

Who does what in the NHS



The NHS in England is made up of, and supported by, many different local and national organisations.

This chart is a handy guide to who does what and how NHS services are funded, delivered and regulated.

Clinical commissioning groups (CCGs)

- Are GP-led organisations receiving around two-thirds of NHS England's budget.
- Use their funding allocations to buy the majority of local services from hospital and community trusts and other providers, including A&Es, ambulance services, outpatient clinics, community mental health services and health visiting.
- Work with local authorities and others on preventative work to improve health outcomes in their area through Health and Wellbeing Boards.

Providers – including acute, community, ambulance and mental health trusts

- Deliver services paid for by CCGs and NHS England to patients.

Sustainability and transformation partnerships (STPs)

- NHS organisations and local councils have come together to improve health and care in 44 partnership areas covering the whole of England, drawing on the expertise of frontline staff and the views of local people.
- Each area has published its own local plan, known as a sustainability and transformation plan. The plans include practical changes such as making it easier to see a GP, speeding up cancer diagnosis and offering help faster to people with mental ill health.

Department of Health

- Allocates funding from HM Treasury to NHS arm's length bodies (ALBs).
- Sets the annual 'mandate' for NHS England and holds ALBs to account for performance.
- Leads overall direction of policy to deliver key priorities, and has responsibility for health research, and pay and contract settlements through NHS Employers.

NHS England

- Allocates funding to CCGs and oversees their performance.
- Directly commissions 'specialised' services – such as treatments for rare conditions and secure mental health care – on a regional or national basis.
- Directly commissions military and veteran health services.
- Sets overall commissioning strategy and clinical priorities for the NHS.
- Has lead responsibility for primary care services – such as GPs and dental care – although increasingly this is being devolved to CCGs.

NHS Improvement

- Responsible for overseeing NHS foundation trusts, NHS trusts and independent providers.
- Works with providers to help them improve: quality of care; finance and use of resources; operational performance; strategic change; and leadership and improvement capability.
- Supports providers to give patients consistently safe, high-quality, compassionate care within local health systems that are financially sustainable.
- Ensures effective leadership and collaboration at local and national level.

Public Health England

Responsible for:

- Making the public healthier and reducing differences between the health of different groups by promoting healthier lifestyles.
- Protecting the nation from public health hazards.
- Preparing for and responding to public health emergencies.
- supporting local authorities and the NHS to plan and provide health and social care services such as immunisation and screening programmes.

Care Quality Commission (CQC)

- The CQC is the independent regulator of health and adult social care in England. Its purpose is to make sure health and care services provide people with safe, effective, compassionate, high-quality care and to encourage them to improve.
- It does this by registering, monitoring, inspecting and regulating hospitals, adult social care services, dental and general practices and other care services in England to make sure they meet fundamental standards of quality and safety.
- The CQC then publishes its findings, including performance ratings, to help people choose care and encourage providers to improve.

Contacting the NHS

Much of our work is led locally, so many day-to-day enquiries about care and treatment are best directed to NHS organisations in your area. But the below guide shows which national organisations to contact with any questions about overall policy.

Please note that the details below are for the use of councillors and relevant local government officers only.



NHS BUSINESS SERVICES AUTHORITY – nhsbsa.nhs.uk

Contact us about: residents' queries about help with health costs, our eligibility checking services in relation to prescription and dental charges, NHS pensions, student bursaries and social work bursaries.

Chief Executive: Alistair McDonald

Write: NHS Business Services Authority, Stella House, Goldcrest Way, Newburn Riverside, Newcastle upon Tyne, NE15 8NY

Email: nhsbsa.communicationsteam@nhs.net



CARE QUALITY COMMISSION – cqc.org.uk

Contact us about: information on local inspection findings, to share residents' experiences and to find out about national projects such as CQC's annual State of Care report.

Chief Executive: Sir David Behan CBE

Write: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Email: enquiries@cqc.org.uk



HEALTH EDUCATION ENGLAND – hee.nhs.uk

Contact us about: education, training and development of current and future health and healthcare workforce; workforce planning; commissioning of undergraduate and postgraduate education; NHS Leadership Academy; and NHS Careers service.

Chief Executive: Professor Ian Cumming OBE

Write: Health Education England, First Floor, Blenheim House, Duncombe Street, Leeds, LS1 4PL

Email: parliamentary@hee.nhs.uk



NHS DIGITAL – digital.nhs.uk

Contact us about: national health and social care information, data and IT services for patients, clinicians, commissioners and researchers

Chief Executive (incoming): Sarah Wilkinson

Write: NHS Digital, 1 Trevelyan Square, Boar Lane, Leeds, LS1 6AE

Email: enquiries@nhsdigital.nhs.uk



NHS ENGLAND - england.nhs.uk

Contact us about: local primary care services such as GPs, dentists, opticians or pharmacy services, local CCG performance, national clinical and strategic issues

Chief Executive: Simon Stevens

Write: NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.externalcomms@nhs.net



NHS IMPROVEMENT - improvement.nhs.uk

Contact us about: the performance of your local NHS trust

Chief Executive: Jim Mackey

Write: NHS Improvement, Wellington House, 133-155 Waterloo Road, SE1 8UG

Email: nhsi.parlybriefing@nhs.net



Public Health
England

Protecting and improving
the nation's health

PUBLIC HEALTH ENGLAND – phe.gov.uk

Contact us about: Public health matters, for example infectious diseases, public health hazards, improving health and wellbeing, and reducing health inequalities

Chief Executive: Duncan Selbie

Write: Public Health England, Wellington House, 133-155 Waterloo Road, London, SE1 8UG

Email: parliamentary@phe.gov.uk

Find out more about the future of the NHS

Sustainability and transformation partnerships are just one way the NHS is changing how it does things locally. Over time, these will make it easier for the NHS and local councils together to meet the changing needs of the communities we serve. For the latest information about how things are changing, and potential benefits in your area, please email england.fiveyearview@nhs.net or call 0113 825 2140.