

# IMPACT REPORT

For the year ended 31 March 2023

Making what matters to people  
matter in health and care



# FORWARD



2022/23 has been a busy year for National Voices in many ways. We have been able to use our voice to influence real change in health and care at both national and local levels, and supported our growing membership in their own influencing work. We have 'walked the talk' hand in hand with our Lived Experience Partners and continue to learn from them in everything we do.

In a world that is constantly evolving, National Voices continues to be a vital force in driving positive change. ””

Helen Buckingham,  
Chair of National Voices



# OUR YEAR IN FIGURES

Our membership grew to over

**200**

organisations

Our Lived Experience Partners Programme grew to

**12** people

We published

**12**

major reports and briefings, bringing together the perspectives of our members and insights from people and communities.

We hosted over

**1000**

people at our roundtables, workshops and events.

We reached over

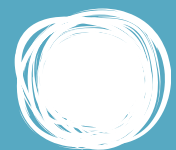
**1 million**

people through our communications activities.

## OUR WINS

### Win 1: Growth

We were proud to grow our membership to 200 health and care charities for the first time. New members include Breast Cancer Now, Fifth Sense, National Ugly Mugs, SimPal, Our Time and many others.

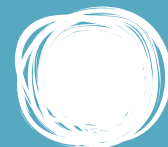
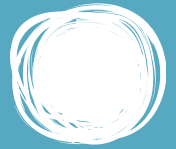


## Win 2: Parliament wins

We took swift action on the cost of living crisis, which was one of the key issues we heard from our members. Our report on this topic, developed via members' insights and support, led to the Leader of the Opposition, Sir Keir Starmer, asking a question of the Prime Minister in the House of Commons about the links between the cost of living crisis and health. The following week the Government announced one off payments to support energy costs, with additional payments for people on low incomes and disabled people.

## Win 3: "Mind-blowingly good" Lived Experience Partners

This year, one of our biggest achievements as an organisation has been growing our network of Lived Experience Partners and launching a prototype coaching programme to support senior leaders in health and care to embed strategic co-production in their work. We were told the programme is "mind-blowingly good", and has helped senior health and care leaders strengthen their organisation's approach to strategic co-production.



## Win 4: Coaching system leaders

Despite the extreme challenges they face, local leaders and teams have recognised that they need to work differently, and they need support in doing this. We were thrilled by the response to our offer to support Lived Experience Partners in coaching leaders driving the Core20PLUS5 programme, with its focus on taking practical action to address inequalities in health, and in access to healthcare. We matched 12 senior leaders in integrated care systems across England in coaching relationships with people with lived experience of inequality, and received overwhelmingly positive feedback.

## Win 5: Influencing health and care decision making

We've continued to support members to influence strategic decision making in health and care. This year we held over 10 roundtables and workshops between members and senior figures in health and care, including with the Shadow Secretary of State for Health and Social Care. Our members' insights have directly influenced the Major Conditions Strategy and challenges in the health workforce.



## Win 6: Shaping media conversations

In 2022/23 we've continued to shape the debate on health and social care by contributing across a range of media. We've secured coverage across a wide range of outlets including *The Independent*, the *BBC* and specialist health and care press. We have also published 24 blogs on our website from a range of leaders, members, and National Voices' team reflections.

## Win 7: Thought leadership

We've maintained a high profile, sharing insights at a wide range of events and convening stakeholders to drive forward the debate. This year's highlights include giving evidence to the Health and Social Care Committee's Inquiry into the future of General Practice, presenting at leading conferences such as NHS ConfedExpo, and contributing to panel debates at Labour and Conservative Party Conferences, as well as the prestigious Nuffield Trust Summit among others.



# WHAT MEMBERS SAY

“ What we like about being part of National Voices is that it’s an opportunity for us to share best practices and our perspectives with others, and likewise, in a safe space; that has been really valuable to us. ”



“ I think National Voices has grown to be a really strong voice for health and care organisations over the last few years - I'm really impressed. ”



“ You do a great job for such a small team and you are ahead of most other organisations in work/thinking around what next. More and more I think you are leading others to pick up on issues/areas that make a difference to people with long term conditions, and then others follow. ”



“ We’ve learnt so much from the way National Voices have done things, and the way in which they’ve strengthened the voice of lived experience in their partnership work and in their improvement work. ”



# SPOTLIGHTS

## Spotlight on: Terms of reference for the Covid-19 Inquiry

In April 2022, National Voices brought together the concerns of our members to inform a submission to Baroness Hallett's consultation on the terms of reference for the Covid-19 Inquiry. The final terms of reference – published in June 2022 – reflected the majority of the changes we requested.

## Spotlight on: The butterfly effect

In September 2023 we received feedback from a key stakeholder who told us about how our 'Patient: Noun: adjective' report had influenced action during the height of the pandemic - "Our Chief Operating Officer was then fired up by this and opened a high-volume outpatient and diagnostic facility in a local closed dept store."

## Spotlight on: The Health and Wellbeing Alliance

The Health and Wellbeing Alliance is a partnership of charities funded by the Department of Health and Social Care, NHS England, and the UK Health Security Agency to ensure health and care decision makers hear the views of communities which experience the greatest health inequalities. Since taking on the role of coordinator (with NAVCA) - National Voices has received consistently positive feedback and "green" ratings in its quarterly reviews. Members of the Alliance told us: "I'm seeing more opportunities for collaboration across the Alliance than I've seen in recent years."



## Spotlight on: Bringing members concerns to the Hewitt Review

We used our members' insights to develop a briefing on the key challenges facing national charities since the instigation of integrated care systems (ICSs), which we used to influence the Hewitt Review. The Review's final report acknowledges the vital role that voluntary, community, and social enterprise (VCSE) sector organisations need to play within ICSs if they are to achieve their outcomes around prevention and population health, and calls for a more equitable relationship between ICS partners.

## Spotlight on: *HSJ* takeover

In October 2022, National Voices staged a takeover of the leading health and care trade publication the *Health Service Journal* enabling us to reach thousands of new people. As part of our takeover, we coordinated or wrote 25 opinion pieces, contributed to the Daily Insights column reflecting on issues of the day, and bought a spotlight to issues affecting our members and the people with whom they work. All daily insights and news pieces are free to access and have their own dedicated space on the *HSJ* website.

# THANK YOU

We would like to take this opportunity to thank our staff team, volunteers, members, partners, funders and Lived Experience Partners for making this all possible. To read in more detail about our work in 2022-2023, please visit our [annual report](#).



@NVTweeting



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