

Symposium at the House of Lords



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01 July 2015



Personalisation

The problem today

- £30b deficit for the NHS by 2020. £8b down payment as headroom to drive transformation
- 2-3% average net efficiency gain pa is required
- Increasing older population

Within an NHS still characterised in parts by ...

- 'One size fits all' - standardised care pathways
- Patients as passive recipients
- No co-ordinated customer service offer

People as assets

People want more personal control. NHS England's recent conjoint research of a representative sample of the population of England > 3,762 respondents (plus qualitative focus Groups) revealed 4 key attributes consistent across demographic and segmented groups:

1. Multi-channel by intent
2. Consistent and timely response
3. Personalisation through an online NHS Account
4. Making it easy to self-serve 24/7

We know people chose well ...

Big White Wall - Better outcomes at less cost. Saving circa £37,000 per100 members pa and 80% of members self-managing.

Co-ordinate My Care - Honouring people's choices at end of life and saving considerable costs. Applicability to all those with a care plan not just EoL.

Online transactions - The capability is there & people have told us they want this

People Powered Commissioning

Our biggest sources of renewable energy

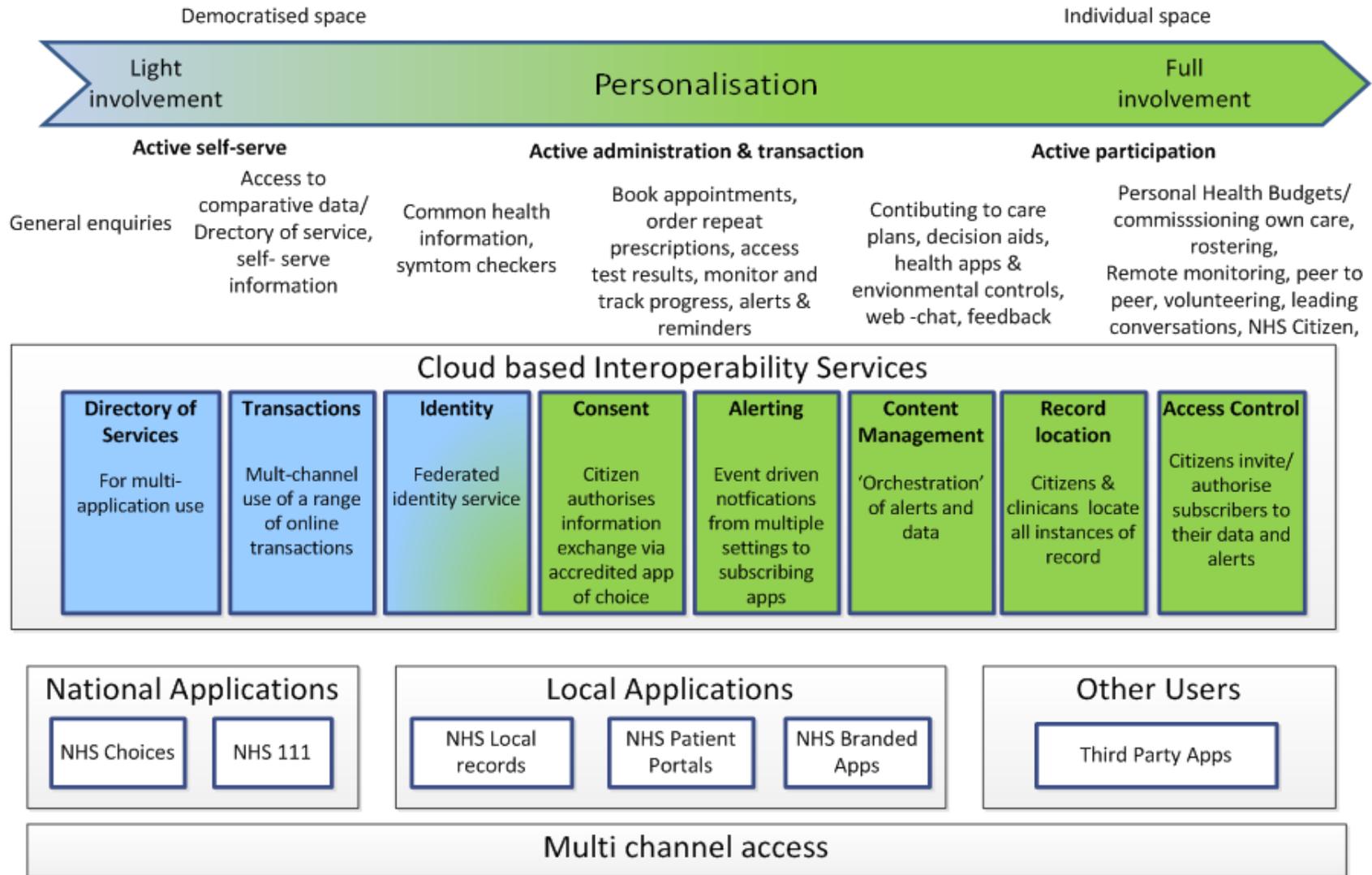
Integrated Personal Commissioning – self management packages which include personal health budgets.

Personal budgets - better outcomes for better value & with flexibility to alter the solution.

Mobilise community assets and stimulate market

Enabled by **connectivity & interoperability**

Connectivity



Healthy London Partnership is a collaboration between 32 London CCGs and NHS England London region to support the delivery of better health in London