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Module BMSK4004_swan

**Assignment title: Management Report
on Problems of the NHS**

Executive Summary

In this report the writer has fresh look at the NHS general situation and the main problem with healthcare, the NHS today have varieties of challenge that led to put the organisation in critics' condition. However, the writer started with explaining to the NHS issues and talked about the nature and scope of the NHS then went in more detail of the NHS problem using two types of analysis theories, PESTESL analysis and tried to talk about the problem from outside the organisation and how could that affect the healthcare performance.

Therefore, the writer has used the Fishbone theory to analysis the NHS problems from inside the organisation, then come up with conclusion to whole story of the NHS and finished their report with some recommendations to help the NHS sector to improve their quality of healthcare services.

In this report the writer will study the main problem with NHS and try to find out the most significant problem and alternatives solution that should be taken to solve the current issue with NHS.

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1.1 Introduction

1.2. What is the Problem?

Every day we faced with many decisions. Which we called a daily life routine such as when to get up in the morning, what food we would like to eat, and the clothes we would wear.

Many of our decisions don't need much thought. Routine or mundane choices commonly don't require that much time or energy as these kinds of decisions wouldn't affect us very much.

"The problems we are asked to solve and the decisions we have to make very enormously from simple, fairly straightforward ones that won't have a major impact, to complicated ones that could affect our lives and the lives of the people we live and work with."

Holmes.K, What Employers Want. p (84)

In this report the writer will study the main problem with NHS and try to find out the most significant problem and alternatives solution that should be taken to solve the current issue with NHS. Date accessed 13.04.2018

The Lancet. (2017). The future of the NHS. The Lancet, 389(10078), 1491.

However, when you know the problem involves, so the next step you must gather more information which could help you evaluate your decision.

1.3. The main problem with NHS

Every month hospitals have reported enormous pressures, with A&Es over-crowded, a lack of beds and queues of ambulances stacked up outside unable to hand over their patients.

It was a similar story last winter. The NHS, it seems, is always facing unescapable pressure. But why is this when funding is rising?

In fact it is nearly every day in news they talk about the NHS issues, so first off all we must make some steps to understand what the problem is;

- Find the real problem.

Related to BBC news there are about 33,000 nurses walked away last year, which causing a major problem, that hospitals over the country will facing lack of nursing staff, lead to delay and long waiting time of services.

Therefore, several junior doctors are not happy with their payment and the hours they work, so many of them the decided to give up working with NHS which again increase the scope of the problem.

Brexit might have had an effect as well.

From all above, these problems have an impact on the NHS services and the people started notice the different and issues, such as long-time waiting, delay in operations appointments and short of nurses and doctors.

- The solutions of the problem;

Would be some sort of solutions witch the NHS should do to come over this problem;

- “workforce problem” this could be the main issue with nurse staff as we know nursing is not easy job it’s really hard especially when you must deal with different type of people with different demand’s, so the NHS should make the nurse job more attractive by make;
- A reward to staff and reduce the number of working hours and over them a good discount at different shops.
- Offer the nurse staff regular training to get refreshment and back to work more active.
- Even though money is not everything, but it might help in this situation, so it would be great if the NHS increase the nurses staff wages to encourage them to do more work and stay in their job.

1.4. The nature and scope of NHS particular problem:

Related to Nick Triggle Health corresponded

Every month hospitals have reported enormous pressures, with A&Es over-crowded, a lack of beds and queues of ambulances stacked up outside unable to hand over their patients.

It was a similar story last winter. The NHS, it seems, is always facing unrelenting pressure. But why is this when funding is rising?

The sheer scale of the health service can take the breath away. Every 24 hours it sees one million patients, and with 1.7 million staff it's the fifth biggest employer in the world.

The problem with NHS is really massive and day by day is grown and getting bigger and bigger.

2.1. Stakeholder Analysis

2.2. Incorporating stakeholder analysis of NHS

		<i>Level of interest</i>		
		low	High	
low	A	Minimal Effort <i>Community</i>	B	Keep informed <i>People</i>
	C	Keep Satisfied <i>Doctors, Nurses and healthcare Staff</i>	D	Key Players <i>The Government</i>
High				power

First of all, the key player is the government as the government has power and they are the decision maker. Also, they are funding provider, so they have the power to take action to improve the healthcare.

The keep informed are the people who have high interest on the NHS services.

However, the part who should be kept satisfied are the doctors, nurses and the healthcare staff who have the high impact on the NHS services.

Finally, the community is the minimal effort part. The government should work with them to keep the environment save and to improve the quality of the NHS services.

3.1. PESTEL Analysis

Latest party-political and economic improvements and associated changes in the practice and delivery of health and social care have led managers and professionals to identify the significance and relations between problem solving and decision-making skills. In specific, evaluating the inspiration of political, economic, socio-cultural, Technological, Ecological and Legal.

Undertaking this form of planned analysis therefore is to identify the important or main problems that the NHS desires to solve.

This form of analysis can be undertaken by reviewing the NHS (external) environment using the PESTEL checklist described below. PESTEL Analysis is a useful tool for understanding the “big picture” of the environment in which you are operating, and the opportunities and pressures that lie within it. By understanding their environment, the NHS can take advantage of the opportunities and reduce the threats. Date accessed 10.02.2018.

<https://www.healthknowledge.org.uk/public-health-textbook/organisation->

3.1.1: Political:

the biggest challenge facing the NHS could be the politician, in the UK Labour and conservative parties had a different ideology about the NHS funding and services.

Everything in the UK is seen through the prism of tribal ideology, which leads only to aggressive politics. The left-wing fights for their cause for a few years and then the right takes over the lead, but the problem is never reasonably addressed because all the effort and much of the resources are governed by the ideological standpoint of those in power. We need to move from the competitive model of politics to a more collaborative, negotiating style.

However, the effect of the UK's vote to leave the EU can have major implications for health and social care, not least because it has ushered in a period of important financial and political uncertainty at a time when the health and care system is facing enormous operational and economic pressures. Whereas the influence on health and social care services of leaving the EU is impossible to evaluation.

3.1.2: Economic:

The relationship between the politicise and the Economy “money” is very strong in the NHS case the party who in power had the control over the NHS fund and it depends on the party's ideology will decide the budget of the health care sector.

The main problem with the NHS provides trust deficits, the origin reason of these deficits is clear. The NHS cost – the price list that controls how much hospitals and other services are paid for each patient they treat. In recent years it was clear the growing of the NHS services user and this growing demands an extra funds to meet the extra coast.

Regarding to Sally Gainsbury

“the Chancellor has argued the Government prioritised the health service at the November budget, announcing £1.6 billion of “additional” resource spending in 2018/19. Combined with a small boost in the capital budget, this led us to say that roughly half of the extra £4 billion needed in 2018/19 was being provided. While this was not good enough, it is fair to say it was better than many had hoped.” Date accessed 18.04.2018.

<https://www.nuffieldtrust.org.uk/news-at-the-new-nhs->

It is estimated that without essential changes to the method the system works, as request of NHS service increases, and costs growing too, the NHS will become unsustainable, with enormous monetary pressures and debts. If the government takes essentially steps soon, we face a £30 billion funding gap for the NHS nationally by 2020.

3.1.3: Socio-cultural:

The UK's population is ageing

The ageing population is definitely major factor - and it's one that all health systems in the world are struggling with. Medical advances have meant that people are living longer. When the NHS was created, life expectancy was 13 years shorter than it is now.

Care for older people costs much more

The average 65-year-old costs the NHS 2.5 times more than the average 30-year-old. An 85-year-old costs more than five times as much. Accessed on 07.02.2018

<http://www.bbc.co.uk/news/health-42572110>

3.1.4: Technological:

Getting the most from the latest technology could improve the NHS services, using an advanced technology equipment Huge advancement in medicine and surgery, together with IT and technological innovations mean that there is a wealth of ideas and efficiencies that could potentially be implemented to bring our NHS up to modern standards to meet the needs of us all in the 21 Century.

3.1.5: Ecological:

An organization in size of the NHS could do a lot to help improve the community Sustainable the NHS will have improved working environment, greater cost saving, better to the community and reduced the environment impact.

However, new recycling and other environmental requirements are very essential and disposal considerations.

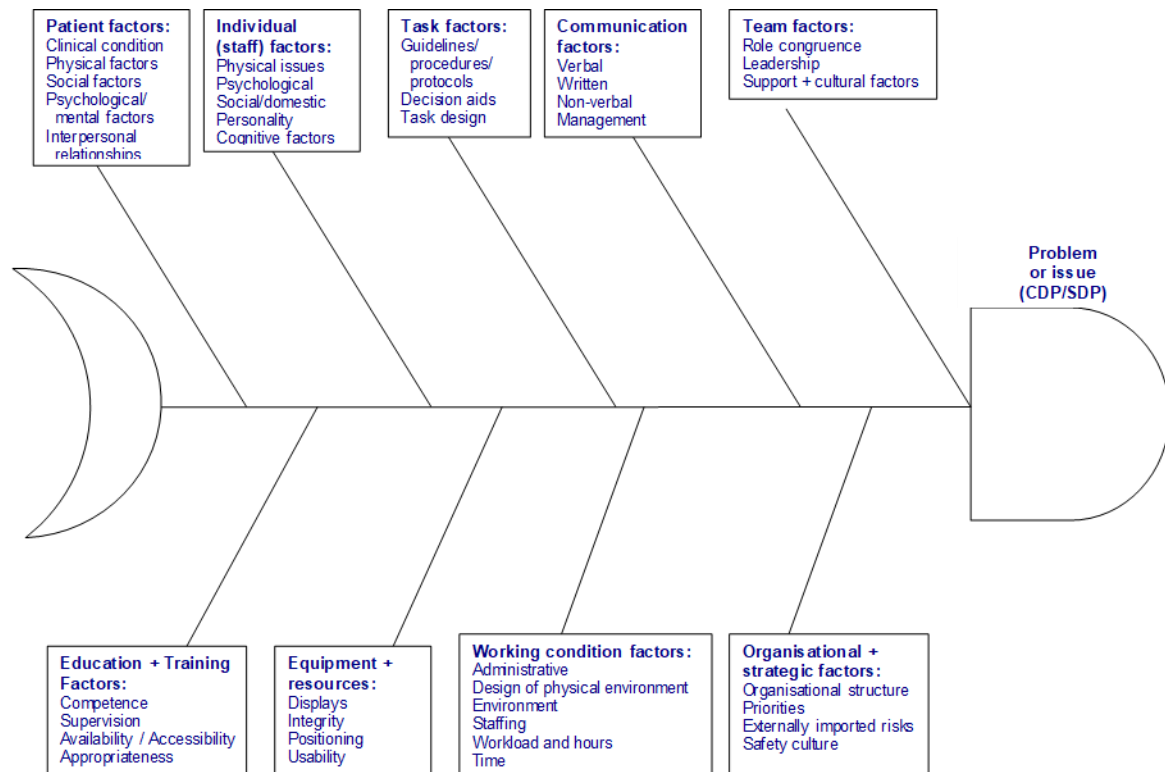
3.1.6: Brexit

The UK Government is running out of time. In principle, terms for the Brexit transition period were agreed on March 19, but the detail, especially on Northern Ireland, has yet to be ironed out. The NHS was a major battleground in the lead up to the referendum, but the consequences of a soft, hard, or failed Brexit for the nation's health must now take centre stage. Rising child mortality rates should be the final alert. When will the UK Government wake up to the timebomb that Brexit is for the NHS and the nation's health? Date accessed 10.04.2018

<http://www.bbc.co.uk/news/health-42572110>

4.1. The implantation of the Fishbone analysis on the NHS

Reason and outcome analysis assistances the NHS to reflect through the causes of a problem (including possible root causes), then structure and group them suitably to help the organisation move forward.



<https://www.google.co.uk/search?q=fishbone+analysis+nhs&source>.

Date accessed 18.04.2018.

regarding to Joanna Phillips is service improvement manager at University Hospitals Birmingham Foundation Trust

"Fishbone analysis can be used to recognize and resolve problems, and support staff to make changes to help both patients and staff"

Phillips J, Simmonds L (2013), Change management tools part 1: using fishbone analysis to investigate problems. Nursing Times; 109: 15: 18-20

4.1.1. Communication Factors

At any organisation or sector to meet the standard quality of good customer services there are group of skills which should be available and gained with all the people who work in the organisation, one of the most important skills is the Communication.

One of the essential problem with the NHS is Consultants not communicating with general doctors or the other doctors who working together as they always busy and do not have time

which lead to lack in communication between the staff. Also, another issue is there is not direct contact between doctors and their patients that made the patients not sure about their conditions and made them felt untrusted the services they received from the local hospital.

Long working hours and short of staff make the exchange between the doctors and nurses shifts is lacking and unpredictable.

Managers fail to assess, problem solve and analysis the patient feedback could lead to make the situation worst.

However, frustration occurs among the team doctors, nurses and managers as result to lack of communication and team work as every member of the team works in different place, time and roles.

4.1.2. Patient Factors

The long waiting time for outpatient appointments and surgeries are the most comment problem with the NHS, as it known the number of user of the NHS services growing so this causes more problem to the organisation by time of waiting, short of hospital bed to accept more patient and patient in many cases they have to travel to other cities to see consultant and have an operation witch cost the NHS more money to provide accommodation for the patients and their partners.

Short of nurses in hospital could affect the quality of the services provided to the patients such as time of medicines and help patient with special needs.

The physio therapist is not available in all hospitals and that cause long time waiting to be seen.

4.1.3. Education and Training Factors

The lack of staff expertise as result to no training provided because of short of funding provided by the government. Also, nurses with certain qualification need to be updated and getting regular training to meet the latest information and knowledge.

Therefore, there is always short of the home services nurses due to shortage of staff.

4.1.4. Equipment and Resources

Despite to the effort and hard work the ambulance and emergency department provide to the NHS users, but still there are problem with long time waiting for the ambulance when they called to visit patient at home and in some cases, this delay effects the patient and made their situation more dangerous. However, improvement to the equipment and updating the IT system and using a madrone technology is very important to provide a great service to the patients. Drugs and medicines need to be improve it also, required at large capacities, and fund to new drugs research is essential.

4.1.5. Organisational and Strategic Factors

The Five Year Forward View³ sets out a clear direction for the NHS –

“unless we reshape care delivery, harness technology, and drive down variations in quality and safety of care, then patients’ changing needs will go unmet, people will be harmed who should have been cured, and unacceptable variations in outcomes will exist” (p 7).

Date accessed 17.04.2018

http://www.enherts-tr.nhs.uk/files/2010/03/Improving_Outcomes_Strategy_2015.pdf

however, there is a huge shortage of the support from the NHS as the number of visiting to the A&E have risen by over 40% last 15 years. The NHS strategy does not meet the demands of the population is ageing, and serious issues with the NHS priorities of the deliver safe care, provide clinically effective care and Distribute dependable care.

Therefore, the NHS has lack of spending and the funding from government is not enough to meet the big demands of the health care.

Orme, J. (2007). Public health for the 21st century: New perspectives on policy.

4.1.6. Individual Staff Factors

The Staff factors could be one of the serious problem that the NHS facing, as we have seen in recent years a big concern of long hours working, junior’s doctors and staff nurses are not satisfied with their wages compare to long shifts and workload. However, the number of area nurses in UK has been cut by 28% in the previous six years, although to get an appointment with a GP becoming gradually difficult. Lack of training provided to doctors and nurses to be up to date and getting the latest knowledge in healthcare sector.

“Doctors and nurses would let poor practice to occur and remain unimpeded, it is significant to find out how this happened rather than seek to responsibility” Chaffer. D Effective leadership, A cure for the NHS. P (1).

4.1.7. Team Working Factors

Lake of teamwork in healthcare or in hospitals between managers, doctors and nurses could lead to quality issue with care and services provided to the patients. Also, communication between doctors need to improve, managers accountability and roles absence consistency due to team relationship. Nurses and doctors often cannot communicate and work as team due to the lack of workload they are too busy to dissipate.

5. Conclusion

The objective of this report was to explore and understand the main problem with the NHS in order to assistance analyse some of these difficulties and issues which leading to make the NHS burning on hot surface and had led healthcare failings.

The resolution has been to try to find some suggestion that could aid recommend a more effective method for the NHS management.

The writer has mainly highlighted on the main issues which becoming very serious and could affect the healthcare users, part of influence and inspiration that decision-making leaders might have on the philosophy of the NHS as whole organisation, therefore, the distribution of safe care and high- quality care and make the patient care first.

However, the ideologies should apply to everyone works on the healthcare sector no matter which party they belong to.

In specifically the Doctor of Medicine and staff nursing care important to Classify and completely understand what has gone wrong, and what requirements to be done to make sure, failings of this rule should not happen again. All the professionals and experts must to be more strongminded, striving for superiority and make sure their clinical information, expertise and knowledge update healthcare strategy and service to provide efficiently care at all the time.

It is serious that the NHS not only selects and hires the accurate people for management but also regularly monitors their influence on the frontline provide high level of healthcare. professionals essential to be held accountable for not only the care they distribute but also for the actions they observe in others. They have a responsibility to speak up and all management in the NHS have a duty to listen and act when there are any recommendations that healthcare services falls under satisfactory standards.

Therefore, to achieve all the above the leadership of the NHS must choose the right people for the right position.

On the other hand, the money “funding” plays a huge part at any steps or action that the NHS need to take in order to improve the quality of the care services, as the writer mentioned before the government decided to increase the NHS fund to up to £4 billion helpfully this money will help to improve the healthcare quality and meet the stander of the NHS users expectations.

6. Recommendations

Without doubt there is a huge effort and big hard work has been done to provide a good healthcare to the NHS users, but the situation could be better and people can be more satisfied if the leadership could work together with other stakeholders to improve the services and minimise the risk and reduce the lack of the quality, however the writer has some recommendation helpfully help to improve the NHS services.

- NHS should review their strategy and structure and make sure that meet the right of the 21st century healthcare.
- Provide a high quality and regular training to doctors and nurses to be qualified.
- Improve the healthcare by providing the new technology, latest equipment's and improve the IT system to help the staff to offer a great customer service.
- Improve the work condition to nurses and doctors and make sure they get good environment at the work places to offer good services to the patients.
- Recognize the number of working hours and reduce the long shifts and give staff satisfactory breaks.
- Provide Special and high-level training for all board members on selection/interview techniques.
- Spend more money on the healthcare and build new hospitals to meet the population ageing.
- Review the NHS staff wages and try to increase their salaries to engorging them stay in the NHS sector and work hard to improve the healthcare services.
- The management to confirm they have in place senior nursing leadership and supervision at strategy level.
- An assessment and evaluation of the global culture about nursing, as other nations (United States and European countries) have addressed similar difficulties.
- Extra consideration needs to be given to the evolution of consultants for these roles; although they are generally extremely skilled consultants many find that they are relatively inexperienced in the reality of working at decision-making level.
- Leadership need to build a strong relationship with stakeholders and their supplier development to improve the quality of goods, medicines and to get competitive prices.
- Save the environment must be priority of the NHS and make sure they work with community in to dispose of waste in a way protects the environment.
- Finally, Doctors and other health-care workers should take the principal in reimagining a health service that can deliver the greatest service and treatments, in an improved, efficient, and sustainable manner.

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