

# Who does what in the NHS



The NHS in England is made up of, and supported by, a number of different kinds of organisations at local and national level.

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

## Clinical Commissioning Groups (CCGs)

- Are GP-led organisations receiving around 2/3 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 – inc NHS Acute, Community, Ambulance and Mental Health Trusts

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

## Sustainability and Transformation Partnerships

- 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 common-sense 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 Arms-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 Clinical Commissioning Groups, 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)

- 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.
- CQC does this by registering, monitoring, inspecting and regulating hospitals, adult social care services, dental and general practices and other care services in England.
- CQC reports publicly on what it finds locally, including performance ratings for care providers, to help people choose care and encourage providers to improve.

# Contacting the NHS

To ensure that you are able to get a swift response to constituency and policy enquiries, we've put together the following as a pin-up guide on who to contact on particular issues and how.

**Please note that the details below are for the use of MPs and their staff only.**



## NHS BUSINESS SERVICES AUTHORITY – [nhsbsa.nhs.uk](https://nhsbsa.nhs.uk)

**Contact us about:** constituent 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:** [alistair.mcdonald1@nhs.net](mailto:alistair.mcdonald1@nhs.net)



## CARE QUALITY COMMISSION – [cqc.org.uk](https://cqc.org.uk)

**Contact us about:** information on local inspection findings, to share constituents' 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](mailto:Enquiries@cqc.org.uk) (for constituent and / or safeguarding enquiries)  
or [Parliamentaryaffairs@cqc.org.uk](mailto:Parliamentaryaffairs@cqc.org.uk) (for any non-safeguarding enquiries)



## HEALTH EDUCATION ENGLAND – [hee.nhs.uk](https://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](mailto:parliamentary@hee.nhs.uk)



## NHS DIGITAL – [digital.nhs.uk](https://digital.nhs.uk)

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

**Chief Executive:** Rob Shaw (Interim - until August 2017), Sarah Wilkinson (post August 2017)

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

**Email:** [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)



## NHS ENGLAND - [england.nhs.uk](https://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.mp@nhs.net](mailto:england.mp@nhs.net)



## NHS IMPROVEMENT - [improvement.nhs.uk](https://improvement.nhs.uk)

**Contact us about:** the performance of your local NHS trust

**Chief Executive:** Jim Mackey

**Write:** NHSI, Wellington House, 133-155 Waterloo Road, SE1 8UG

**Email:** [nhsi.parlybriefing@nhs.net](mailto:nhsi.parlybriefing@nhs.net)



Public Health  
England

Protecting and improving  
the nation's health

## PUBLIC HEALTH ENGLAND – [phe.gov.uk](https://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](mailto:parliamentary@phe.gov.uk)

## Other

If your enquiry is about services such as hospital care, mental health services, out-of-hours services and community services such as district nursing, in the first instance contact **the local provider** of the service (e.g., the trust if it relates to hospital treatment or the relevant GP surgery if it relates to primary care). Alternatively, you can contact the local **Clinical Commissioning Group** that commissioned the care concerned.