

Mandate to NHS England Mapped Against the Lancashire Health and Wellbeing Strategy and Workshop Outcomes

	Aim	Objective	2016-17 deliverable	2020 Goal	Existing Dashboard Indicators	New	Health & wellbeing strategy	Health & Wellbeing Workshop key themes
1	Better commissioning, improve local & national health outcomes, particularly by addressing poor outcomes & inequalities.	1.1 CCG performance	Ensure new Ofsted-style CCG framework for 2016-17 includes health economy metrics to measure progress on priorities set out in the mandate & the NHS planning guidance including overall Ofsted-style assessment for each of cancer, dementia, maternity, mental health, learning disabilities & diabetes, as well as metrics on efficiency, core performance, technology and prevention.	Performance of CCGs against new CCG assessment framework.		CCG New metrics – timelines for release		Addressing health inequalities Developing the prevention agenda
2	Create the safest, highest quality health and care service	2.1 Avoidable deaths & seven-day Services	Implement agreed recommendations of the National Maternity Review	Reduce rate of stillbirths, neonatal & maternal deaths & brain injuries that are caused during or soon after birth by 50 percent by 2030	Infant Mortality (Rt per 1000 live births)	Stillbirths & perinatal mortality rates per 1,000 total births (live and stillbirths). Neonatal mortality Rts per 1,000 live births Maternal mortality rate 100,000 maternities	To reduce infant mortality To promote healthy pregnancy	Reducing Alcohol Harm (limited scope)
			Rollout of four clinical priority standards Publish avoidable deaths per trust annually	Achieve a significant reduction in avoidable deaths	Amenable/preventable Deaths	Brain injuries rate per 100 000 children	To reduce avoidable deaths	
		2.2 Patient Experience	Establish global & UK baseline & ambition for antimicrobial prescribing & resistance rates	Roll out of seven-day services in hospital Improvement in antimicrobial prescribing and resistance	Mortality from causes considered preventable (rts per 100,000 Males & female) NHS Health Check Offered & Uptake	Agree significant reductions Avoidable Death Agree antimicrobial prescribing & resistance	To reduce emergency admissions and direct admissions to residential care settings	
			Produce a plan with specific milestones for improving patient choice by 2020, in maternity, end-of-life care & personal health budgets.	50% of 100,000 people have a personal health budget or integrated personal budget	Patient experience of GP out of hours service Patient experience of hospital care Overall satisfaction of	Numbers of people with personal health or integrated personal budget. Inpatient, outpatient, emergency care & GP survey on satisfaction		

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					carers with social services % satisfaction of people using services & support			
		2.3 Cancer	<p>Achieve 62-day cancer waiting time standard.</p> <p>Achieve measurable progress towards the national diagnostic standard of patients waiting no more than 6 weeks from referral to test.</p> <p>Agree trajectory for increases in diagnostic capacity required to 2020 and achieve it for year 1</p> <p>Invest £340 million in providing cancer treatments not routinely provided on the NHS through the Cancer Drugs Fund</p>	<p>Recommendations of Cancer taskforce review</p> <p>Significantly improving one-year Survival to achieve 75 percent by 2020 for all cancers combined</p> <p>Patients given definitive cancer diagnosis, or all clear, within 28 days of being referred by a GP.</p>		<p>One-year survival from all cancers</p> <p>Agree trajectory for diagnostic capacity Diagnostic Test Waiting Times</p>		
3	Balance the NHS budget & improve efficiency and productivity	3.1 Balancing the NHS budget	<p>NHS balances its budget, with commissioners & providers living within their budgets</p> <p>Roll-out of second cohort of RightCare methodology to a further 60 CCGs</p> <p>Securing £1.3 billion of efficiency savings through implementing Lord Carter's recommendations & collaborating with local authorities on Continuing Healthcare spending</p> <p>Measurable improvement in primary care productivity, including through supporting community pharmacy reform</p>	Achieve year on year improvements in NHS efficiency and productivity (2-3 percent each year),		<p>NHS efficiency & productivity</p> <p>Better Care, Better Value indicators</p>		
4	Lead a step change in the NHS in preventing ill health & supporting people to live healthier lives.	4.1 Obesity diabetes	<p>Agreed child obesity implementation plan.</p> <p>Wider action to achieve year on year improvement trajectory for the % of children overweight or obese</p> <p>10,000 people referred to the Diabetes Prevention Programme</p>	<p>Reduced child obesity</p> <p>100,000 people supported to reduce their risk of diabetes</p> <p>Measurable reduction in variation in management and care for people with diabetes.</p>	Children aged 4-5 & 10-11 classed as overweight or obese	<p>Agree- obesity plan & trajectory</p> <p>QOF – 13 indicators on Diabetes</p> <p>Agree on reduction in variation in care and management of diabetes</p>	<p>To reduce childhood obesity</p> <p>To support children with long term conditions</p> <p>To manage long term conditions</p>	Childhood obesity
		4.2 Dementia	<p>Maintain a minimum of two thirds diagnosis rates for people with dementia.</p> <p>Agree implementation plan for the PM's challenge on dementia 2020, including to improve the quality of post-diagnosis treatment and support</p>	<p>Deliver on PM's challenge on dementia 2020, including:</p> <ul style="list-style-type: none"> maintain a diagnosis rate of at least 2/3 Increase the numbers of people receiving a dementia diagnosis within 6 weeks of a GP referral Improve quality of post-diagnosis treatment & support 	<p>Estimated diagnosis rate for people with dementia</p> <p>People feel supported to manage their long term condition</p>	<p>Dementia waiting times</p> <p>QOF Establishes and maintains a register of patients diagnosed with dementia</p> <p>The % of patients diagnosed with dementia whose care has been reviewed in a face-to-face review</p>	To manage Dementia	

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				for people with dementia & their carers	Loneliness & isolation in adult carers	in the preceding 12 months The % of patients with a new diagnosis of dementia recorded in the preceding 1 April to 31 March with a record of FBC, Survey/ care plans on post diagnosis treatment & support		
5	Maintain & improve performance against core standards	5.1 A&E, ambulances & Referral to Treatment (RTT)	<p>Improvement trajectory and deliver year 1 for A&E.</p> <p>Implement Urgent and Emergency Care Networks in 20% percent of the country designated as transformation areas, including clear steps towards a single point of contact.</p> <p>Agree improvement trajectory & deliver the plan for year 1 for ambulance responses; complete Red 2 pilots and decide on full roll-out.</p> <p>Meet the 18-week referral-to-treatment standard, Reduce unwarranted variation between CCG referral rates to better manage demand</p>	<p>95% people attending A&E seen within 4 hours;</p> <p>Urgent & Emergency Care Networks rolled out to 100% of the population.</p> <p>75 percent of Category A ambulance calls responded to within 8 minutes.</p> <p>92 percent receive first treatment within 18 weeks of referral; no-one waits more than 52 weeks</p>		<p>A&E Waiting Times – Total time in the A&E department</p> <p>Ambulance clinical quality – Category A (Red 1) 8 minute response time</p> <p>Ambulance clinical quality – Category A (Red 2) 8 minute response time</p> <p>Ambulance clinical quality – Category A 19 minute transportation time</p> <p>Patients on incomplete non-emergency pathways (yet to start treatment) should have been waiting no more than 18 weeks from referral</p>	To reduce emergency admissions and direct admissions to residential care settings	
6	Improve out-of-hospital care.	6.1 New models of care & general practice	<p>NMC covering the 20% of the population designated as being in a transformation area to:</p> <ul style="list-style-type: none"> Provide access to enhanced GP services, including evening and weekend access and same-day GP appointments for all over 75s who need them Make progress on integration of health and social care, integrated urgent & emergency care, electronic record sharing. <p>Publish practice-level metrics on quality of and access to GP services and benchmarking.</p> <p>New contract for GPs (Multidisciplinary Community Provider contract) implementation 2017-18.</p>	<p>100% of pop access to weekend/evening routine GP appointments.</p> <p>Measurable reduction in age standardised emergency admission rates & emergency inpatient bed-day rates; more significant rates through the new care model programmes covering at least 50% of population.</p> <p>Significant measurable progress in health and social care integration, urgent and emergency care (including single point of contact), and electronic health record sharing, in areas covered by the NCMP</p> <p>5,000 extra doctors in general practice</p>	<p>Emergency admission rates for</p> <ul style="list-style-type: none"> self care acute conditions Children with LRTI 	<p>Agree measurable reduction in emergency admissions & inpatient bed rates</p> <p>Agree measurable progress in health & social care integration, urgent and emergency care & electronic health record</p> <p>HEE target – Doctors in general practice</p>	To reduce emergency admissions and direct admissions to residential care settings	Strategic Leadership Adult Care Market
		6.2 Health &	Implement the Better Care Fund (BCF) in line	Achieve better integration of health			To promote	Develop & Embed

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		social care integration	with the BCF Policy Framework for 2016-17. By March 2017, each area has plan for better integrating health and social care. Accelerate integration in the transformation areas, by sharing electronic health records and making measurable progress towards integrated assessment and provision. Agree and support implementation of local devolution deals. Agree a system-wide plan for reducing delayed transfers of care with local government and NHS partners implement year 1 of this plan.	and social care with improvements in performance against integration metrics within the new CCG assessment framework. Graduate from the Better Care Fund programme management once demonstrated movement beyond its requirements.		Measure in new CCG framework Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services Delayed Transfers of care per 100,000 population (attributable to NHS, social care or both) Long-term support needs of older people (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	independence To support carers and families To reduce social isolation	place based integrated teams Adult Care Market
		6.3 Mental health, learning disabilities & autism	50% of people experiencing first episode of psychosis to access treatment within 2 weeks. 75% of people with relevant conditions to access talking therapies in 6 weeks; 95% in 18 weeks. Increase in people with learning disabilities/autism being cared for by community not inpatient services, incl implementing the 2016-17 actions for Transforming Care. Agree & implement a plan to improve crisis care for all ages, include investing in places of safety. Implementation of locally led transformation plans for children & young people's mental health, (improve prevention & early intervention activity) On track to deliver national coverage of the children & young people's Improving Access to Psychological Therapies (IAPT) programme by 2018. Implement agreed actions from the Mental Health Taskforce.	Close the health gap between people with mental health problems, learning disabilities and autism and the population (defined in Mental Health Taskforce). 50% of people experiencing first episode of psychosis to access treatment within 2 weeks; 75% of people with relevant conditions to access talking therapies in 6 weeks; 95 percent in 18 weeks		Agree the health gap IAPT Waiting Times - The proportion of people that wait six weeks or less from referral to entering a course of IAPT treatment against the number of people who finish a course of treatment in the reporting period.* IAPT Waiting Times - The proportion of people that wait 18 weeks or less from referral to entering a course of IAPT treatment against the number of people who finish a course of treatment in the reporting period.* Percentage of people experiencing a first episode of psychosis treated with a NICE approved care package within two weeks of referral Reliance on inpatient care for people with a learning disability and/or autism*	To improve outcomes for people with learning disabilities To promote mental wellbeing and healthy lifestyles To support vulnerable families & children To support children with long term condition	
7	Support research, innovation & growth.	7.1 Research and growth	Implement the agreed recommendations of the Accelerated Access Review including developing ambition & trajectory on NHS uptake of affordable & cost-effective new innovation	Implement research proposals & initiatives in NHS England research plan. Measureable Improvement in NHS uptake of affordable and cost-effective new innovations.		Agree – measureable improvement		
		7.2 Technology	Minimum of 10% of patient's actively accessing primary care services online or through apps,	Support delivery of the National Information Board Framework		Agree measurable improvement on the new digital maturity index	LCC Digital work stream	Digital first

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		<p>and set trajectory and plan for achieving a significant increase by 2020.</p> <p>From April, ensure high quality appointment booking app with access to full medical record and agreed data sharing opt-out available.</p> <p>Robust data security standards in place and being enforced for patient confidential data.</p> <p>Make progress in delivering new consent-based data services to enable effective data sharing for commissioning and other purposes for the benefit of health and care.</p> <p>Significant increase in patient access to and use of the electronic health record.</p>	<p>'Personalised Health and Care 2020' including local digital roadmaps, leading to measurable improvement on the new digital maturity index and achievement of an NHS which is paper-free at the point of care.</p> <p>95% of GP patients to be offered e-consultation and other digital services</p> <p>95% of tests to be digitally transferred between organisations.</p>		<p>and achievement of an NHS which is paper-free at the point of care.</p> <p>GP Survey/Data – on offering e consultation</p> <p>Agree on measurement for tests being digitally transferred</p>		
	7.3 Health & Work	<p>Continue to deliver & evaluate NHS England's plan to improve the health and wellbeing of the NHS workforce.</p> <p>Work with Government to develop proposals to expand and trial interventions to support people with long-term health conditions and disabilities back into employment</p>	<p>Contribute to reducing the disability employment gap.</p> <p>Contribute to the Government's goal of increasing the use of Fit for Work.</p>	<p>Long term unemployment Gap in the unemployment rate: between those with a long-term health condition and the overall employment rate</p> <p>for those in contact with secondary mental health services and the overall employment rate</p>		<p>To promote healthy settings, healthy workforce and economic development</p>	<p>Making Every Contact Count</p>