



**Improving access and
service quality**

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Overview

- **The Next Stage Review – national enablers**
- **And specifically AHP services**
- **AHP improved service offer to the public**
- **Leadership**

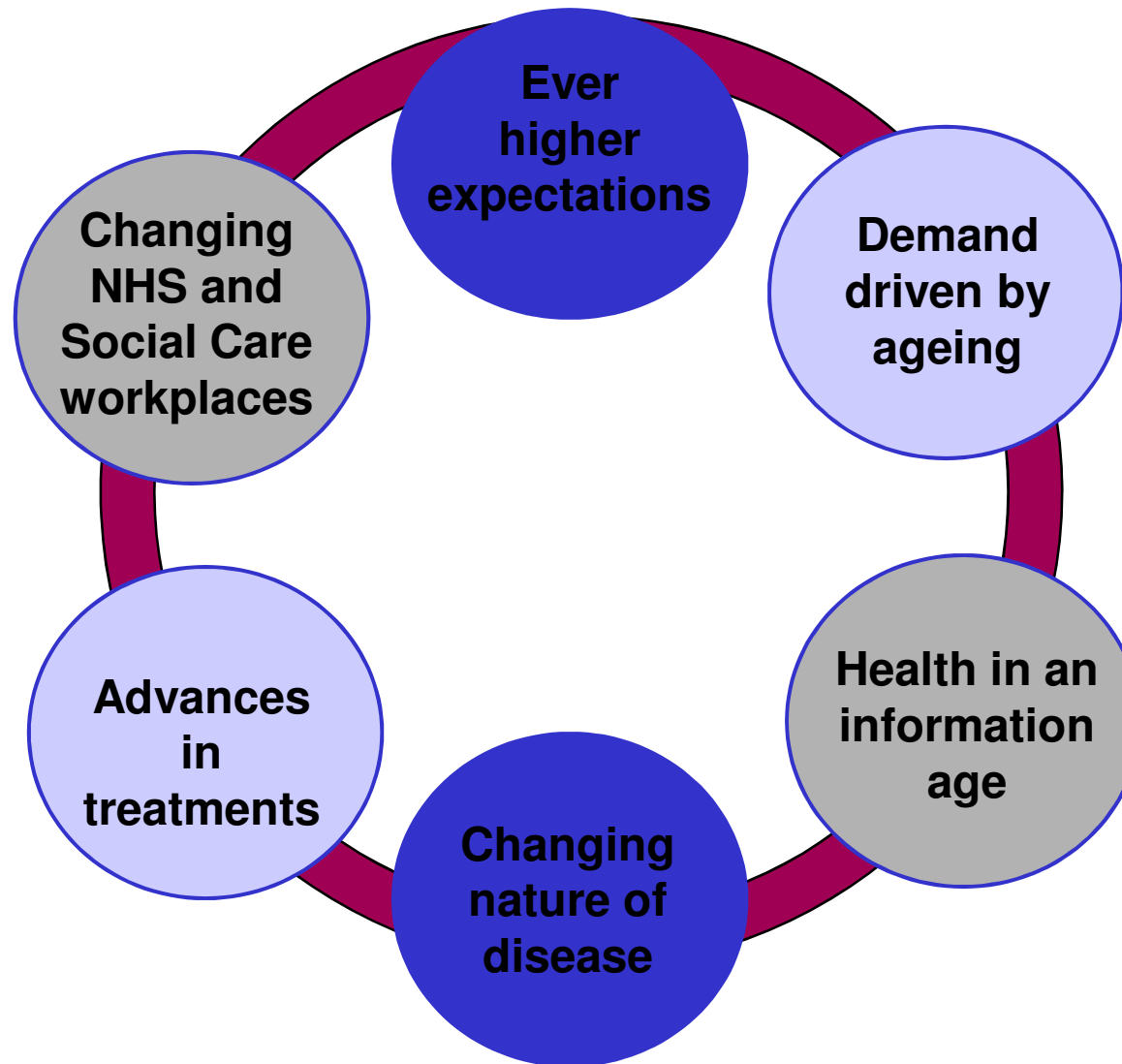
The journey towards a world class health care system



All advanced health systems face significant challenges

Changes in healthcare and society

AHPs transforming health and social care



High quality care for all

NHS Next Stage Review Final Report

AHPs transforming health and social care

- Help to stay healthy
- Empowering patients
- Most effective treatments for all
- Keeping patients as safe as possible

Quality at the heart of the NHS

- Raising standards
- Stronger involvement of clinicians in decision making at every level of the NHS
- Fostering a pioneering NHS

High quality care for all

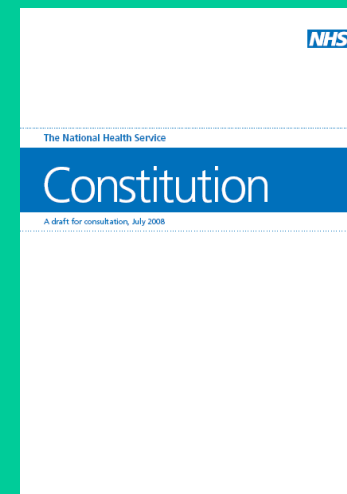
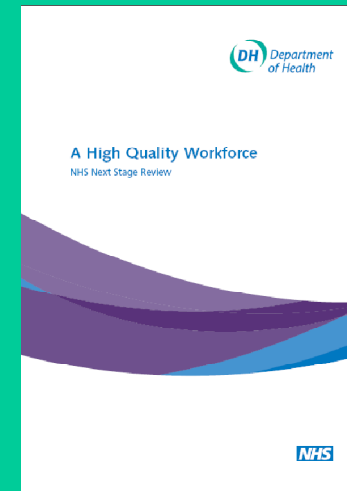
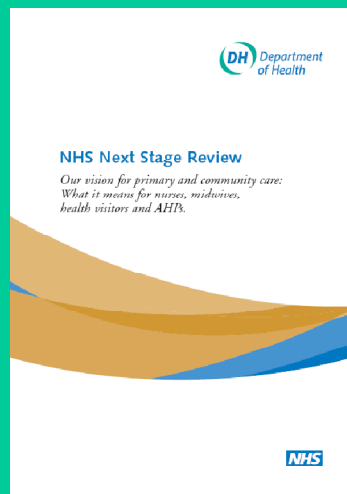
High quality care for patients and the public

Freedom to focus on quality

- Empowering frontline staff to lead change that improves quality for patients
- Valuing the work of NHS staff

Next Stage Review – national enabling reports available at www.dh.gov.uk

AHPs transforming health and social care



Quality must be the organising principle of the NHS – and the system as a whole?

Quality – safe, effective *and* a good experience

4 principles

- **Co-production**
- **Subsidiarity**
- **Alignment**
- **Clinical leadership**

The improved AHP service offer – SOS announcement 21.10.08.

Framing the contribution of allied health professionals – Delivering high-quality healthcare available at www.dh.gov.uk

- **Mandate data collection**
- **Improve ease of access**
- **Improve quality and empower patients**

And so to the importance of leadership

‘Leadership is exciting other people to higher levels of performance’ Steven Sonsino

- **It’s not management!**
- **It’s not heroic**
- **Face outwards not upwards**
- **Difficult when the focus is on getting things done.**
- **Take yourself seriously**
- **Take nurturing talent seriously**
- **Get value out of the additional investment**

Implications for clinicians

- **A refocus on quality of care**
- **Not being 'a target' is not an excuse for not 'measuring'**
- **Attention to demand/supply and processes but, more importantly, patient experience and clinical outcome**
- **The spotlight is shifting to primary care and community services, and from acute/elective care to long-term conditions**
- **The need for a more flexible and responsive workforce**
- **An even greater shift in the balance of power towards the patient**

The key:

Clinicians are in the driving seat! Are you?

Thank You

www.dh.gov.uk/ahpbulletin.index.htm