

# The new NHS – support organisations, who does what

In May 2013, we published an infographic exploring how the NHS is structured. This new infographic looks at some of the other organisations in the new system that support the NHS.

@nhsemployers

www.nhsemployers.org



## The NHS workforce

### NHS Employers

The NHS Employers organisation is the authoritative voice of workforce leaders, experts in HR, negotiating fairly to get the best deal for patients.

### Health and Social Care Information Centre

The Centre provides national information and information technology systems to health and social care organisations so they can provide better services and improve health standards.

### Skills for Care

Skills for Care ensures that England's adult social care workforce has the appropriately skilled people in the right places working to deliver high quality social care. To achieve this, they focus on the attitudes, values, skills and qualifications people need to undertake their roles.

### Skills for Health

Skills for Health is the Sector Skills Council for health. It helps the whole UK health sector develop a more skilled and flexible workforce and provides solutions to help improve productivity and also the quality of health and healthcare.

The NHS Employers website regularly has over **150,000** hits per month

### FACTS

About **30,000** staff retire from the NHS every year

Pay accounts for **65 to 70%** of spending in acute and mental health trusts

## Commissioning NHS services

### NHS England

NHS England is an independent body managing the NHS budget and commissioning primary care and specialist services.

### Strategic Clinical Networks (SCNs)

SCNs aim to encourage change across complex systems of care, maintaining and/or improving quality and outcomes. They bring primary, secondary and tertiary care clinicians together with partners from social care, the third sector and patients.

### Commissioning Support Units (CSUs)

CSUs support clinical commissioning groups (CCGs) by providing business intelligence, health and clinical procurement services, as well as back-office administrative functions, including contract management.

### Clinical senates

The 12 clinical senates provide strategic clinical advice and leadership across a broad geographical area to CCGs, health and wellbeing boards and NHS England.

**Putting Patients First** is NHS England's **three-year business plan** and covers 2013/14 to 2015/16

1<sup>st</sup>

## Public health, patient care and support

### Public Health England (PHE)

PHE protects and improves the nation's health and tackles health inequalities. It supports the public so they can protect and improve their own health and, through the National Health Protection Service, prepares for any health emergencies.

### NHS Choices

NHS Choices is the UK's biggest health website and online "front door" to the NHS. It provides patients with information on conditions, treatments, local services and healthy living.

### NHS 111 Services

NHS 111 is a free to call, single non-emergency medical helpline operating in some parts of England. In April 2013, it replaced the telephone triage and advice services provided by NHS Direct and local GP out-of-hours services in the majority of the country.

### Local authorities and public health

Local authorities have a number of public health responsibilities, including alcohol and drug misuse services, public mental health, sexual health services and local initiatives to tackle social exclusion.

### NHS Blood and Transplant (NHSBT)

NHSBT is a special health authority with responsibility for optimising the supply of blood, organs and tissues and raising the quality, effectiveness and efficiency of blood and transplant services.

In 2012/13, blood donors donated **1.9 million** units of blood

### FACTS

NHS Supply Chain delivers about **620,000** products for more than **1,000** healthcare organisations

## Supporting NHS organisations

### NHS Property Services Ltd

NHS Property Services manages, maintains and improves 4,000 properties, working in partnership with NHS organisations to create safe, efficient, sustainable and modern healthcare and working environments.

### NHS Improving Quality (NHS IQ)

Hosted by NHS England, NHS IQ works to improve health outcomes for people by providing improvement and change expertise.

### NHS Business Services Authority (NHSBSA)

The NHSBSA is a special health authority which operates as an arms length body of the Department of Health. It provides a range of critical central services to NHS organisations, NHS contractors, NHS patients and the general public, including:

- **NHS Pensions:** NHS Pensions administers the NHS Pension Scheme which is the largest centrally administered public service pension scheme in Europe.
- **NHS Protect:** NHS Protect leads on work to identify and tackle crime across the health service. It ensures the proper use of valuable NHS resources and a safer and more secure environment in which to deliver and receive care.
- **NHS Supply Chain:** NHS Supply Chain provides customer-focused healthcare products and supply chain services to the NHS, enabling trusts, hospitals and other healthcare organisations to focus on patient care.

### NHS Litigation Authority (NHSLA)

The NHSLA handles negligence claims against NHS bodies and operates a risk management programme to help raise standards and reduce incidents leading to claims. It also monitors human rights case law, coordinates equal pay claims on behalf of the NHS and hosts the National Clinical Assessment Service (NCAS).