

Rt Hon Matt Hancock MP
Secretary of State
Department of Health and Social Care
39 Victoria Street
London SW1H 0EU

13 July 2018

Dear Matt Hancock

CONGRATULATIONS!

Many congratulations on your appointment as Secretary of State for Health and Social Care. National Voices is the coalition of charities which works for a more person-centred health and care system, in which patient and citizens have a real voice in what happens.

We are members of the Department's Health and Wellbeing Alliance and we have worked closely with the Department and its arm's length bodies over several years. I do hope you will feel able to draw fully on our expertise and networks so that we can help you shape and implement policy.

We welcome the announcement of significant additional funding for the NHS and the intention to work together with staff and patients to develop a long term plan. For all the many successes and achievements of the NHS, there are some enduring problems that the plan provides an opportunity to address, including:

- Huge inequalities in health outcomes and experiences of care
- A system that struggles to see and address the whole person in the context of their life, family and community, and which demonstrates a large gap between aspiration and reality when it comes to "putting patients at the heart of the NHS"
- A prevailing model of care that is too reactive and medicalised, which is not designed around the needs of people with long term conditions and disabilities, and which does too little to cultivate people's capacity to do more for themselves and for each other.

To address these problems, we think the long term NHS plan must be part of a broader governmental drive to improve health and wellbeing, including sufficient investment in social care and public health.

We would like the plan to accelerate existing moves towards a whole system approach for people with long-term conditions and disabilities, geared to helping people live well and die well. That would include a focus on:

- Outcomes that matter to people, reflected in what the health and care system measures and pays for, and in how professionals are trained, developed, managed, and held to account
- Ensuring greater equality and reducing health inequalities
- Providing a coordinated community-based offer of service and supports, properly joining up the contributions of primary care, community health, public health, housing, social care and civil society.

We think that the contributions of digital technologies and civil society are a vital part of the mix and are pleased that you will be able to carry your interests in both of these into your new role. Our sector can help you and I hope you will be able to involve us fully in the formation and delivery of the long term plan.

I look forward to meeting you.

Yours sincerely,

A handwritten signature in black ink that reads "Jeremy Taylor". The signature is written in a cursive, flowing style.

Jeremy Taylor
Chief Executive