

Change NHS: 10 Year Plan engagement

Engagement Assurance Committee

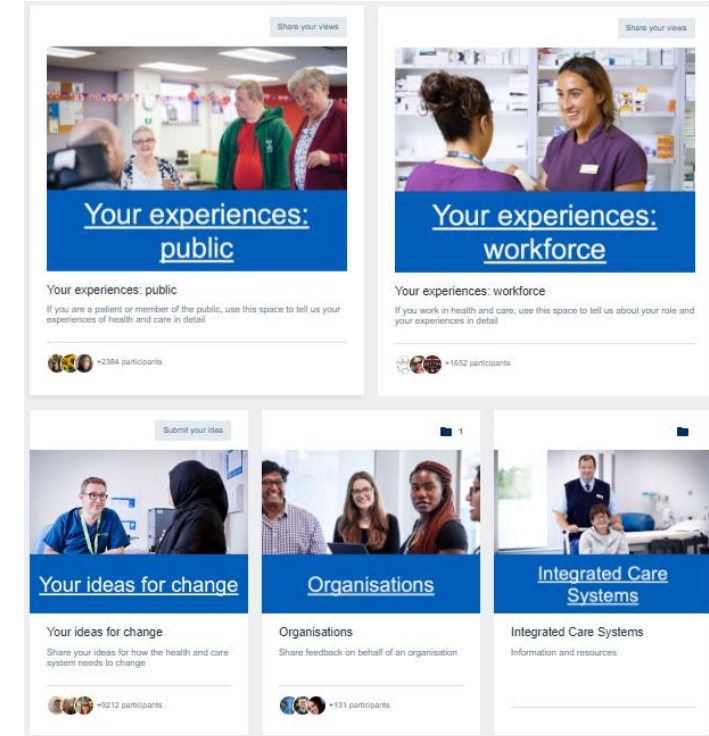
27 November 2024

Overview

- A joint DHSC and NHS England team has been established to deliver a 10-Year Health Plan. This plan will be published in the spring 2025.
- The plan will set out how we will deliver an **NHS fit for the future**, creating a truly modern health service designed to meet the changing needs of our changing population.
- It is focussed around what the Government are calling ‘the three shifts’
 - Shift 1: moving more care from hospitals to communities
 - Shift 2: making better use of technology in health and care
 - Shift 3: focussing on preventing sickness, not just treating it
- The plan will be co-developed with the public, staff and patients through a thorough and detailed engagement exercise which started on **Monday 21 October 2024**

Timelines

- 21 October - listening exercise launched through the launch of the online portal [Change NHS](#) open to end of March 2025
- 5 November – executive leadership (ICBs and Trusts) London briefing event
- 11 November – first nationally organised public event continuing till 31 January
- 18 November – a workshop in a box resource (for a 2 hour workshop format) shared to support local engagement
- 2 December – organisation responses to be submitted
- 8 December - London deliberation event, Mary Ward Centre, Russell Square, recruitment & facilitation by Thinks Insight. Sessions will be live streamed and open to the media.
- 31 January 2025 – all workshops to be completed with feedback submitted via the national portal with in five days of workshop and by 14 Feb at the latest.
- 8 February – London staff face to face event. Process coming soon about identifying staff
- March 2025 – finalising the 10 year vision.
- Spring 2025 – publication of 10 year plan.



How we will engage at a SEL level

- Host a round table with South London Listens community and Be Well leaders in partnership with Citizens UK – chaired by Richard Douglas, in January 2025 to show case work in key areas that the listening exercise is focussing on and have further discussions in these areas, using the workshop in a box resource.
- Develop a [let's talk](#) project page with links to national [Change NHS](#) and to promote SEL London webinar(s) (see below), continue to promote in the ICS [Get Involved](#) newsletter.
- Host SEL ICB on-line engagement webinars in January 2025 with senior leaders and members of the public exploring the three shifts using the workshop in a box resource :
 - how do we move from hospital to community based care
 - how do we make better use of technology
 - how do we focus on preventing sickness, not just treating it.
- Promote via social media encouraging people to share ideas via the national portal.
- Discuss and promote at SEL Engagement Practitioners' network meeting in November and Community Champion coordinators meeting in November.
- The SEL Director of VCSE Collaboration and Partnerships is coordinating a VCSE response and promoting across VCSE.
- Promote with the six Healthwatch organisations in SEL and share the workshop in a box resource with them. Healthwatch England has asked local Healthwatch organisations to respond.



- You can encourage **submit your ideas and feedback** through the online platform at [Change NHS](#).
 - [Start here to share your individual views for members of the public and people working in health and care](#) (see slides 5 - 12)
 - [Share your experiences: public](#)
 - [Ideas for change](#) (see slide 13)

Department of Health & Social Care

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a health service
fit for the future**

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- [Online surveys can be downloaded](#) as PDF or word documents, filled in and posted to Think Insights and Strategy, West Wing, Somerset House, London WC2R 1LA
- A BSL video of the public facing questions is available on the Change NHS website
- Easy read versions of the public questions are available on the Change NHS website
- You can access these at [Accessibility | Change NHS](#)



We are writing a 10 Year Health Plan to fix the problems in the **NHS**.

The **NHS** is the **National Health Service** which gives free healthcare to everyone in the UK.

To write our plan we need to find out what people think about NHS services in England.

Individual views 1/8

Members of the public and members of the workforce can share their individual views via the survey on the online platform.

Best things about the NHS

The government has promised to put in place a 10 Year Health Plan to fix the NHS in England.

In your opinion, what are the best things about the NHS?

Q1. Please tell us up to 3 of the best things about the NHS today.

Challenges facing the NHS

In your opinion, what are the biggest challenges facing the NHS?

Q2. Please tell us up to 3 challenges facing the NHS.

Individual views 2/8

In July 2024, an independent investigation of the state of the NHS in England was carried out (the Darzi Report). The findings of the investigation identified several challenges facing the NHS which will need to be addressed to improve services over the next 10 years.

Q3. Which, if any, of the following have you personally experienced? *Please select all the challenges you have personally experienced.*

- Difficulties getting a GP appointment
- Waiting to access community services (for example, district nursing, community physiotherapy, community occupational therapy)
- Waiting to access mental health services
- Long wait times in A&E (Accident & Emergency)
- Long waiting lists for a hospital procedure
- Delays in being referred for treatment
- Poor co-ordination between different health and care services
- Poor communication from health services
- Poor quality care
- Treatments or services not available on the NHS
- Other – please specify

Individual views 3/8

Q4. Which of these challenges do you think is most important for the 10 year health plan to address?

Please select up to 3 options that you feel are most important to address.

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- Other – please specify

Individual views 4/8

Introducing the 3 shifts

The next questions relate to **3 ‘shifts’** – big changes to the way health and care services work – that doctors, nurses, patient charities, academics and politicians from all parties broadly agree are necessary to improve health and care services in England:

- **Shift 1: moving more care from hospitals to communities**
- **Shift 2: making better use of technology in health and care**
- **Shift 3: focussing on preventing sickness, not just treating it**

Individual views 5/8

Shift 1: Moving more care from hospitals to communities

This means delivering more tests, scans, treatments and therapies nearer to where people live. This could help people lead healthier and more independent lives, reducing the likelihood of serious illness and long hospital stays. This would allow hospitals to focus on the most serious illnesses and emergencies.

More health services would be provided at places like GP clinics, pharmacies, local health centres, and in people's homes. This may involve adapting or extending clinics, surgeries and other facilities in our neighbourhoods, so that they can provide things that are mostly delivered in hospitals at the moment.

Examples might include:

- urgent treatment for minor emergencies
- diagnostic scans and tests
- ongoing treatments and therapies.

Q5. In what ways, if any, do you think that delivering more care in the community could improve health and care?

Q6. What, if anything, concerns you about the idea of delivering more care in the community in the future?

Individual views 6/8

Shift 2: Making better use of technology

Improving how we use technology across health and care could have a big impact on our health and care services in the future.

Examples might include better computer systems so patients only have to tell their story once; video appointments; AI scanners that can identify disease more quickly and accurately; and more advanced robotics enabling ever more effective surgery.

Q7. In what ways, if any, do you think that technology could be used to improve health and care?

Q8. What, if anything, concerns you about the idea of increased use of technology in the future?

Shift 3: Focussing on preventing sickness not just treating it

Spotting illness earlier and tackling the causes of ill health could help people stay healthy and independent for longer, and take pressure off health and care services.

Q9. In what ways, if any, could an increased focus on prevention help people stay healthy and independent for longer?

Q10. What, if anything, concerns you about the idea of an increased focus on prevention in the future?

Individual views 7/8

Satisfaction with the NHS

Q11. All in all, how satisfied or dissatisfied would you say you are with the way in which the National Health Service runs nowadays?

- Very dissatisfied
- Quite dissatisfied
- Neither satisfied nor dissatisfied
- Quite satisfied
- Very satisfied

Q12. In the last 12 months, which of the following NHS services have you personally engaged with, if any? Please select as many as you like.

- GPs
- Hospitals
- NHS 111
- Other emergency and emergency care services
- Mental Health Services
- Sexual Health Services
- Dentists
- Prescriptions & Pharmacies
- I have not used or accessed any NHS services in the last 12 months
- Other NHS Services (please specify)

Individual views 8/8

About you

It's really important that the 10 Year Plan reflects the views, experiences and ideas of the widest possible range of people. Help us understand whether we are reaching lots of different kinds of people by telling us a bit about yourself. Your answers will be kept anonymous and confidential.

Q13. What is your age?

Q14. What is your sex?

Q15. Is the gender you identify with the same as your sex registered at birth?

Q16. Where are you currently living?

Q17. Please share the first half of your postcode if you feel comfortable doing so.

Q18. What is your ethnicity?

Q19. Do you consider yourself as having a disability or long term health condition?

Q20. Do you currently provide any informal care or support for family members, friends or others?

Q21. Have you worked for a health or care organisation in the last 12 months?

Q22. Which type of health and care organisation do you primarily work for?

Q23. In which region of England do you primarily work?

Q24. What is your current primary role within the health and care sector?

Q25. How long have you been working in the health and care sector overall?

Experiences and ideas for change

- Individuals are also asked for [ideas for change](#)
- Ideas will be visible to everyone taking part and are moderated
- Suggested areas are:
 - Ideas about how the NHS could change to deliver high quality care more effectively and what works well that the NHS should do more
 - Ideas about how other parts of the health and care system and other organisations in society could change to promote better health and/or improve the way health and care services work together
 - Ideas about how individuals and communities could do things differently in future to improve people's health