



**BETTER HEALTH,  
BETTER CARE:**

**ACTION PLAN**

# Better Health, Better Care



- Discussion 16 August - 12 November
- 2000 people involved
- Around 600 submissions
- Supported across Government
- Action plan launched 12 December 2007

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**Help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care**

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# Towards a Mutual NHS

“The NHS talks about patient focus  
and service users.  
It should talk about service owners”

World café Glasgow

# 1. Towards a Mutual NHS

- Strengthen public ownership by strengthening rights to participate
  - Public Partnership Forums
  - Patient Rights
  - Board elections / independent scrutiny
  - Participation standard / ownership report
- No change in financial or structural arrangements

# 1. Towards a Mutual NHS

- An NHS based on the values of cooperation and collaboration
  - Further distance from market based models
  - Staff partnerships
  - Managed Clinical Networks

# Helping People to Sustain and Improve their Health, Particularly in Disadvantaged Communities

“There is a need for greater emphasis on joint working in order that NHS Scotland, local authorities and partners can deliver on what is undoubtedly a shared agenda”

COSLA

## 2. Health Inequalities

- “That is why we have made tackling health inequalities our top health priority”
  - Ministerial Task Force
  - Break link between early life adversity and adult disease
  - Anticipatory approaches and primary care
  - Health improving health service
  - NHS as a first destination employer

## 2. Helping People Improve Their Health

- Cross Government approaches
  - Other portfolios (e.g. early years, drugs)
  - Broader health and wellbeing portfolio (e.g. social inclusion, housing)
- An enabling service
  - Mental health and wellbeing
  - New strategies on substance misuse
  - Public Health Bill / Public Health contribution

# Improving Quality

“Improvement can only be achieved through shared ambition and effective joint working”

NHS Board

### 3. Improving Quality

- Patient Centred
- Safe
- Effective
- Efficient
- Equitable
- Timely

# Improving Quality

- Patient Centred
  - *Better Together*
  - Supported self management
  - Palliative care: national plan March 2008
  
- Patient Safety
  - Scottish Patient Safety Alliance
  - Tackling HAI

# Improving Quality

- Effectiveness
  - Access to primary / community care
  - Long term conditions – physical / mental health
  - Pilot wider range of services from community pharmacy
- Efficiency
  - NHS Efficiency and Productivity Programme
  - New eHealth strategy
  - Reduce Carbon Footprint

# Improving Quality

- Equity
  - Guidance on Implementation of remote and rural recommendations in the new year
  - Fair for All / Equality assessment
- Timeliness
  - 18 week whole journey time
  - Better co-ordinated system of unscheduled care

# Making it happen

- HEAT (Annex A)
  - Rebalanced across Health Improvement, Efficiency / Governance, Access and Treatment
  - Better aligned to long term strategy
  - Linked to other performance approaches in the public sector
  
- Implementation Guidance to Boards to follow – more streamlined/targeted approach than DFH



# DISCUSSION

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