



Department
of Health

The Mandate

April 2014 to March 2015



Easy Read version of:
A mandate from the Government to
NHS England:
April 2014 – March 2015
Published in November 2013

There are some difficult words in this booklet.

Difficult words

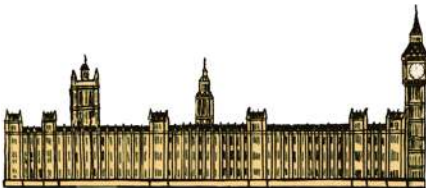
These words are in **bold green** letters. There is a list of the words and what they mean on Page 14.



You might like to have someone to support you when you look at this booklet.



This is an Easy Read booklet which tells you about the mandate or agreement between the government and **NHS England**.



When we say **we** in this booklet, we mean the government.

What is in this booklet



What is the mandate

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What the government will do

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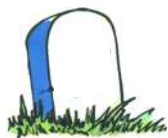
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- What the words mean**

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What is the mandate

The mandate is an agreement between the government and **NHS England**. It says what the government expects the **NHS** to do by March 2015.



NHS England will manage the daily work of the **NHS**.

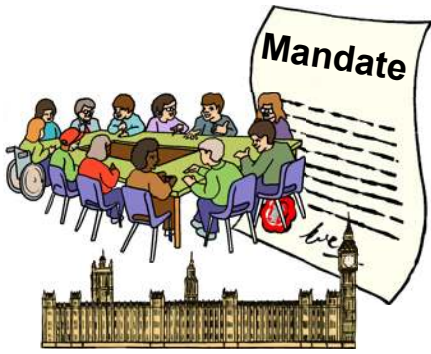
For example it will make sure that you can go and see a doctor when you need to.



The government will still work to make sure the **NHS** works better for you.



The law says that **NHS England** must try to do everything in the mandate.



A new mandate is agreed between the government and **NHS England** every year.



We make changes to the mandate after a consultation.



This means people tell us what should change in the mandate to make the **NHS** better for everyone.

What the government will do



- make sure there is money to pay for health care each year



- not change anything in the mandate unless **NHS England** agrees (or unless there is a really good reason like a **General Election**).

What NHS England will do



- follow the law and rules about the NHS
- improve the health of people in England
- make sure free healthcare is available to everyone who should get it



- listen to patients when they make plans
- work with the government



- make sure money is spent well and health services get better.

March 2015						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

It will take a long time to do everything we want, but we want patients to see changes by March 2015.

What the mandate says



Everyone should have the same chance to get well and stay healthy, but some people are missing out.

The mandate says the **NHS** must get better at treating:



- older people and people who are at the end of their life
- people who have a physical or mental illness for a long time
- people suffering from diseases that kill a lot of people



- people who want to get work or keep working
- people with **dementia**.

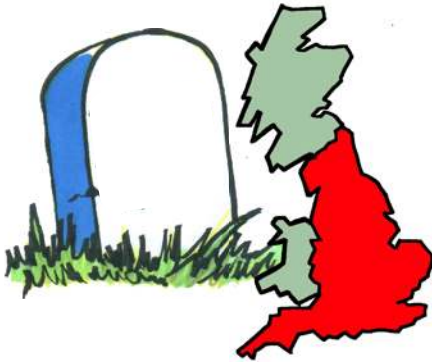


Dementia is an illness that affects the brain and memory. It can make it difficult to concentrate or work things out. It often affects people as they grow older.



The next part of this booklet tells you more about the things we want the **NHS** to do.

1. Stopping people dying early



More people die early in England than in many other parts of Europe.

We want to save 30 thousand people a year by 2020 by making our healthcare as good as some other countries.

We want the **NHS** to be better at:



- telling people what is wrong with them



- giving people the medicines and treatment they need



- making sure all hospitals are as good as they can be



- helping people understand how to stay healthy and well.

2. Giving better support to people who have been ill for a long time



We want the **NHS** to be better at:

- supporting older people so they do not go into hospital if they can be kept well at home
- involving people and giving them more choice and control over their healthcare
- giving people and their carers good information about the **NHS**
- giving more patients the choice to use a **personal health budget**
- using **technology** to help people contact the **NHS** or live safely at home
- working in ways that are right for patients and carers, not just easy for the **NHS**





- finding out who has **dementia** and giving them better care and treatment.



3. Helping people get well after an illness or accident

The **NHS** should help people get well and get back to their everyday lives. Most services are really good but others do not work as well.



We want the **NHS** to be better at:



- finding out how the **NHS** is doing and what patients and carers think about it



- involving patients, carers and people who work in the **NHS** in any changes

- making sure mental health is as important as physical health



- making sure people with mental health problems can get the support they need when they need it.

4. Giving everyone better care



Most people get really good care from the **NHS**, but some people still do not get good care in care homes or hospitals.

We want the **NHS** to be better at:

- making sure people get good safe care in their community or close to their family and friends
- giving good care to older people and people who are dying
- asking what people think about their care and acting quickly to stop poor care
- caring for women who are having a baby and families with young children





- making sure children with disabilities and their parents get the right support and can choose a **personal budget** to pay for this



- making sure everyone gets the health services they need, when they need them.

5. Making sure people are kept safe



NHS rules say patients should be treated in a safe, clean place. Things are getting better but there is still a lot to do.

We want the **NHS** to be better at:



- finding out why things go wrong and stopping them happening again



- looking at better ways to keep people safe

6. Letting the **NHS** try new ideas

We want the **NHS** to be better at:



- finding out what local people and **NHS** staff think services should be like
- letting local doctors and nurses make choices about how the **NHS** should work in your area
- making sure people understand the choice about their care
- sharing skills and good ideas
- working with local councils
- buying different services and making sure they are worth the money they cost.

7. Working with others to make healthcare better



We want the **NHS** to be better at:

- sharing information about good safe healthcare with other groups and services
- making sure people can stay well, work and live safely in their communities
- using **research** to make healthcare better.



8. Using money well

NHS England will decide how to share money between different **NHS** services.

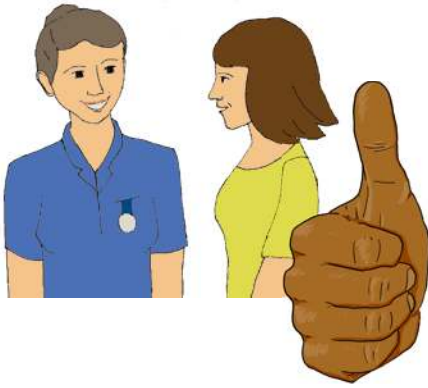
We want the **NHS** to be better at:

- using its money to make health services better
- helping everyone get good safe health care, wherever they live
- fairly charging people who come to England if they use the **NHS**.



9. Checking how things are going

We want **NHS England** to:



- check that everyone gets good, safe services that are worth the money they cost



- write a report each year to say what it has done.



We will ask patients, GPs and local councils how they think **NHS England** has done.

What the words mean

Dementia	An illness that affects the brain and memory. It can make it difficult to concentrate or work things out. It often affects older people.
General Election	When all the adults in the country vote and choose the government.
NHS	The National Health Service makes sure everyone can get free healthcare. The services include things like doctors, dentists and hospitals.
NHS England	The group of people who manage the NHS instead of the government.
Personal health budget	This means you know how much your care or treatment costs and can choose to use this money to plan and pay for your own care.
Research	A planned and organised way to find things out or get answers to questions.
Technology	Things like computers, mobile phones or alarms.



Credits

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