

Dear Sir

I was pleased to read that the government are providing this fund to enable crucial research for health providers to continue to deliver an excellent NHS.

One of the questions in annexe B asks what the government's priorities should be for health research and it is quite clearly divided into scientific and organisational, so it's not just about new medicines and treatments available, it also looks at how we can improve the people who deliver these services. Management of Primary Care is currently the field I work in and I am confident that there needs to be better systems in place for PCT's to work alongside other organisations within the NHS to enable a smoother patient experience, the key way to take this forward is to actually find out what the every day person wants. This is now being carried forward with the new patient experience survey, but in my view, it always helps in research to get the perspective of the end user on all aspects of health care and service delivery.

Innovation is also something that the NHS is keen to pursue, this allows for people to think 'outside the box' and steer away from the traditional and sometimes archaic systems in place that generally cater for the 'English/British' citizen. We have a growing number of BME communities who would like to see healthcare delivered within their communities and incorporating their values and belief systems, we must be willing to do research into these communities and deliver bespoke healthcare that respects and welcomes new cultures.

Working with both a large Jewish community and an asylum seeking community, I am able to see first hand the lack of knowledge and awareness of cultural matters that makes service delivery extremely poor (in some cases). I think that some trusts have it just right and are able to do this, but it is not national.

The UK certainly can learn lessons from other countries who have excellent health care provision systems and research into these can surely only be of benefit, especially from a financial perspective.

Research and development is a crucial part of health care delivery and it's results should be shared across all disciplines, so as you mentioned in the annexe, there should be a link between the health research experts and the front line NHD staff. The findings can be disseminated at meetings, training events and news bulletins.

With respect to IT, the future is enabling us to have much better information systems and research experts can I hope, look forward to utilising these information streams to obtain the data they may need

for their research, stronger links should be forged between data controllers and research experts, this can be achieved in a number of ways.

I hope these comments are useful to you and wish you success in your new role

Kind Regards

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**Primary Care Development Manager**  
**Salford PCT**