



Working
together for a
stronger NHS

NHS
Listening Exercise

Pause, Listen, Reflect, Improve

Your details	
Name	
Organisation	
Organisation type: e.g. individual, Trust, patient organisation etc	
Email	
Telephone	
In which region are you based? (South East, South West, London, East of England, East Midlands, West Midlands, Yorks & Humber, North West, North East)	

CHOICE AND COMPETITION	
<i>How can we best ensure that competition and patient choice drives NHS improvement?</i>	
We are interested in your views on this area, including:	
1. Which are the types of services where choice of provider is most likely to improve quality?	
2. What is the best way to ensure a level playing field between the different kinds of provider who could be involved?	
3. What else can be done to make patient choice a reality?	

PUBLIC ACCOUNTABILITY AND PATIENT INVOLVEMENT	
<i>How can we make the NHS properly accountable to the public, and make sure that patient involvement is at the heart of its decision making?</i>	
We are interested in your views on this area, including:	
4. How can we ensure commissioning decisions are made transparent to the	

public, and that commissioning consortia engage fully with patients, carers and communities?	
5. How can we best ensure that the NHS commissioning budget, held by the new NHS Commissioning Board, is allocated transparently and used with proper accountability to the public at local level, and Parliament at a national level?	
6. Are we doing enough to make sure the NHS at local level has the freedom it needs to take locally-based decisions?	

CLINICAL ADVICE AND LEADERSHIP

How can we ensure that advice and leadership from NHS staff themselves on improving services and tackling patient needs are at the heart of the health service?

We are interested in your views on this area, including:

7. What early action is being taken in your area to improve quality of services through clinically-led commissioning? What is working well?	
8. How can commissioning consortia best engage and take on views from across the range of health professions in taking their commissioning decisions?	
9. What more could we do to ensure that commissioners collaborate to join up services to fit around	

<p>the lives of patients and carers, and the particular circumstances of certain conditions?</p>	
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EDUCATION AND TRAINING

How can we make sure that NHS staff in the future have the right skills to meet changing patient needs? Are the arrangements we have proposed for education and training the best ones to ensure this?

We are interested in your views on this area, including:

<p>10. Will the proposed changes to the education and training system support the aims of the modernisation process?</p>	
<p>11. How can health professionals themselves take greater ownership of the education and training of their own professions, whilst meeting the needs of healthcare employers?</p>	
<p>12. How can we ensure that the values of the NHS are placed at the heart of our education and training arrangements?</p>	
<p>13. How can we best combine local and national knowledge and expertise to improve staff training and education?</p>	

OTHER FEEDBACK

Is there any other feedback you'd like to give us?

Please send your responses via email to:

nhsfutureforum@dh.gsi.gov.uk

or via post to:

NHS Modernisation Listening Exercise
Room 605, Richmond House
79 Whitehall
London
SW1A 2NS

There are more chances to have your say with events running in every part of the country over the next two months. This will give people a chance to get involved – from specific events for NHS staff, to others involved with the NHS, and those already involved in making change.

Comments should be received by **31st May 2011**. However, the NHS Future Forum would be grateful to receive responses as early as possible so that they these can help shape their initial advice to the Prime Minister, Deputy Prime Minister and the Secretary of State for Health by the end of May.

Summary of the Listening Exercise

The comments you submit in response to the NHS Listening Exercise will be considered as part of the extensive period of listening, reflecting and improving led by the NHS Future Forum. The Forum's first task will be to report to the Prime Minister, the Deputy Prime Minister and the Secretary of State for Health on what they have heard.

Confidentiality of Information

1. We manage the information you provide in response to these engagement questions in accordance with the Department of Health's Information Charter.
2. Information we receive, including personal information, may be published or disclosed in accordance with the access to information regimes (primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004).
3. If you want the information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence. In view of this, it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.
4. The Department will process your personal data in accordance with the DPA and, in most circumstances, this will mean that your personal data will not be disclosed to third parties.