>Balancing the NHS budget</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>Ensure overall financial balance in the NHS, working with NHS Improvement, which has statutory responsibility for trust financial control.</li> <li>Ensure CCGs take steps to better manage demand in acute services through effective implementation of programmes including New Care Models, NHS Right Care and self care.</li> <li>Measurable improvement in primary care productivity, including through supporting community pharmacy reform.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>Ensure that commissioners discharge their duties in a way which supports all parts of the system (commissioners and providers) to live within their control totals, as individual organisations, across Sustainability and Transformation Plan footprints, and in aggregate.</li> <li>With DHSC and NHS Improvement, achieve year on year improvements in NHS efficiency and productivity (2-3%) each year, including from reducing growth in activity, improving the quality of care and maximising cost recovery.</li> </ul>

### Objective 4: To lead a step change in the NHS in preventing ill health and supporting people to live healthier lives

- The escalating demands of ill health driven by lifestyles threaten the long-term sustainability of the NHS. Embedding prevention is therefore crucial to improving and lengthening lives, reducing inequalities and to reducing avoidable demand for NHS services. DHSC wants the NHS to do more with partners on the broader prevention agenda, such as tackling smoking, alcohol and drug misuse, and physical inactivity.
- NHS England is asked to lead a step-change in the NHS on helping people to live healthier lives by tackling obesity and preventable illness. In particular, this includes contributing to the Government's goal to reduce

child obesity and doing more to reach the five million people at high risk of diabetes and improve the management and care of people with diabetes,

- As part of the 2020 Dementia Challenge, NHS England is expected to make measurable improvements in the quality of care and support for people with dementia, and to increase public awareness.

#### How NHS England's performance will be assessed:

<b>Obesity, diabetes and prevention</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>• Deliver NHS England's contribution to the Government's childhood obesity plan in 2018/19.</li> <li>• At least 60,000 people referred to the NHS Diabetes Prevention Programme (NHS DPP).</li> <li>• Fund and deliver with Public Health England (PHE), a programme that will support the implementation of identified preventative interventions at scale by the NHS, in collaboration with local health and care partners.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>• Measurable reduction in child obesity as part of the Government's childhood obesity plan.</li> <li>• 100,000 people supported to reduce their risk of diabetes through the NHS DPP.</li> <li>• Measurable reduction in variation in the management and care for people with diabetes, including the achievement of the National Institute for Health and Care Excellence (NICE) treatment targets whilst driving down variation between CCGs.</li> <li>• With support from PHE, contribute to the reduction of preventable illness associated with hospital admissions through the implementation of tangible, preventative interventions in the NHS.</li> </ul>
<b>Dementia</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>• Implement and embed the dementia pathway, set out in the Implementation Guide and resource pack for dementia care, and improve the quality of post-diagnosis treatment and support.</li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>• Deliver the actions as outlined in the Challenge on Dementia 2020 Implementation Plan.</li> </ul>

#### Objective 5: To maintain and improve performance against core standards

- NHS England is expected to support the NHS to improve and, where possible, maintain access to timely, quality services for all patients.

#### How NHS England's performance will be assessed:

<b>A&amp;E, ambulances and Referral to Treatment</b>
<p>By 2018/19:</p> <ul style="list-style-type: none"> <li>• Co-implement the agreed A&amp;E recovery plan with NHS Improvement and deliver aggregate A&amp;E performance in England above 90% in September 2018, with the majority of trusts meeting 95% in March 2019, and aggregate performance in England at 95% within the course of 2019, including by: <ul style="list-style-type: none"> <li>- ensuring all care home residents at risk of admission to hospital are first seen by a GP or ambulance 'see and treat' model; and</li> <li>- Continuing to improve patient flow, reduce Delayed Transfers of Care (DTOCs) and support NHS Improvement to manage capacity inside hospitals through implementing the "Improving Patient Flow" guidance.</li> </ul> </li> </ul> <p>By 2020:</p> <ul style="list-style-type: none"> <li>• 95% of people attending A&amp;E seen within four hours.</li> <li>• A 24/7 integrated urgent care service implemented in each footprint, including a clinical hub that supports NHS 111, 999 and out-of-hours calls from the public and all healthcare professionals.</li> </ul>

## Objective 6: To improve out-of-hospital care

- DHSC want to see more services provided out of hospitals, a larger primary care workforce and greater integration with social care, so that care is more joined up to meet people’s physical health, mental health and social care needs.
- NHS England is expected to ensure everyone has easier and more convenient access to planned GP services, including appointments in the evenings and at weekends where this is more convenient, and effective access to quality urgent and emergency care, 24 hours a day across the whole week.
- DHSC wants to see more power and control devolved to more areas, enabling communities to design and develop new models of care tailored to meet the needs of their local populations. NHS England should support the NHS to achieve the Government’s aim that health and social care are integrated across the country by 2020, including through the Better Care Fund. The move towards greater system working in 2018/19 will be reinforced by the voluntary roll-out of Integrated Care Systems.
- NHS England is expected to strive to reduce the health gap between people with mental health problems, learning disabilities and autism and the population as a whole, and support them to live full, healthy and independent lives.

### How NHS England’s performance will be assessed:

<b>New models of care and general practice</b>	
By 2018/19:	<ul style="list-style-type: none"> <li>• Deliver 2018/19 core requirements for access to GP services, including evening and weekend access, to a total of 100% of the population.</li> <li>• Support NHS Digital and DHSC to provide practices with clinical data by named GP.</li> <li>• Achieve 20% coverage of the population by the <a href="#">New Care Model programme</a> and 20% coverage by Integrated Care Systems.</li> <li>• Assess progress of the vanguards and identify models consistent with the <a href="#">multispecialty community providers</a>, <a href="#">integrated primary and acute care systems</a> and <a href="#">enhanced health in care homes</a> vanguard frameworks that can be replicated across the country.</li> </ul>
By 2020:	<ul style="list-style-type: none"> <li>• Implementation of the measures to support general practice set out in the <a href="#">General Practice Forward View</a>, including:               <ul style="list-style-type: none"> <li>- Improved access to primary care, ensuring 100% of the population has access to weekend/evening routine GP appointments; and</li> <li>- 5,000 extra doctors in general practice, delivered jointly with Health Education England.</li> </ul> </li> <li>• Measurable reduction in age standardised emergency admission rates and inpatient bed-day rates; more significant reductions through the New Care Model programme covering at least 50% of the population.</li> </ul>
<b>Health and social care integration</b>	
By 2018/19:	<ul style="list-style-type: none"> <li>• Implement the <a href="#">Better Care Fund</a> in line with the Integration and Better Care Fund Policy Framework for 2017-19.</li> <li>• Working with partners, achieve accelerated implementation of health and social care integration, including through sharing electronic health records and making measurable progress towards integrated assessment and provision.</li> <li>• Work with DHSC and other national partners and local areas to agree and support implementation of those local devolution deals which include health proposals, subject to NHS England’s devolution criteria.</li> <li>• Collaborate with LAs to support the sustainability of social care, including on programmes such as New Care Models, Urgent Care and NHS Right Care.</li> </ul>

By 2020:

- Achieve better integration of health and social care in every area of the country, with significant improvements in performance against relevant indicators within the CCG improvement and assessment framework, including new models of care.

**Mental health, learning disabilities and autism**

By 2018/19:

- Deliver the 2018/19 Mental Health Five Year Forward View Implementation Plan recommendations.

By 2020:

- Deliver the 2018/19 Mental Health Five Year Forward View recommendations and ensure one million more people with mental health problems are accessing high quality care.

**Objective 7: To support research, innovation and growth and to support the Government's implementation of EU Exit in regards to health and care**

- NHS England is asked to promote and support participation by NHS organisations, patients and carers in research funded both by commercial and non-commercial organisations, so that the NHS supports and harnesses the best research and innovations and becomes the research partner of choice.
- DHSC expect NHS England to work with the life sciences sector and Government as it takes forward a life sciences strategy that makes the UK the best place in the world to invest in life sciences and develop innovative, cost effective and affordable new products.
- NHS England should also support the NHS to make better use of digital services and technology to transform patients' and their carers' access to and use of health and care, including online access to their personal health records.
- NHS England is asked to help support the Government and work with other Arm's Length Bodies to help effectively prepare the health sector for day one readiness at the point of EU exit.

**How NHS England's performance will be assessed:**

**Technology**

By 2018/19:

- Ensure high quality appointment booking apps with access to a patient's full medical record are available.
- Each practice to have a minimum of 10% of patients accessing primary care services online or through apps. In addition, the overall number of patients accessing primary care services online or through apps will increase by 20% in line with trajectory and the plan for achieving a significant increase by 2020.
- Make measurable progress towards achieving 100% of GP to first outpatient referrals through the NHS e-Referral Service by October 2018.

By 2020:

- Support delivery of the National Information Board Framework on Personalised Health and Care 2020.
- 95% of GP patients to be offered e-consultation and other digital services.
- Ensure all clinical correspondence and transfers of care are shared electronically and the opening up of systems to enable sharing of care records.

If you have queries on this PSNC Briefing or you require more information please contact [Zainab Al-Kharsan, Service Development Pharmacist](#).