



# NHS Mandate 2017/18: A briefing for members

MAY 2017

## WHAT IS THE NHS MANDATE?

The Government's mandate to NHS England is published annually by the Secretary of State for Health and sets out the Government's objectives for NHS England, as well as its budget.

The latest mandate runs from April 2017 to March 2018 and has seven overarching objectives:

- Through better commissioning, improve local and national health outcomes, and reduce health inequalities.
- To help create the safest, highest quality health and care service.
- To balance the NHS budget and improve efficiency and productivity
- To lead a step change in the NHS in preventing ill health and supporting people to live healthier lives.
- To maintain and improve performance against core standards.
- To improve out-of-hospital care.
- To support research, innovation and growth.

For each of the objectives the mandate outlines the goals for 2020 and the deliverables in 2017/18 that must be met to achieve the longer term goals.

With regard to pharmacy specifically, objective three on balancing the NHS budget and improving efficiency and productivity states that a 2017–2018 deliverable is '*Measurable improvement in primary care productivity, including through supporting community pharmacy reform.*' However, there are a number of ways in which pharmacists can support the objectives of the mandate overall.



## WHAT DOES THIS MEAN FOR ME AS A PHARMACIST?

Pharmacists are experts in medicines and their use. The use of medicines is the largest treatment intervention in the NHS. Pharmacists can help support efficiencies in the NHS and improve patient care by undertaking person-centred medicine reviews in a range of different care settings and as part of care pathways and multidisciplinary teams.

Pharmacists can play a role in reducing unwarranted variation in the use of medicine and increase the value gained from medicines.

Pharmacists can support people with long term conditions to self-manage their condition(s).

Community pharmacists are easily accessible and open long hours and they can support out of hospital care by acting as the first port of call for minor illness.

Pharmacists working in the community can support people to live healthy lives, thereby preventing the onset of long term conditions and contributing to the prevention agenda.

Pharmacists undertaking medicines reviews in care homes can reduce the risk of admission to hospital of care home residents by ensuring that residents are only taking those medicines that are appropriate for them.

## WHAT IS THE ROYAL PHARMACEUTICAL SOCIETY DOING?

- Influencing decision makers nationally to facilitate their recognition of the role that pharmacists can play in supporting patients and the public.
- Supporting our members to influence key people at a local level by providing briefings and guidance.
- Engaging with Sustainability Transformation Partnerships (STP) leads to ensure the value of pharmacists is recognised.
- Regularly meeting with a range of key stakeholders to shape and influence the direction of travel for the pharmacy profession.
- Providing support and understanding to members about new roles for pharmacists (in U&E care, GP practices, enhancing health in care homes and supporting people with long term conditions to self-manage). More information can be found at <https://www.rpharms.com/making-a-difference/projects-and-campaigns>.
- Keeping members informed and supported via our website.



## BACKGROUND INFORMATION:

The Secretary of State must publish a mandate for the NHS every year and ensure that the objectives of NHS England remain up to date. The mandate sets out NHS England's contribution to the Government's goals for the health and care system as a whole and in line with manifesto commitments. NHS England is legally required to seek to achieve the objectives and comply with the requirements set out within the mandate. The mandate enables government to assess the performance of NHS England against its objectives by assessing progress against the annual deliverables and metrics. The mandate is based on the shared priorities of government and its partner organisations for health and care.

NHS England is required to deliver the mandate within the budget identified and ensure that Clinical Commissioning Groups play their part in delivery.

This year the mandate has a particular focus on seven day services, stating:

*'The quality of care you receive shouldn't depend on the day of the week that you access it and access to crisis care shouldn't depend on your condition. The objectives the Government has set for NHS England will help the NHS to deliver changes and seven-day services that mean:*

- Access to consistent standards for urgent and emergency hospital care, senior doctors and diagnostics no matter which day of the week you are admitted.
- Weekend and evening access to primary care.
- Faster, more streamlined access to urgent care, seven days a week through the 111 phone number.
- 24/7 access to mental health crisis care in both community and A&E settings.

We hold NHS England to account for its leadership of and contribution to delivery of the Five Year Forward View, including progress made towards a seven-day NHS.

## KEY MESSAGES FROM THE NHS MANDATE:

- The implementation of STP plans is key, including the spread and adoption of the New Care Models;
- Prevention is a significant element – supporting people to live healthier lives and reducing demand on the NHS;
- People want to be more involved in their own care – empower people to take responsibility for their care;
- Expand and strengthen primary care (out of hospital care);
- Increase access to care so people experience the same level of care any day of the week;
- Parity between mental and physical health.