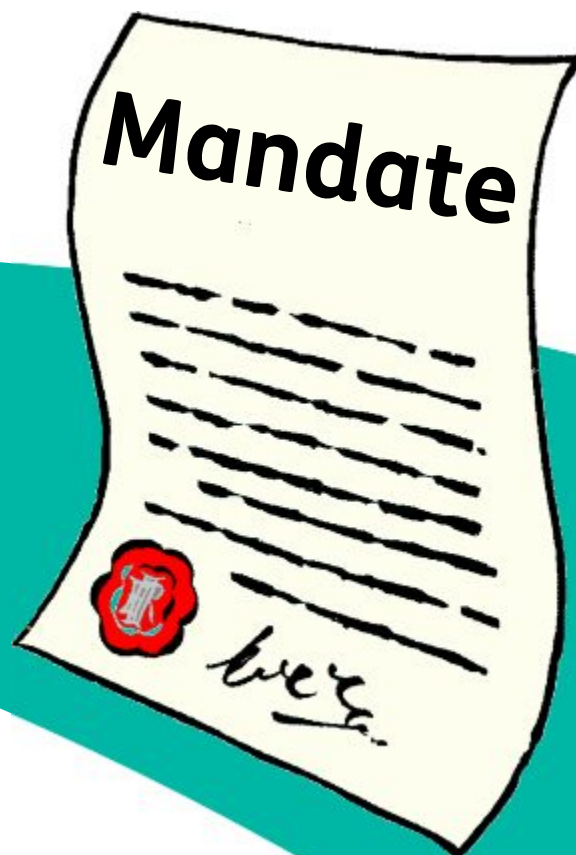


# The Mandate

April 2013 to March 2015



**Easy Read version of:**

A mandate from the Government to  
the NHS Commissioning Board:

April 2013 – March 2015

Published in November 2012

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 the **NHS Commissioning Board**.



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



When we say the board, we mean the **NHS Commissioning Board** who will manage the **NHS** instead of the government.

# What is in this booklet



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## What is the mandate

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



The **NHS Commissioning Board** 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.

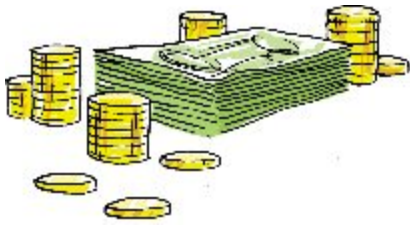


The government will still work to make sure the **NHS** works better for you.

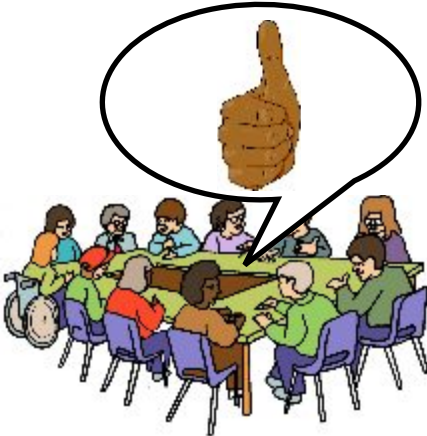


The law says that the **NHS Commissioning Board** must try to do everything in the **mandate**.

# What the government will do



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



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

# What the NHS Commissioning Board will do



- follow the law and rules about the NHS

- improve the health of people in England

- make sure everyone gets free healthcare



- 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.





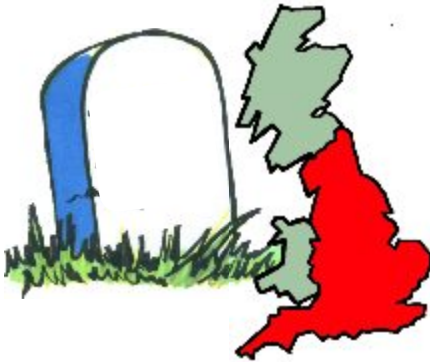


The next part of this booklet tells you more about the things we want the **NHS** to do.

## 1. Stopping people dying early

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

We could save about 20 thousand people a year if our healthcare is 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:



- 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.

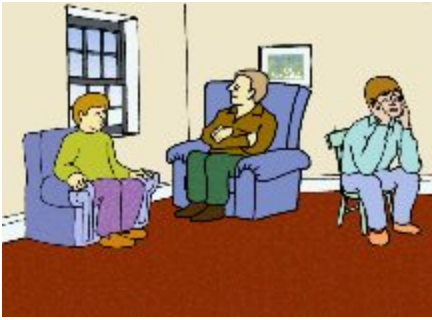


We want the **NHS** to be better at:

- 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.



## 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

The board 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.



## 9. Checking how things are going

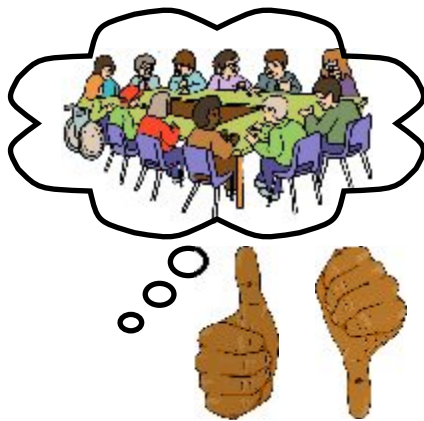


We want the **NHS Commissioning Board** to:

- 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 the board has done.





# What the words mean

<b>Dementia</b>	An illness that affects the brain and memory. It can make it difficult to concentrate or work things out. It often affects older people.
<b>General Election</b>	When all the adults in the country vote and choose the government.
<b>Mandate</b>	Agreement. The mandate we talk about in this booklet is an agreement between the government and the <b>NHS Commissioning Board</b> .
<b>NHS</b>	The National Health Service makes sure everyone can get free healthcare. The services include things like doctors, dentists and hospitals.
<b>NHS Commissioning Board</b>	The group of people who will manage the <b>NHS</b> instead of the government.
<b>Personal health budget</b>	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.
<b>Research</b>	A planned and organised way to find things out or get answers to questions.
<b>Technology</b>	Things like computers, mobile phones or alarms.



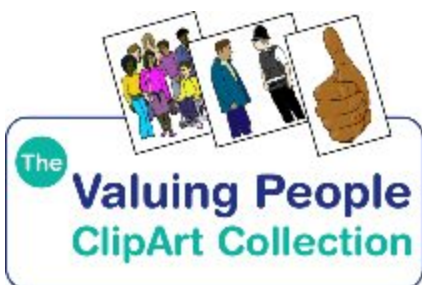


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