

NHS Service Improvement Areas and Priorities for 2017/18 and 2018/19

National Services Improvement Areas	Key Priorities
Urgent and Emergency Care	<ul style="list-style-type: none"> • Every hospital must have comprehensive front-door clinical streaming by October 2017, so that A&E departments are free to care for the sickest patients, including older people; • By October 2017, every hospital and its local health and social care partners must have adopted good practice to enable appropriate patient flow, including better and more timely hand-offs between their A&E clinicians and acute physicians and seven-day discharge capabilities; • Hospitals, primary and community care and local councils should also work together to ensure people are not stuck in hospital while waiting for delayed community health and social care; • Enhance NHS 111 by increasing from 22% to 30%+ the proportion of 111 calls receiving clinical assessment by March 2018, so that only patients who genuinely need to attend A&E or use the ambulance service are advised to do this; • By 2019, NHS 111 will be able to book people into urgent face to face appointments where this is needed; • NHS 111 online will start during 2017, allowing people to enter specific symptoms and receive tailored advice on management; • Roll out evening and weekend GP appointments, to 50% of the public by March 2018 and 100% by March 2019; • Strengthen support to care homes to ensure they have direct access to clinical advice, including appropriate on-site assessment; and • Roll-out of standardised new 'Urgent Treatment Centre' (UTCs) which will open 12 hours a day, seven days a week, integrated with local urgent care services. They will offer patients who do not need hospital accident and emergency care, treatment by clinicians with access to diagnostic facilities that will usually include an X-ray machine.
Primary Care	<ul style="list-style-type: none"> • More convenient patient access to GP services and a boost to GP numbers; • By March 2018, the Mandate from the Government requires that 40% of the country will benefit from extended access to GP appointments at evenings and weekends, but NHS England is aiming for 50%; • Expand multidisciplinary primary care, namely through pharmacists working in GP practices, mental health therapists and physician associates.
Cancer	<ul style="list-style-type: none"> • Better cancer survival; • Expanded screening to improve prevention and early detection of cancer;

	<ul style="list-style-type: none"> • Faster tests, results and treatment for people with worrying symptoms; • Access to the most modern cancer treatment in all parts of the country.
Mental Health	<ul style="list-style-type: none"> • Big increase in psychological ('talking') therapies; • Better mental health care for new and expectant mothers; • Improved care for children and young people; • Reducing travel distances for treatments; • Better physical health for people with mental illness.
Funding and Efficiency	<p>NHS 10-point plan:</p> <ul style="list-style-type: none"> • Free up 2,000 to 3,000 hospital beds; • Reduce unwarranted variation in clinical quality and efficiency; • Further clamp down on temporary staffing costs and improve productivity; • Estates, infrastructure, capital and clinical support services; • Use the NHS' procurement clout; • Cut the costs of corporate services and administration; • Get best value out of medicines and pharmacy; • Collect income the NHS is owed; • Reduce avoidable demand and meet demand more appropriately; • Financial accountability and discipline for all trusts and CCGs.
Strengthening Workforce	<ul style="list-style-type: none"> • More registered nurses in 2020 than today; • Tackle shortages in medical workforce and areas of specific staff shortages e.g. endoscopists, radiology; • Develop new professional roles including nursing associates; • Action on NHS staff health and wellbeing; • Leading STP and ACSs will work with staff and trade unions on ways of encouraging flexible working and 'de-risking' service change.
Patient Safety	<ul style="list-style-type: none"> • Preventing healthcare acquired infections; • Learning from deaths, and improving investigations and inspections; • Reducing medication errors; • Patient Safety Incident Management systems will be designed for all healthcare settings and will make it 'easy and rewarding' to record patient safety incidents, provide feedback, and enhance learning from what has gone wrong.
Harnessing Technology and innovation	<ul style="list-style-type: none"> • Make it easier for patients to access urgent care online; • Enable NHS 111 to resolve more problems for patients without telling them to go to A&E or their GP; • Simplify and improve the online appointment booking process for hospitals; • Make patients' medical information available to the right clinicians wherever they are; • Increase the use of apps to help people manage their own health.