How the NHS worked differently to deal with coronavirus
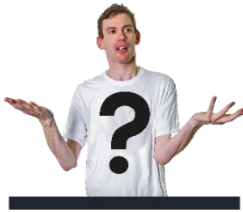
easy read

What's inside?
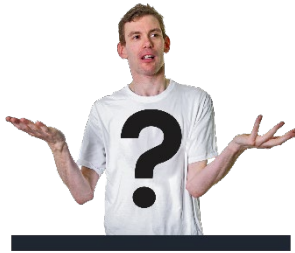
Introduction

All the work done by the **NHS** to manage **coronavirus** has led to:

- **health and care services** working together for the first time

- **work** being done quicker than normal

- **health and care services** coming up with **new ideas** together.
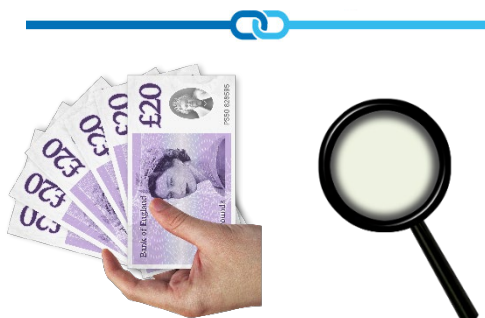
This **Easy Read document** tells you

how the **NHS** worked differently from **October** to **December 2020.**

NHS England and NHS Improvement

NHS England and NHS Improvement paid for a project to look into this.

The project was carried out by speaking to:

- people with a **lived experience** of using health and care services

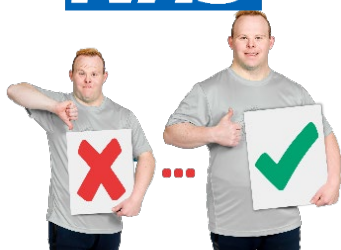**Lived experience** is the things that someone goes through in their life.

- **80** different **organisations** with an interest in health and wellbeing.

The project looked at:

- how things had **changed**

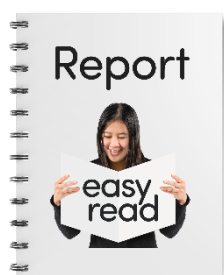- if the changes made services **better**.
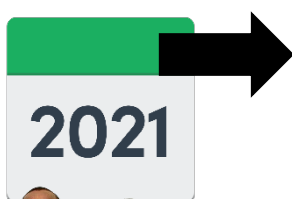
- if the changes could lead to **better health and care services** in the future.

This **Easy Read** document sums up the work they did.

How the project was carried out

Researchers looked at ways that **health and care services**:

- came up with **new ideas** for running **health and care services**

- carried out **medical research**

- worked together.
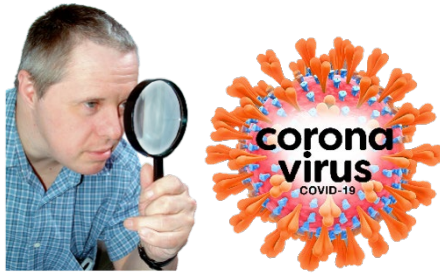
The project looked at things that had worked well during **coronavirus**, such as:

- managing **health and care services** in different ways

- using **computers**

- having useful **information**.

And how this could support people, **NHS** workers and **health and care services** in the future.

The project also looked at the **differences in health** between different **ethnic groups** and **other groups**.

There were **5 Parts** to the project.

Part 1
A detailed review

This part of the project looked at:

- the best ways to work and how all **NHS** health and care services could use these **ideas**

- the **differences in health** between different groups

- what went well and what did not go well.

Part 2
A quick review

This part of the project looked at the best ways to find out if the changes to **health and care services** had worked.

Part 3
Work being done around the world

This part of the **project**:

- **interviewed** experts

- found out what **other countries** were doing

- looked at good work being done **around the world.**
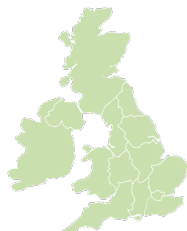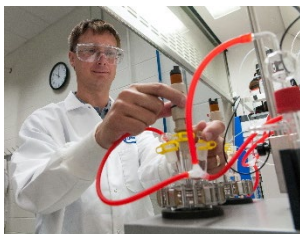
And if this **work** could be done in the **UK** too.

Part 4
Working with people and health and care services

This part of the **project** included:

- **3 workshops** for experts

- **a big meeting** to look at this project

Everyone **agreed** what had been found during the project and what should happen next.

200

Two hundred people took part in the workshops and meetings.

Part 5
Reports

Some reports were written about what should happen next.

In the **reports** it said:

- the project was done **quickly**

- the project was carried out when **new information** was coming out **every day**
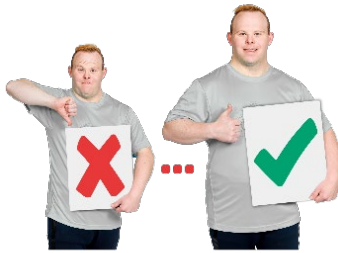
- looked at ways to make **health and care services better**.

What the project found
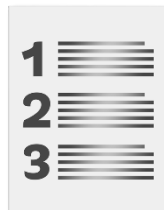
There were **6** important things that were found out during the project.

1. Working together

When **health and care services** work together they know from each other what to do.

2. Good leadership
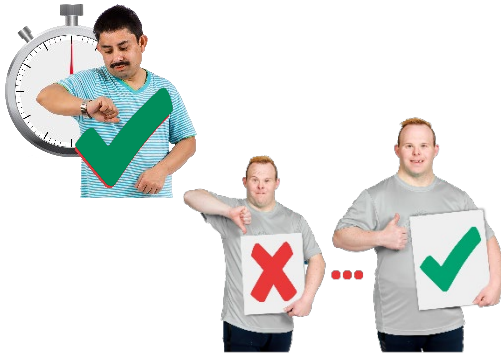
Services can get better more quickly when leaders:

- support **new ideas**

- make it easier for health and care services to **work together.**

3. Making sure everyone is included

So that there are **less differences in health** between different groups, it is important to:

- get ideas from lots of different people

- have more services that support the different needs of different groups.

4. Making changes by using everyone's skills

It is easier to change **health and care services** when **NHS** workers:

- have the **skills** to find new ways to sort out problems

- can start working in **new ways.**

5. Using information and computers

It is easier to make quick changes to **health and care services**:

- when you can share **information**

- when health and care services have **computer systems** that work well.

6. Making the best decisions

To make a good decision it is important to understand:

- **what** works well

- **who** it works well for

- **when** it works best.

At the **workshops** and the **big meeting** they talked about:

- the **6 important things** that were found out during the project

- how **health and care services** need to change.

What happens next?

A lot of people and health and care services talked about the project at the **workshops** and the **big meeting**.

These talks and the project led to **12 suggestions** to support current and new work at:

NHS England and NHS Improvement

- **NHS England and NHS Improvement**

- other **health and care services**.

The 12 Suggestions

Suggestion 1
Have more co-production

Co-production is when health and care services work together on new projects with **people with a lived experience**.

Health and care services should have more **co-production** projects so that they:

- learn more about **health and care services**

- change **health and care services** to make them better.

Suggestion 2
Make health and care services fairer for everyone

Health and care services can be fair for everyone when we:

- find out how health and care services can make the **differences in health** between different groups smaller

- find out how **health and care services** can change so that they meet the support needs of everyone

- make sure that lots of different groups take part in projects about **coronavirus.**

Suggestion 3
Have more leaders who support new ideas

There should be **more leaders**:

- who support **new ideas**

- who make changes that are good for **everyone**

- who run **health and care services** that can **change quickly**

- who tell the **truth**

- who are honest when **health and care services** are not good.

Suggestion 4
Have more workplaces that support good ideas

There needs to be:

- more health and care services that want to listen to **new ideas**

- more health and care services where services can **change quickly**

- more health and care services that work closely with **local councils** and **charities** to meet local needs.

Suggestion 5
Run more health services using computers

Work with health and care services so that patients can choose:

- a **face-to-face service**

- a service using a **computer**.

Suggestion 6
Information and support for everyone

More **information** should be made by working with:

- **people with lived experience**

- people who have **good ideas**

- **health and care workers**.

This will make sure that lots of different groups use **new types of care services**.

Suggestion 7
Share information

When you work together with **different health and care services** it makes it easier to understand how:

- **information** can be shared while keeping private information safe

- **information** can be collected so that better decisions are made.

Suggestion 8
Carry out more projects with different groups

Projects on **health and care services** are better when:

- working with groups that **do not** take part in projects such as people with a learning disability and autistic people

- it is **easy** for different groups to take part in **projects**

- the results of the projects are shared with the public and **NHS** workers.

Suggestion 9
Work with more health and care services across the world

Find out if UK health and care services could take part in more **medical research** with health and care services around the world.

Suggestion 10
Carry out more projects using computers

Find out how:

- **computers** could be used to support everyone to work more closely together

- **computers** could be used to carry out projects.

Suggestion 11

Important work for health and care services
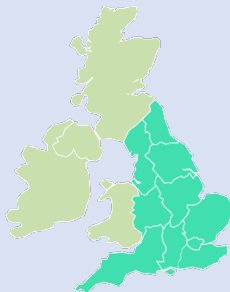
Make sure **new health and care services:**

- can find out what is most important in their local area

- tell **regional organisations** and **national organisations** what they are going to do first.

A **regional organisation** looks after health and care services in different parts of the country such as the **West Midlands** or **South East**.

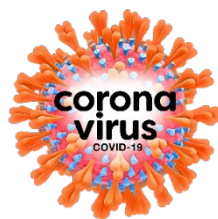A **national organisation** looks after health and care services across the country.

Suggestion 12
Look into the differences in health between different groups

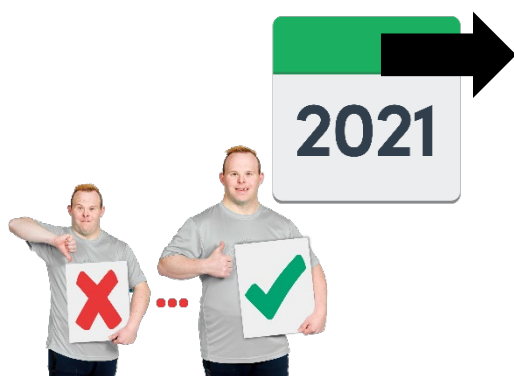When different people and health and care services work together:

- they can find out the best ways to change **health and care services** so that they are fair for everyone

- they can try out new things that the **NHS** has been learning every day about managing **coronavirus**.
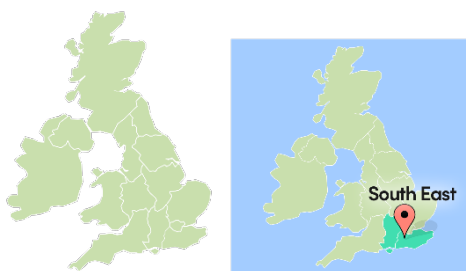
Next steps

It is important that this project helps to change **health and care services** to make them better for a long time.

NHS England and NHS Improvement

NHS England and NHS Improvement will:

- work with **national**, **regional** and **local** health and care services.

- **list** the important things that need to be done first

- make sure everyone knows who is working on **each project**

- support health and care services to **work together**

- **check** that all projects are different.

Find out more

Would you like to find out more about this project?

Please **email** (shorter email address??)

england.improvementsupporthubpmo@nhs.net

Go to our **website:**

www.england.nhs.uk/beneficial-changes-network/

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