A Great Deal for the Future of the NHS

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- **Senior Consultant & Programme Director, The King's Fund**

- **October 2018**

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The Public and the NHS – What's the Deal?

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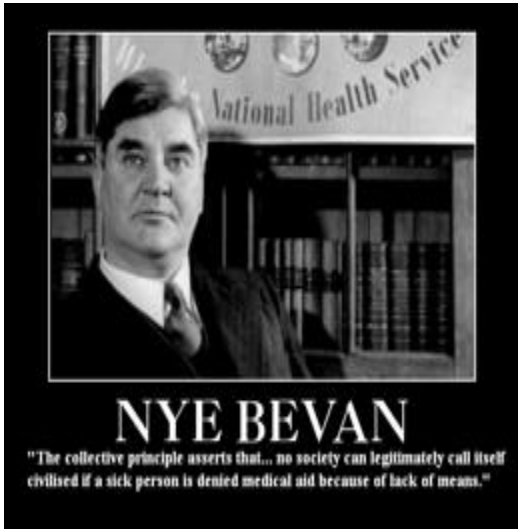
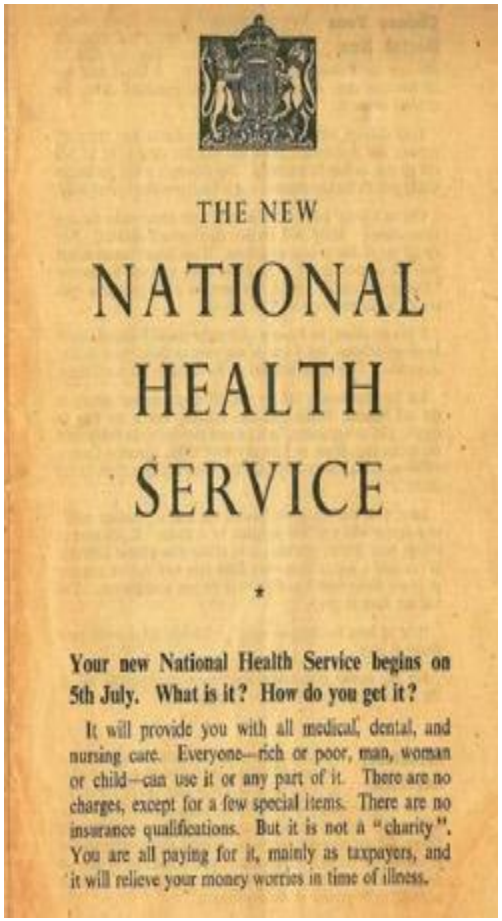
1948: Founding ‘Deal’




THE NEW

NATIONAL HEALTH SERVICE

*

Your new National Health Service begins on 5th July. What is it? How do you get it?

It will provide you with all medical, dental, and nursing care. Everyone—rich or poor, man, woman or child—can use it or any part of it. There are no charges, except for a few special items. There are no insurance qualifications. But it is not a "charity". You are all paying for it, mainly as taxpayers, and it will relieve your money worries in time of illness.

- **The founding ‘deal’ between the NHS and the public assumed that patients and citizens have some responsibility to maintain their health and wellbeing with support from the NHS and others, and to use services responsibly.**

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The Public …

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The Public - 'Fully Engaged Scenario"

- Best outcomes for population, and also least expensive.
  - "In absolute expenditure terms the gap between the best and worst scenarios was large – around £30 billion by 2022/23, or half of current NHS expenditure"

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Slide courtesy of Dr Jane Scarlett, Consultant in Public Health, Kingston

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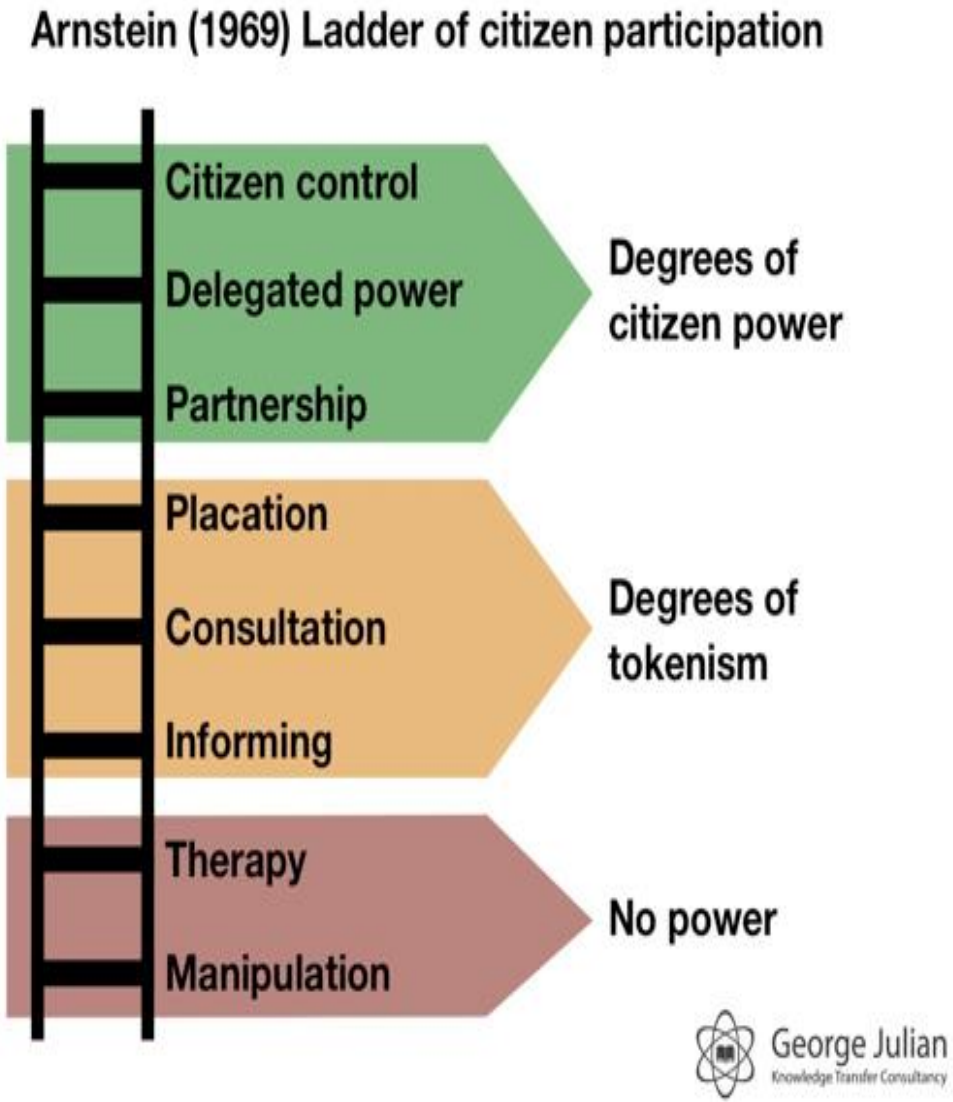
The Public – What 'Fully Engaged" means

At an individual, group or system level



George Julian
Knowledge Transfer Consultancy

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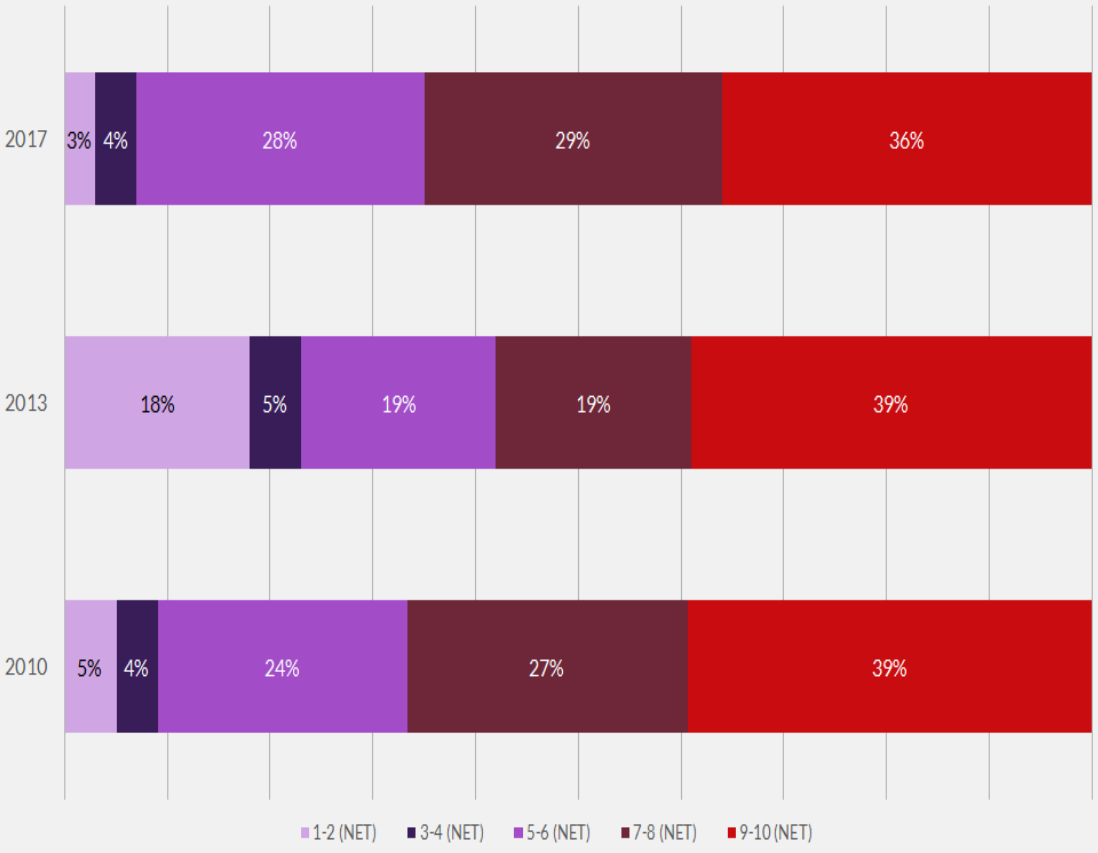
The Public – What "Fully Engaged" Means

Just 7% put this responsibility on the NHS (scores 4 or lower).

Figure 6 Please give me a number between 1 and 10 to show where your view fits on this scale.



Base: approx 1,000 English adults, aged 15+, interviewed face to face in August 2017
Source: The King's Fund/Ipsos MORI

65% of the public agree that keeping healthy is primarily the responsibility of the individual (scores 7-10).

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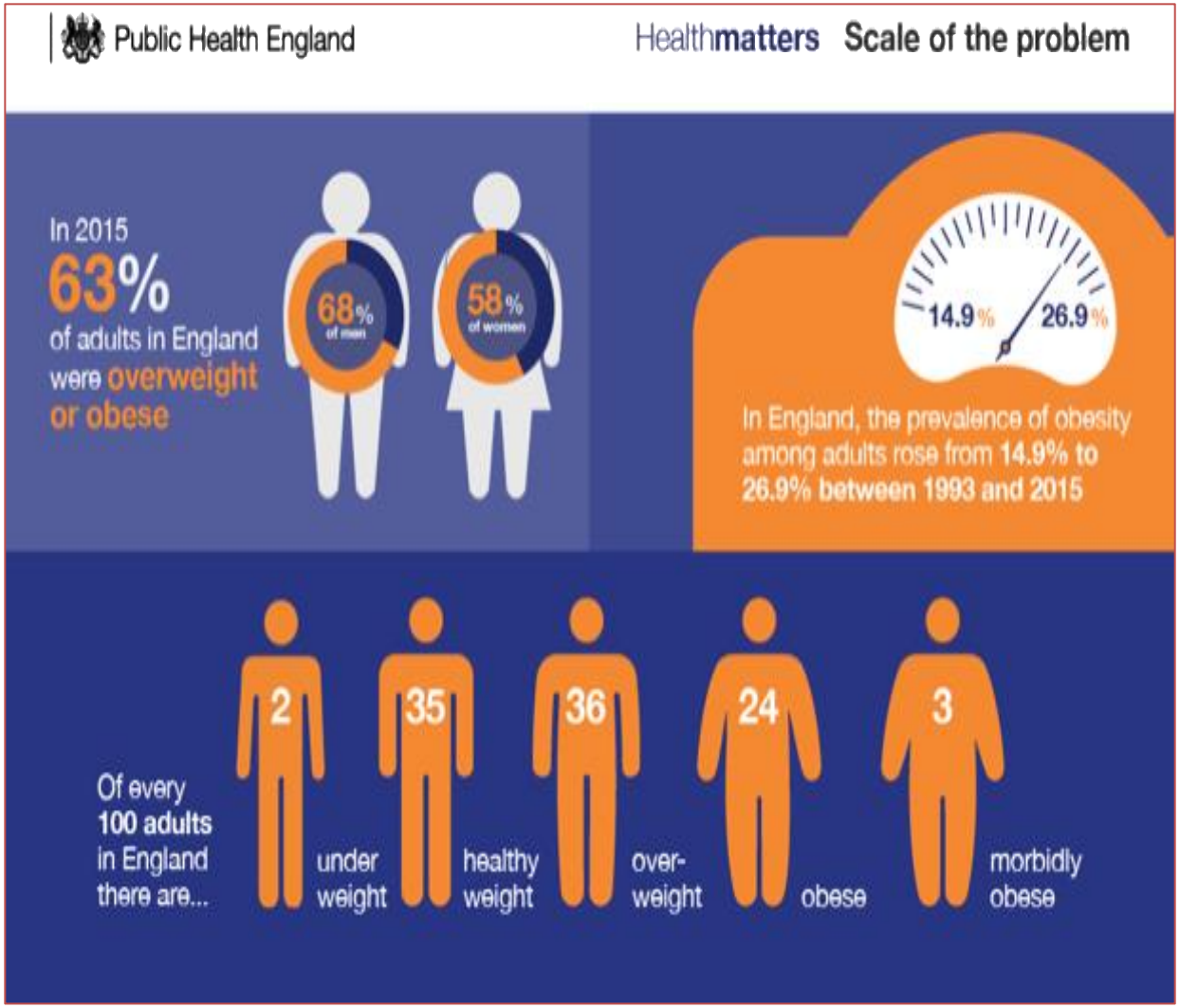
The Public – 'Fully Engaged"?



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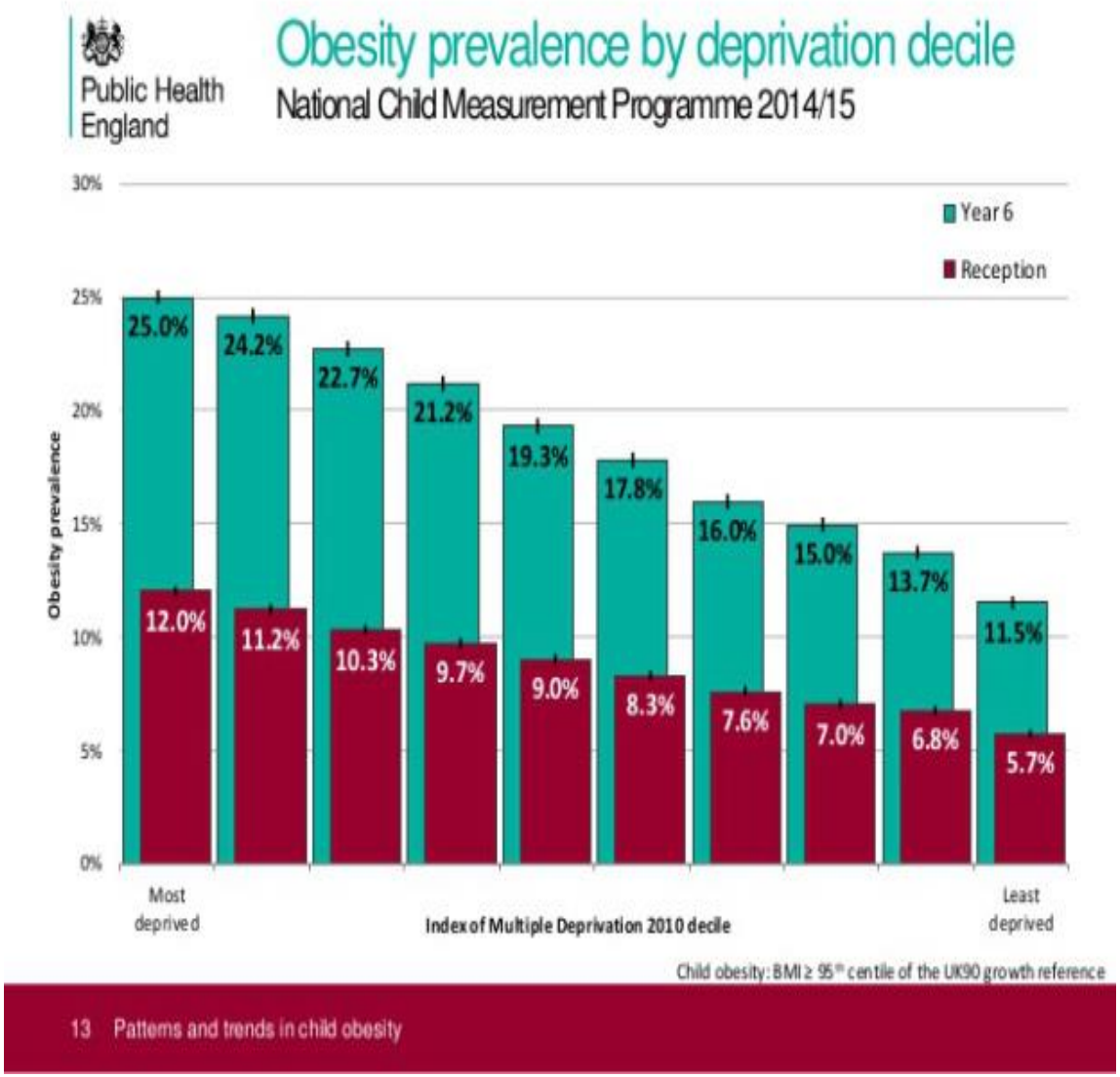
The Public – Stark inequalities



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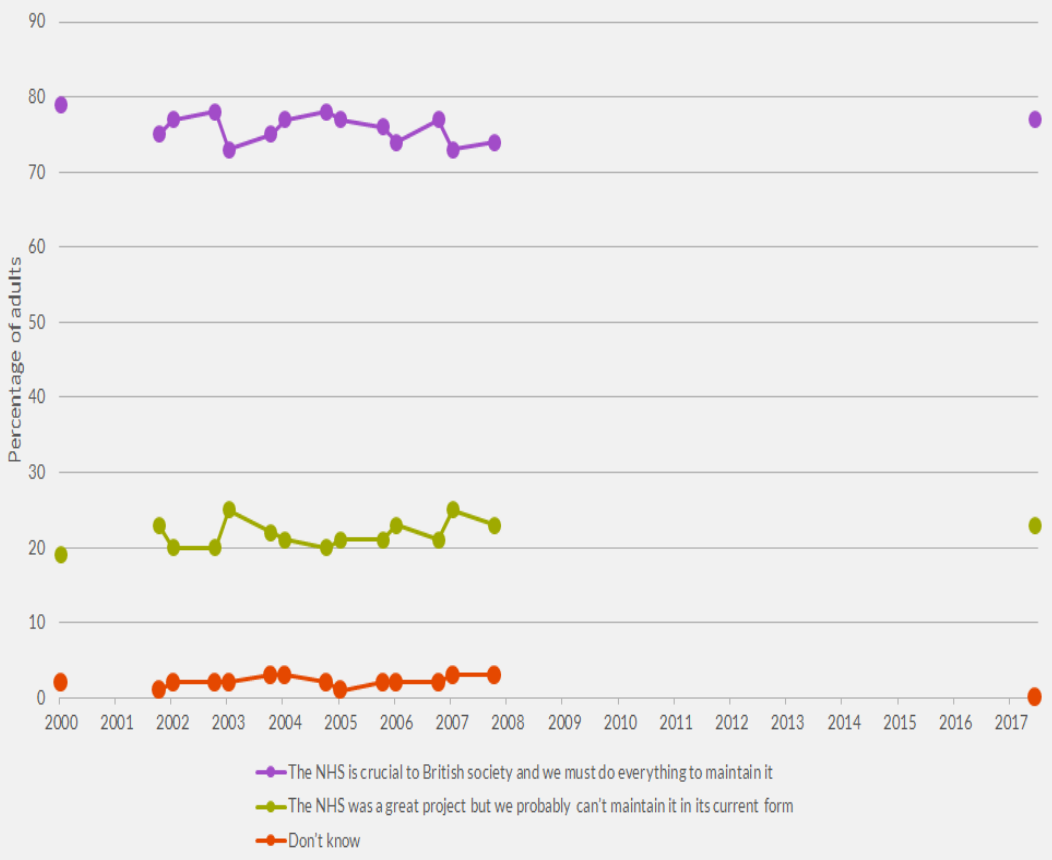
The Public – Perception of the NHS

Figure 1 Which of the following statements best reflects your thinking about the NHS?



Base: approx 1,000 English adults, 15+, interviewed face to face in August 2017
Sources: Department of Health/Ipsos MORI polling (2000–7), The King's Fund/Ipsos MORI polling (2017)

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The NHS …

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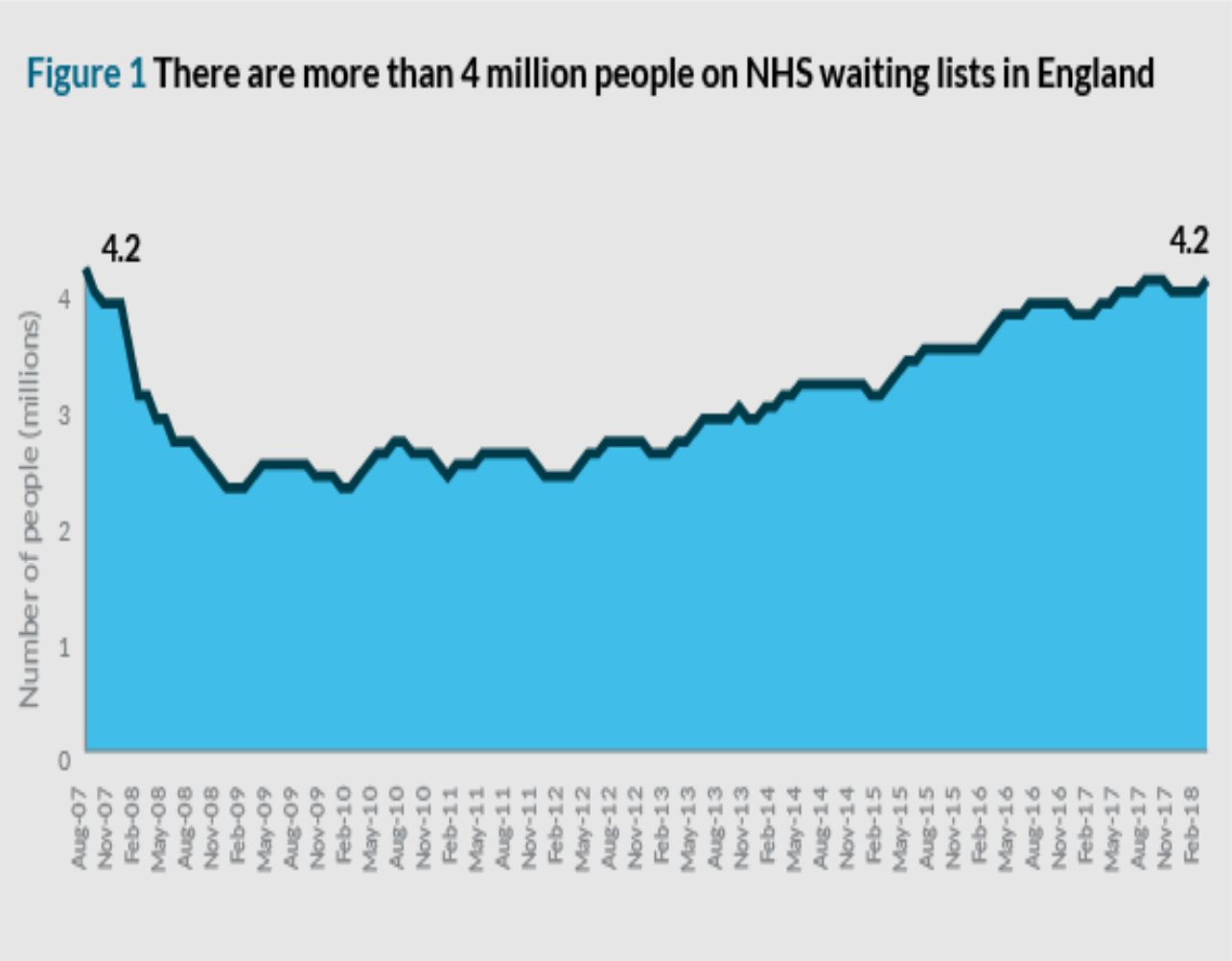
The NHS



- Ageing population
- Multi-morbidity
- Advances in treatments and technology
- Changes in expectations
- Major reforms
- More …

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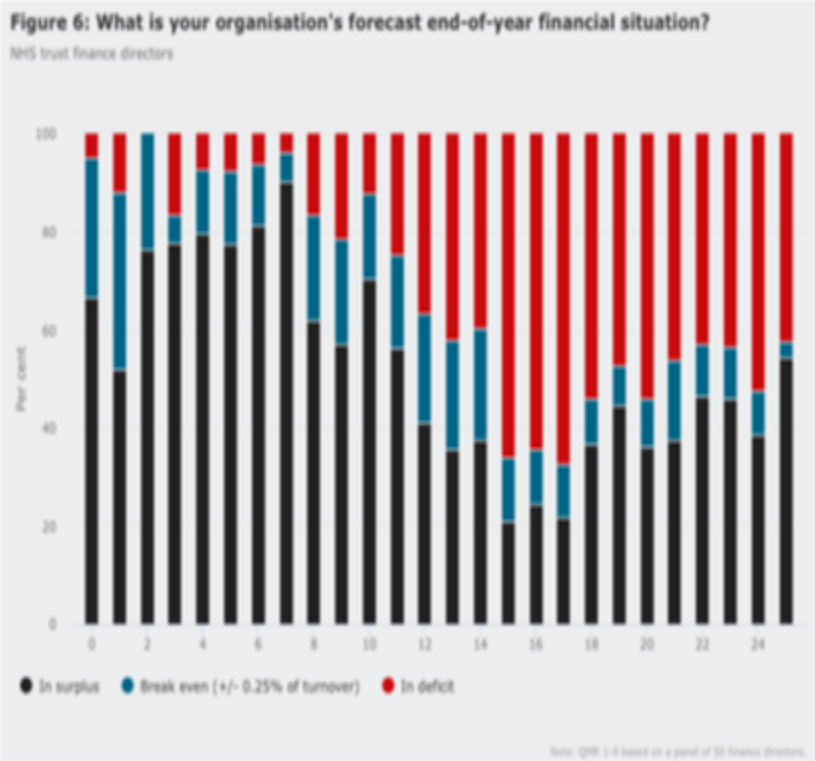
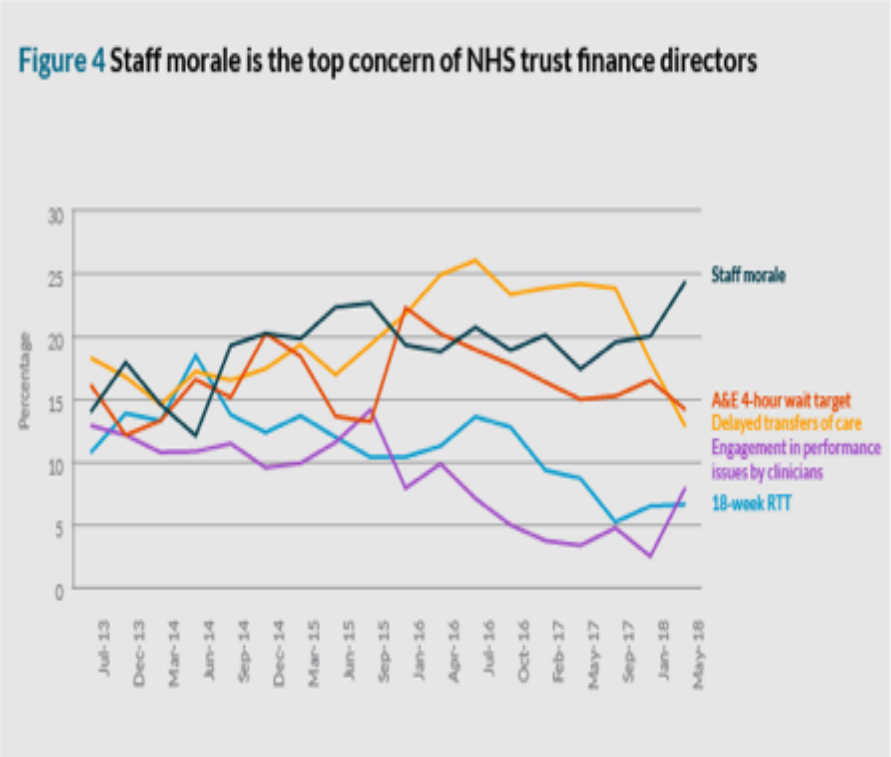
The NHS …





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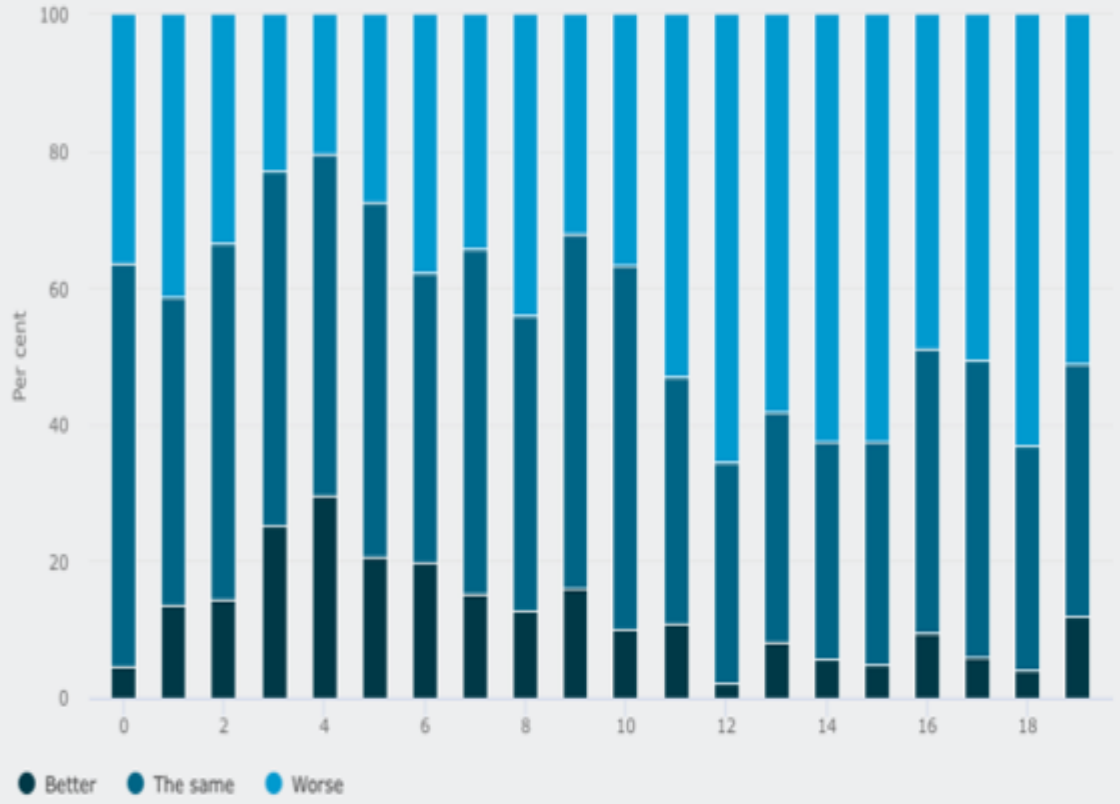
The NHS

Figure 16: Thinking about the NHS in your local area, in the PAST 12 months, do you think it has got better, worse, or stayed the same in terms of patient care?

NHS trust finance directors



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The Future – To Look Again at …

between the public and the NHS

what people can expect and what their obligations are in return

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Key features …

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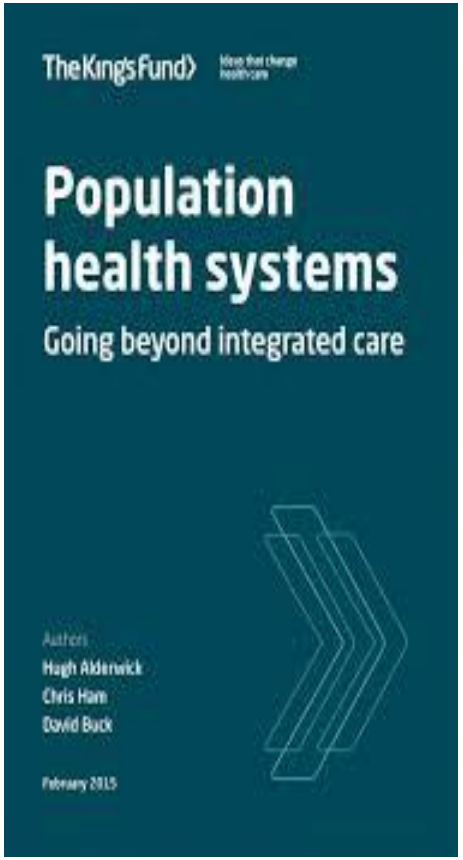
Focus on Place



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Citizen Engagement and Leadership

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Co-production, Empowerment, Co-Creation

EAST AYRSHIRE COUNCIL
Vibrant
COMMUNITIES
THE STORY SO FAR

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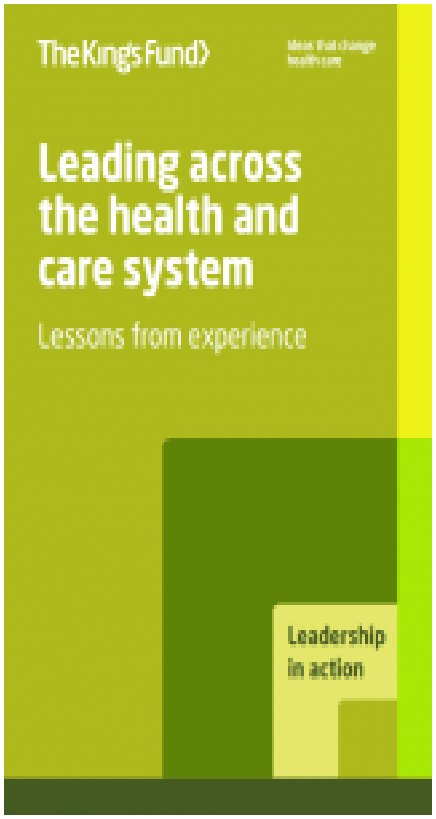
Collaborative Leadership

- Whole public sector endeavour
- Local government is key
- Local people are key
- NHS & wider sector working as equals



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“Not just people sitting in a room together, but sharing a bottle of milk together “

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A Learning Approach

- Deal training
- Ethnography
- Deal Conversations
- Meeting local officers / members
- Learning

Continually Learning

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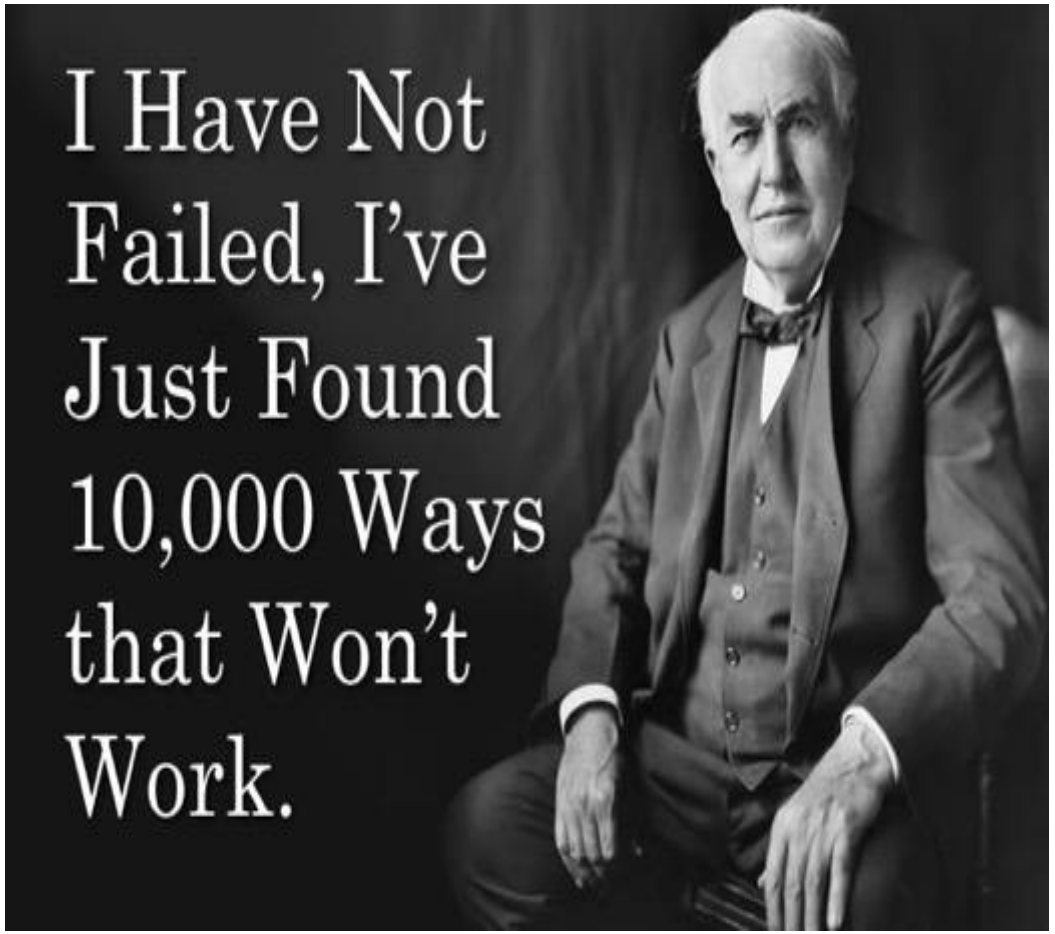
Iterative Approach



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Already making a difference …

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Thank you

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