

Transforming Healthcare to Involve the Public: A UK Perspective.

23.06.2010

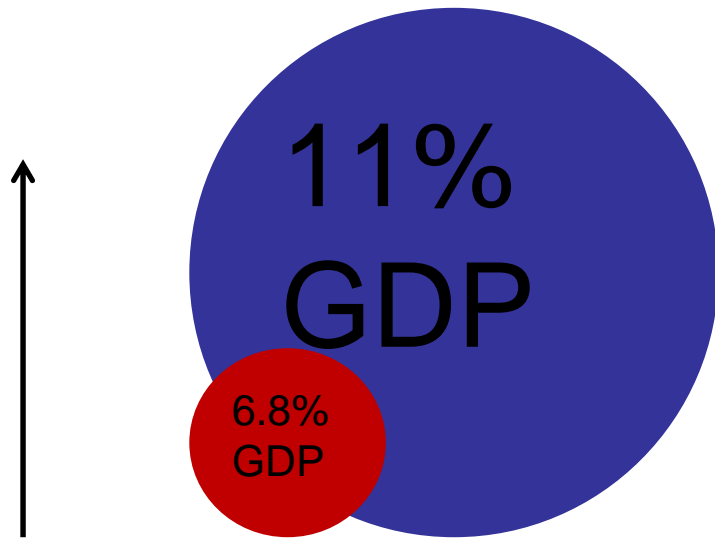
“...delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours...”

Boyle, D., and Harris., M. (2009)

The Challenge of Coproduction

NESTA and nef

The last decade of reform in the NHS has witnessed significant structural and financial improvement...



Significant Investment



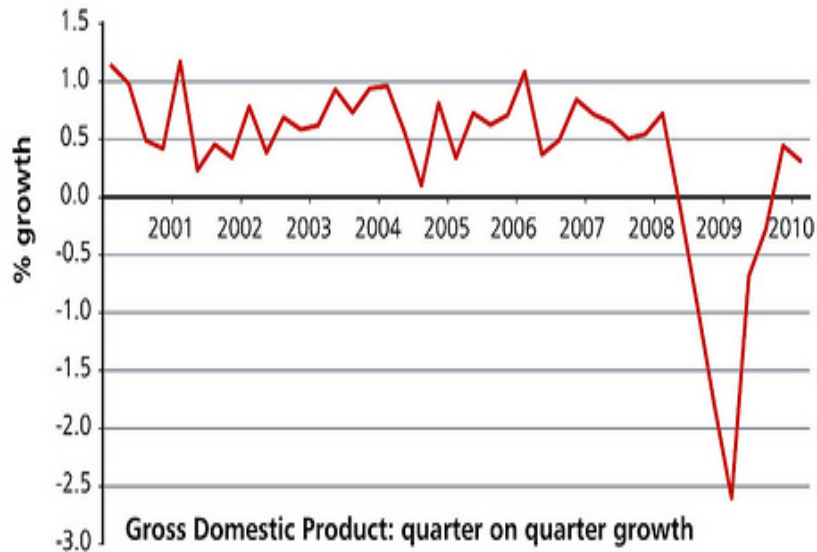
Significant Improvement





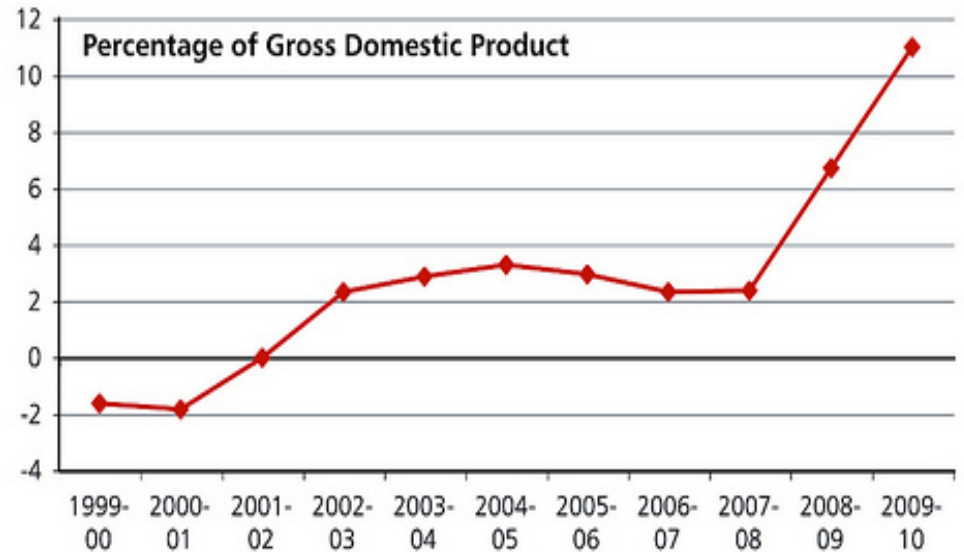
The UK's economic performance over the last ten years

Source: ONS. UK output, income and expenditure statistical bulletin, 1st quarter 2010. GDP is the chained volume measure.



Public sector net borrowing over the last ten years

Source: ONS. Public Sector Finances statistical bulletin, 18 June 2010 release. Borrowing excludes the temporary effects of financial interventions.



The NHS has made a commitment to becoming more patient-centred, through:

- Patient and Public Involvement (PPI) :
- Patient rights and entitlements
- The Patients Charter, NHS Constitution and NHS Service Frameworks
- Foundation Trusts and Community LINKs Networks
- Patient Satisfaction Surveys and Feedback
- Personal Budgets and Self-Directed Support

Analysis: there has been much progress, but a truly patient-centred system – with shared decision making and shared responsibility – remains far from a reality in the UK.

CHOICE

- Patient Rights and Entitlements
- Foundation Trusts

VOICE

- Patient Feedback
- ‘PROMS’
- Local governance
- Patient Advice and Liaison

TARGETS

- Inspection and Regulation
- Quality and Outcomes Framework (QOF)

MARKETS

- Tariffs
- Payment by Results
- GP-led commissioning
- New entrants and competition

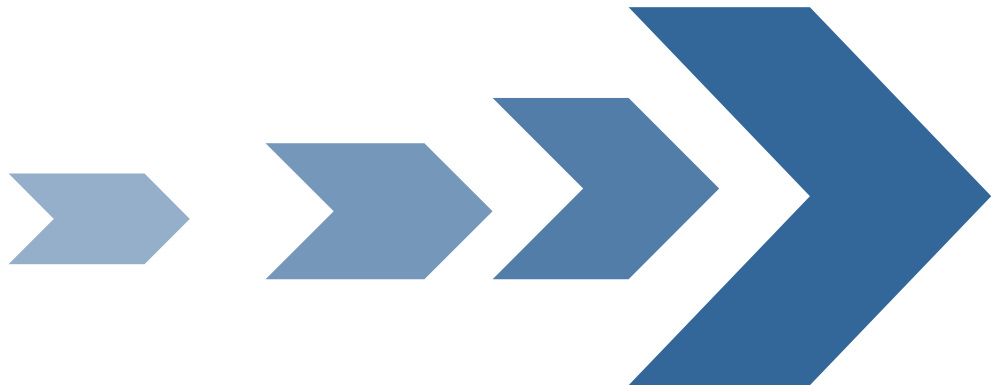
Analysis: The past decade can be broadly characterised as a period of technocratic and structural reform, driven by ‘patient-as-consumer’ and market incentives.

Innovation in healthcare has traditionally focused on new technologies, new drugs. Now it needs to be about patient-centred systems.

- Radical re-design of patient care pathways to achieve patient-centred, integrated care
- Patient self-management and self-care – using existing technologies or in communities of patients
- Social and community-based prevention initiatives

Some trends we are starting to see in the UK:

- Integrated use of patient data
- Patient-led service redesign
- Clinician-led service development
- Peer-to-peer support



Thank you.

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