What is this plan for?
This plan sets out how we will support commissioners who are responsible for providing good health services to improve quality and get the best possible results for patients.

2013/14 is an important year for NHS England. The Francis report showed that, in some areas, standards of care are not as good as they should be. We must all keep watch to make sure patients never again get such poor quality care.

This is why we in the NHS must, and will, put patients at the heart of everything we do. The main aim of the Francis report is clear: **The NHS must change how it works in order to put patients first.**

NHS England exists to improve the health outcomes and care for all people in England. **This business plan sets out how we will do this.**
The NHS scorecard

Under the new system we have set out the things we think are most important. We will check how we are doing using an 11-point NHS England Scorecard.

Of these measures, direct feedback from patients and their families and feedback from our staff will be the most important.

1. **Satisfied patients** - making sure that people are happy with the care they and their loved ones get

2. **Motivated positive staff** - making sure NHS staff are supported to be happy in their work and want to do their best

3. **Preventing people from dying prematurely** - helping people to live healthier longer lives
4. Enhancing quality of life for people with long term conditions - supporting people with disabilities or illnesses to get the most out of life

5. Helping people to recover from ill health or injury - helping people to get back to good health

6. Ensuring people have a positive experience of care - making sure that patients are treated well

7. Treating and caring for people in a safe environment; and protecting them from avoidable harm - putting patient safety first
8 Promoting equality and reducing inequalities in health outcomes - making sure everyone has an equal chance to lead a healthier life

9 NHS Constitution rights and pledges - promising to follow our commitments to patients, staff and the public

10 Becoming an excellent organisation - working to make NHS England the best it can be

11 High quality financial management - making sure we spend money on services wisely to get the best for patients and the public
How we will work to make these things happen:

We will put these 8 ways of working at the centre of how we do business to develop a commissioning system that can make a difference to the people of England.

Through working together every member of staff working for NHS England will be contributing to at least 1 of these 8 ways of working:

A. Supporting and developing the locally led commissioning system - to make sure it works

B. Direct Commissioning - NHS England will be responsible for commissioning some services itself

C. Emergency Planning - making sure we can cope in special circumstances
Partnership for quality - working with other organisations to provide the best quality services for people

Strategy, research and innovation for outcomes and growth - planning and finding new ways to extend our services and get better results for people

Clinical and professional leadership - making sure that we take advice from experts

World class customer service: Information, Transparency and Participation - making sure people have the information they need so they know what is going on and how to access services

Developing Commissioning Support - to help commissioners to deliver the plans they have for local people
What we stand for - what we think is important:
We are committed to getting better results for everyone by working in the right way.

We put people first.
Making things better for the person who needs the NHS to care for them is at the centre of everything we do.

We make informed decisions.
We make decisions using lots of different information. We listen to the people and communities we serve and we also look at what we have learned from our work. Using all this information helps us to make better decisions and to know how they will affect people.

We are open and transparent.
Each person and as a group we take responsibility for our actions. We act in a reliable and honest way and are open about the decisions we make, how we work and how that affects others.
We are inclusive.
We work in partnership with patients and NHS staff, the public and our partners. We do this because we get the very best results when we work together with others who share our ideas and want the same things.

We are relentless for improvement.
We believe we can always do better for patients so we will ask ourselves how we can do this and also ask others to do the same. We will share ideas and knowledge and take risks because we want to find new and improved ways of working. We will learn from our mistakes.

We listen and learn.
We believe everybody should be listened to carefully and thoughtfully because their ideas are important. We respect and support each other, building trust to encourage everyone to give their very best.