



## **NHS Monthly Insight Report**

**March 2022**

360 Assurance is a member of The Internal Audit Network (TIAN) which comprises the 10 NHS internal audit consortiums and in house teams operating in England. These organisations collaborate across a number of areas to leverage their collective knowledge and expertise and drive efficiency and effectiveness. The monthly insight report highlights key publications and is intended as a useful update and reference tool. This report is produced by TIAN and shared by 360 Assurance.

# Monthly Insight Report

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### Introduction

The Internal Audit Network (TIAN) comprises the 10 NHS internal audit consortiums and in house teams operating in England. These organisations collaborate across a number of areas to leverage their collective knowledge and expertise and drive efficiency and effectiveness. The monthly Insight Report is produced by CW Audit on behalf of TIAN and is shared across TIAN members and their clients.

### Developments in the NHS

Clinically-led review of NHS cancer standards: models of care and measurement



In June 2018, the prime minister asked for a clinically-led review of NHS access standards (CRS) to ensure they measure what matters most, both in optimising clinical outcomes and to patients.

This report sets out an approach to modernising and streamlining cancer waiting times standards, refocusing performance measures on the critical NHS Long Term Plan objective of earlier and faster diagnosis, while continuing to incentivise the best clinical care.

It can be found here: <https://www.england.nhs.uk/publication/clinically-led-review-of-nhs-cancer-standards-models-of-care-and-measurement/>

**For information**

Re-statement of existing consultant-led Referral to Treatment (RTT) waiting time rules

NHSE/I have issued a letter re-stating the importance of accurate recording and reporting of RTT waiting time information and supporting guidance for a greater understanding of the RTT rules with a focus on fitness for surgery or treatment, patient compliance, patient choice, and clinical prioritisation. This letter also re-affirms the requirement to have an annual internal audit review of RTT waiting time data quality.

It can be found here: <https://www.england.nhs.uk/publication/re-statement-of-existing-consultant-led-referral-to-treatment-rtt-waiting-time-rules/>

**For information**

Hospital discharge and community support guidance

This DHSC guidance document sets out how health and care systems can ensure that people:

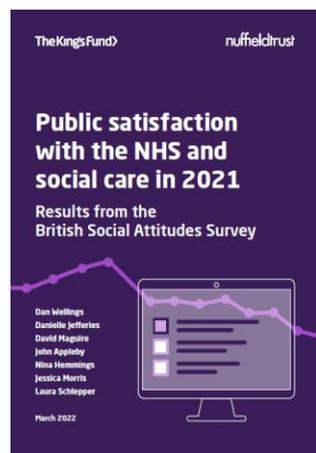
- are discharged safely from hospital to the most appropriate place
- continue to receive the care and support they need after they leave hospital

It can be found here: <https://www.gov.uk/government/publications/hospital-discharge-and-community-support-guidance>

**For information**

## Developments in the NHS

Public satisfaction with the NHS and social care in 2021: Results from the British Social Attitudes survey



The Kings Fund and Nuffield Trust have published a summary report of the results from the British Social Attitudes Survey. The key points are shown here:

### Satisfaction with the NHS overall in 2021

- Overall satisfaction with the NHS fell to 36% – an unprecedented 17 percentage point decrease on 2020. This is the lowest level of satisfaction recorded since 1997, when satisfaction fell to 34%. More people (41%) were dissatisfied with the NHS than satisfied.
- This fall in satisfaction was seen across all ages, income groups, sexes and supporters of different political parties.
- The main reason people gave for being dissatisfied with the NHS overall was waiting times for GP and hospital appointments (65%) followed by staff shortages (46%) and a view that the government does not spend enough money on the NHS (40%).
- Of those who were satisfied with the NHS overall, the top reason was because the NHS is free at the point of use (78%), followed by the quality of NHS care (65%) and that it has a good range of services (58%).

### Satisfaction with NHS and social care services in 2021

- Satisfaction with GP services fell to 38% – a 30 percentage point decrease compared to 2019. This is the lowest level of satisfaction recorded for GP services since the BSA survey began in 1983 and 25 percentage points lower than the previous lowest level – 63% – recorded in 2018. 2021 was the first year that the percentage of people dissatisfied with GP services (42%) was higher than the percentage satisfied.
- Satisfaction with inpatient services fell from 64% in 2019 to 41% in 2021, a fall of 23 percentage points. Similarly, satisfaction with outpatient services fell from 71% in 2019 to 49% in 2021. Satisfaction with both is at the lowest level since the BSA survey began.
- Satisfaction with accident and emergency (A&E) services also fell sharply, a fall of 15 percentage points, from 54% to 39%. This is the lowest level recorded since a question on A&E was introduced in 1999.
- Satisfaction with NHS dentistry services also fell significantly with 33% of respondents saying they were satisfied in 2021 compared to 60% in 2019. Again, the lowest level since the BSA survey started.

### Satisfaction with social care services in 2021

- 15% of respondents said they were satisfied with social care services in 2021, while 50% said they were dissatisfied<sup>1[1]</sup>
- The main reasons people gave for being dissatisfied with social care were that the pay, working conditions and training for social care staff are bad (59%), that people don't get all the social care they need (59%), and that social care is not affordable to those who need it (44%).

### NHS funding, priorities and principles

- In 2021, 80% of respondents believed that the NHS faced a 'major' or 'severe' funding problem. This was the same as recorded in 2019.
- 46% of respondents would have preferred any extra funding that the NHS needed to come from taxes, down from 54% in 2019.
- The proportion of respondents saying the NHS should not be given extra money and that it should live within its budget has increased in recent years, from 15% in 2017 to 25% in 2021.
- Asked what they thought the most important priorities for the NHS should be, the top three cited by survey respondents were: making it easier to get a GP appointment (48%), improving waiting times for planned operations (47%) and increasing the number of staff in the NHS (47%).
- The overwhelming majority of respondents agreed that the founding principles of the NHS should 'definitely' or 'probably' apply in 2021: that the NHS should be free of charge when you need it (94%), the NHS should primarily be funded through taxes (86%) and the NHS should be available to everyone (84%).
- There were high levels of support for all three principles across both Labour and Conservative supporters, although Labour supporters

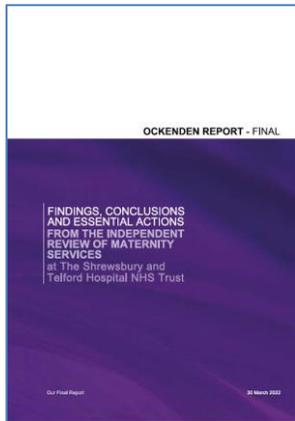
## Developments in the NHS

were more likely to say they should 'definitely' apply.

The report can be found here: <https://www.nuffieldtrust.org.uk/research/public-satisfaction-with-the-nhs-and-social-care-in-2021-results-from-the-british-social-attitudes-survey>

### ***For information***

Final report of the Ockenden review



This review of maternity services at the Shrewsbury and Telford Hospital NHS Trust independently assesses the quality of investigations relating to newborn, infant and maternal harm at the trust.

This final report of the review covers the findings, conclusions and essential actions of this independent review of maternity services.

Based on a review of all family cases that formed part of this investigation, the final report outlines:

- system-wide learnings
- immediate and essential actions to improve maternity care

It follows a previous report on emerging themes and trends identified from examination of 250 fully assessed cases, which was published in December 2020.

The report can be found here: <https://www.gov.uk/government/publications/final-report-of-the-ockenden-review>

### ***For information and action as appropriate within systems***

Health and Care Bill: factsheets

The DHSC has issued a series of factsheets explaining elements of the Health and Care Bill. The factsheets contain details on the measures in the Health and Care Bill 2021. They explain why they are needed and what impact they will have.

The factsheets can be found here: <https://www.gov.uk/government/publications/health-and-care-bill-factsheets>

### ***For information***

## Developments in the NHS

### Integrated care partnership (ICP): engagement summary



In September 2021, the Department of Health and Social Care (DHSC) published the ICP engagement document which set out the role that ICPs will play within statutory ICs. Between September and December 2021, DHSC, NHS England and NHS Improvement (NHSE/I), and the Local Government Association (LGA) engaged with a range of stakeholders to understand how systems are developing their ICP arrangements. This NHS Providers' briefing summarises the key findings from their latest paper, published yesterday, 23 March 2022, which includes the themes from that engagement process and key actions for systems.

It can be found here: <https://nhsproviders.org/resources/briefings/integrated-care-partnership-icp-engagement-summary>

#### For information

### A matter of life and death: Explaining the wider determinants of health in the UK



This Health Foundation report outlines an evidence-based framing strategy for shifting understanding and building greater support for action to address the wider determinants of health. The strategy centres on making the issue more tangible for people by using explanation. The report explains that:

- Firstly, we need to start by explaining why the wider determinants of health matter. Right now, in the poorest parts of the UK, people are dying years earlier than people in wealthier areas. Quite simply – this is a matter of life and death. We need to say so.
- Secondly, we need to 'go deep' in our explanation of the issue to show how and why our health is shaped by these wider determinants, and why experiences are unequal across the country.
- Thirdly, we need to be solutions-focused in our communications and explain how these issues can, and should, be solved.

The report can be found here: <https://www.health.org.uk/publications/a-matter-of-life-or-death>

#### For information

**Disclaimer: This briefing paper is intended to highlight recent developments and issues within the NHS that may be of interest to non-executive directors, lay members and NHS managers. It is not exhaustive and TIAN cannot be held responsible for any omission.**