



System Oversight Framework 2021/22 Consultation

OVERVIEW

NHS England and NHS Improvement have prepared proposals for a new approach to NHS system oversight.

The proposed approach aligns with the vision set out for Integrated Care Systems (ICS) in Integrating Care and in the Government's White Paper, Integration and Innovation: working together to improve health and social care for all.

Feedback from the consultation on our proposals will be used to inform the development of the new NHS System Oversight Framework for 2021/22 to be issued in the Summer.

1. Are you responding:

- ☐ As an individual
- ☒ On behalf of an organisation or group
- ☐ Prefer not to say

2. Please select from one of the following options to describe the organisation or group you belong to:

- ☐ Care home or nursing home
- ☐ Clinical Commissioning Group (CCG)
- ☐ Dental practice
- ☐ GP practice
- ☐ Integrated Care System (ICS)
- ☐ Local authority
- ☐ Local Healthwatch
- ☐ National health and care organisation
- ☐ NHS trust or foundation trust
- ☒ Optometrist or optician
- ☐ Patient Participation Group or other patient group
- ☐ Patient, carer or member of the public
- ☐ Pharmacist



- ☐ Social care provider
- ☐ Sustainably and Transformation Partnership (STP)
- ☐ Voluntary, Community and Social Enterprise (VCSE) sector organisation
- ☐ Prefer not to say

1. Do you agree that the proposed approach to oversight in the consultation document meets the purposes and principles set out in section 2: 'Purpose and Principles'?

- ☐ Yes, fully agree
- ☒ Yes, mostly agree
- ☐ Yes, partly agree
- ☐ No, not at all
- ☐ I don't know

If not, how could the proposed approach be improved?

[Click or tap here to enter text.](#)

2. Do you agree that oversight arrangements for place-based systems and individual organisations within the ICS should reflect both the performance and relative development of the ICS, as set out in section 3: 'Role of integrated care systems'?

- ☐ Yes, fully agree
- ☒ Yes, mostly agree
- ☐ Yes, partly agree
- ☐ No, not at all
- ☐ I don't know

If not, please give your reasons:

[Click or tap here to enter text.](#)

3. Do you agree that the framework's six themes support a balanced approach to oversight, including recognition of the importance of working with partners to deliver priorities for local populations, as set out in section 4: 'Approach to oversight'?

- ☐ Yes, fully agree

☐ Yes, mostly agree

☒ Yes, partly agree

☐ No, not at all

☐ I don't know

If not, how could the proposed approach be improved?

[Click or tap here to enter text.](#)

4. Do you agree that the proposed approach will support NHS England and NHS Improvement regional teams to work together to develop locally appropriate approaches to oversight, as set out in section 5: 'Oversight cycle'?

☐ Yes, fully agree

☒ Yes, mostly agree

☐ Yes, partly agree

☐ No, not at all

☐ I don't know

If not, how could the proposed approach be improved?

[Click or tap here to enter text.](#)

5. Do you support the proposed approach to segmentation across ICSs, trusts and CCGs, as set out in section 5 page 12 - 18: 'Identifying the scale and nature of support needs'?

☐ Yes, fully agree

☐ Yes, mostly agree

☒ Yes, partly agree

☐ No, not at all

☐ I don't know

How could the proposed approach be improved to better inform oversight arrangements and effectively target support capacity?

[Click or tap here to enter text.](#)

6. Do you have any additional suggestions that could improve the proposed overall approach to oversight, support and intervention, section 5 page 12 - 18: 'Identifying the scale and nature of support needs'?

We welcome the evolutionary nature of this framework building on what has worked well previously but also support the new emphasis on identifying the root causes of problems and addressing them on a system-wide basis, which has not always been possible in the past. It is not clear however how sufficient focus and energy will be applied to delivering the national transformation programmes amid the welter of other priorities and whether a sufficiently clear line of sight will be maintained on these from the NHS England Board downwards. There is a potential risk of dilution amidst the six themes of the oversight framework as there is with all score card approaches.

With our interests in delivering improved access and care for patients through the national programmes, it follows that we strongly support the robust quality governance policy set out in paragraph 21, especially the aim of ensuring quality intelligence is shared regularly with all key stakeholders including the use of “professional insight to identify risk to the quality of care (including unwarranted variation)”.

To improve this “key stakeholders” should include primary care representatives when applicable. For example, transforming eye care services is a key priority in NHS England’s 2021/22 Operational Planning Guidance and to ensure this goal is achieved primary eye care - locally through Local Optical Committees (LOCs) or nationally e.g. through the Clinical Council for Eye Health Commissioning if need be - should be able to raise concerns, propose solutions and offer support at place, system, regional and national level when there is a system level risk. The wider ‘professional clinical voice’ speaking up for patients should be a major benefit of the new oversight framework, supporting the policy of addressing root causes and identifying system-wide solutions, and should be enshrined in the new quality governance arrangements at every level of the new system.

7. Do you agree that the current model of special measures for individual organisations should be replaced by a more system-focused support programme, as set out in section 6: 'Recovery Support Programme'?

- ☐ Yes, fully agree
- ☐ Yes, mostly agree
- ☒ Yes, partly agree
- ☐ No, not at all
- ☐ I don't know

If not, please give your reasons:

[Click or tap here to enter text.](#)

8. Do you support the proposed approach to the Recovery Support Programme, as set out in section 6: 'Recovery Support Programme'?



- ☐ Yes, fully agree
- ☐ Yes, mostly agree
- ☒ Yes, partly agree
- ☐ No, not at all
- ☐ I don't know

How could the proposed approach be improved to better support systems, trusts and/or CCGs to address complex and/or longstanding challenges?

Click or tap here to enter text.

9. Do you support the proposed approach to CCG assessment, as set out in section 7: 'CCG assessment'?

- ☐ Yes, fully agree
- ☐ Yes, mostly agree
- ☒ Yes, partly agree
- ☐ No, not at all
- ☐ I don't know

If not, how could the proposed approach be improved?

Click or tap here to enter text.

You are about to submit your response. By clicking 'Submit Response' you give us permission to analyse and include your response in our results. After you click Submit, you will no longer be able to go back and change any of your answers.

If you provide an email address you will be sent a receipt and a link to a PDF copy of your response.

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