# The NHS and the business of Health Care

Since its creation in the summer of 1948, the NHS has made constant developments in patient care and has been responsible for saving millions of lives.

But there is more to the NHS than you might think. Here are some curious, little-known facts.

## NHS funding

* NHS net expenditure (resource plus capital, minus depreciation) has increased from £64.173 billion in 2003/04 to £109.721bn in 2013/14. Planned expenditure for 2014/15 is £113.035bn.
* Health expenditure per capita in England has risen from £1,712 in 2008/09 to £1,912 in 2012/13.
* The NHS net surplus for the 2013/14 financial year was £722 million (£813m underspend by commissioners and a £91m net deficit for trusts and foundation trusts).

## Providers and commissioners of NHS services

There are currently in England:

* 211 clinical commissioning groups (including 201 now authorised without conditions)
* 156 acute trusts (including 100 foundation trusts)
* 56 mental health trusts (including 42 foundation trusts)
* 34 community providers (15 NHS trusts, 3 foundation trusts and 16 social enterprises)
* 10 ambulance trusts (including 5 foundation trusts)
* c.8,000 GP practices
* 853 for-profit and not-for-profit independent sector organisations, providing care to NHS patients from 7,331 locations

## NHS staff

* The NHS in England and Wales employs around 1.3 million people. This is approximately 1 in 23 of the working population.
* In 2014 the NHS employed 150,273 doctors, 377,191 qualified nursing staff, 155,960 qualified scientific, therapeutic and technical staff and 37,078 managers.  Nurses make up the largest part of the NHS workforce, at just under 30%.
* There were 32,467 additional doctors employed in the NHS in 2014 compared to 2004. The number has increased by an annual average of 2.5 per cent over that time.
* There were 18,432 more NHS nurses in 2014 compared to ten years earlier. The number has increased by an annual average of 0.5 per cent over that period.
* There were 5,729 more GPs and 1,688 more practice nurses employed by GPs in 2014 than ten years earlier.
* There were 12,432 more qualified allied health professionals in 2014 compared to 2004. However the number of qualified healthcare scientists has declined for each of the past five years, with the number in 2014 874 below that of 2004.
* 50.6 per cent of NHS employees are professionally qualified clinical staff. A further 26.0 per cent provide support to clinical staff in roles such as nursing assistant practitioners, nursing assistant/auxiliaries and healthcare assistants.
* An NHS Partners Network survey shows that more than 69,000 individuals are involved in providing front-line services to NHS patients among their membership. Approximately two-thirds are clinicians.
* Since 2004 the number of professionally qualified clinical staff within the NHS has risen by 12.7 per cent. This rise includes an increase in doctors of 27.6 per cent; a rise in the number of nurses of 5.1 per cent; and 8.1 per cent more qualified ambulance staff.
* Medical school intake rose from 3,749 in 1997/98 to 6,262 in 2012/13 - a rise of 67.0 per cent.
* Around 77% of today's NHS workforce is female.
* There are more than 100 volunteering roles within health and social care. You can join the hospital radio team, the Women's Royal Voluntary Service and the League of Friends, among many others.

**NHS activity**

* The NHS deals with over 1 million patients every 36 hours.
* In 2013/14 there were 64 per cent more operations completed by the NHS compared to 2003/04, with an increase from 6.712m to 11.030m.
* The total annual attendances at Accident & Emergency departments was 21.779m in 2013/14, 32 per cent higher than a decade earlier (16.517m).
* The 95 per cent standard to see patients within 4 hours of arrival at Accident & Emergency departments was achieved in 21 weeks during 2014.
* There were 15.462m total hospital admissions in 2013/14, 32 per cent more than a decade earlier (11.699m).
* The total number of outpatient attendances in 2013/14 was 82.060m, an increase of 8.8 per cent on the previous year (75.456m).
* In the year to September 2014, 418,661 NHS patients chose independent providers for their elective inpatient care. There were 688,977 referrals made by GPs to independent providers for outpatient care during the same period.
* There were 1.747m people in contact with specialist mental health services in 2013/14. 105,270 (6.0 per cent) spent time in hospital.
* There were 21.706m outpatient and community contacts arranged for mental health service users in 2013/14.
* 53,176 people were detained for more than 72 hours under the Mental Health Act in 2013/14.
* 75.60 per cent of Red 1 ambulance calls were responded to within eight minutes in 2013/14.
* There has been an 18.5 per cent increase in emergency incidents between 2007/08 and 2012/13, reaching 6.89m in the latter year.
* At the end of January 2015, there were 2.920 million patients on the waiting list for treatment. 216,791 (7.4 per cent) had been waiting for longer than 18 weeks, compared to 189,612 (6.5 per cent) at the same point in 2014.
* Over the past three years the number of patients waiting longer than a year for treatment has declined from 5,898 in January 2012 to 441 in January 2015.
* In the same period, the number waiting in excess of 26 weeks has declined from 70,059 to 67,205 (although that is second highest number in that period).
* 88.7 per cent of people with admitted pathways (adjusted) were treated within 18 weeks of referral in January 2015, compared to 90.4 per cent a year earlier.
* 95.0 per cent of people with non-admitted pathways were treated or discharged within 18 weeks of referral in January 2015, compared to 96.3 per cent a year earlier.
* At the end of January 2015, 766,414 patients were on the waiting list for a diagnostic test. Of these, 2.4 per cent had been waiting in excess of six weeks.

## The patients

* Staff across the NHS are in contact with more than 1.5 million patients and their families every day.
* In 2005-06, the NHS helped deliver around 16,000 babies at home.
* Almost a quarter of all babies born in 2005-06 were delivered by caesarean section.
* Each month, 23 million people (almost three times the population of London) visit their GP surgery or practice nurse.
* In a typical week, 1.4 million people will receive help in their home from the NHS.
* Full-time GPs treat an average of 255 patients a week.
* Approximately 170,000 people (the capacity of the Glastonbury music festival) go for an eyesight test each week.
* NHS chiropodists inspect more than 150,000 pairs of feet every week.
* Seventy-five per cent of women aged 53 to 64 in England are screened for breast cancer at least once every three years.
* The NHS Ambulance Service received 6.3 million emergency calls in 2005-06, which is roughly 1 every 10 seconds.
* Community pharmacies dispensed 745 million prescription items in 2006-07.
* NHS ambulances make more than 50,000 emergency journeys each week.
* There are now around 90 NHS walk-in centres offering convenient access to services, including treatment for minor illnesses and injuries.

## NHS firsts

* The oldest person in the world to have a hip replacement was a 101-year-old lady who was treated at Good Hope Hospital in the West Midlands. More than 89,000 hip replacement operations were carried out in 2006-07.
* When 13-year-old Sylvia Diggery (née Beckingham) was admitted to a Manchester hospital with a liver condition in 1948, she became the first patient to be treated by the NHS.
* Britain's first sextuplets were born to Sheila Thorn at Birmingham Maternity Hospital in 1968.
* There was nothing ordinary about the birth in Oldham of Louise Joy Brown on July 25 1978. She was the world's first test-tube baby. In vitro fertilisation (IVF) treatment is now common – since then, more than a million test-tube babies have been born worldwide.
* The first heart transplant in the UK took place on May 3 1968 at the National Heart Hospital in Marylebone, London. By December 2007, 5,328 heart transplants had been carried out in the UK.

## Management

Managers and senior managers accounted for 2.67 per cent of the 1.388 million staff employed by the NHS in 2014.

* The number of managers and senior managers increased slightly in 2014, having declined in each of the previous four years. However 37,078 was the second lowest total since 2004.
* In 2008/09 the management costs of the NHS had fallen from 5.0 per cent in 1997/98 to 3.0 per cent.

## Now and in the future

* Both men and women live an average of 10 years longer than they did before the creation of the NHS in 1948.
* Patients in England now have the right to choose between at least four hospitals for non-emergency treatment. This is designed to give people more choice and control over where they go for treatment, and to use patient power to make existing services better.

## International comparisons

* In comparison with the healthcare systems of ten other countries (Australia, Canada, France, Germany, Netherlands, New Zealand, Norway, Sweden, Switzerland and USA) the NHS was found to be the most impressive overall by the Commonwealth Fund in 2014.
* The NHS was rated as the best system in terms of efficiency, effective care, safe care, coordinated care, patient-centred care and cost-related problems. It was also ranked second for equity.
* However in the category of healthy lives (10th), the NHS fared less well.
* Health expenditure in the UK was 9.27 per cent of GDP in 2012. This compares to 16.90 per cent in the USA, 11.77 per cent in the Netherlands, 11.61 per cent in France, 11.27 per cent in Germany, 10.98 per cent in Denmark, 10.93 per cent in Canada and 9.19 per cent in Italy.
* The UK had 2.8 physicians per 1,000 people in 2012, compared to 4.0 in Germany, 3.9 in Italy, 3.8 in Spain, 3.3 in France, 3.3 in Australia, 2.7 in New Zealand and 2.5 in Canada.
* The UK had 2.8 hospital beds per 1,000 people in 2012, compared to 8.3 in Germany, 6.3 in France, 3.4 in Italy, 3.0 in Spain and 2.8 in New Zealand.
* Average length of stay for all causes in the UK was 7.0 days in 2012. This compares to 9.2 in Germany, 8.2 in New Zealand, 7.7 in Italy, 7.4 in Canada, 6.7 in Spain, 5.6 in France and 5.2 in the Netherlands.

## Patient experience

* In the 2013 Care Quality Commission inpatient satisfaction survey 82 per cent of c59,000 respondents rated their overall experience as 7 (11 per cent), 8 (23 per cent), 9 (21 per cent) or 10 (27 per cent) out of 10.
* 81 per cent felt that they were always treated with dignity and respect while using inpatient services.
* 69 per cent said that their room or ward was 'very clean.'
* In the 2011 Care Quality Commission outpatient survey 95 per cent of people using outpatient services reported their care as being excellent (44 per cent), very good (39 per cent) or good (12 per cent).
* 89 per cent of people agreed that they were treated with dignity and respect at all these times while visiting outpatient services.
* 67 per cent of respondents to the CQC's community mental health services survey for 2013 rated their experience between 7 and 10 out of 10.
* 78 per cent 'definitely' felt listened to carefully and 72 per cent 'definitely' had their views taken into account.
* In December 2014, 94.50 per cent of 109,084 inpatients treated by NHS trusts and foundation trusts would recommend their provider to friends or family (33.5 per cent response rate). For 3,908 inpatients treated by independent sector organisations, the proportion was 99.0 per cent (35.3 per cent response rate).
* Aggregated GP Patient Survey results from January-March and July-September 2013 found that 86.2 per cent of respondents rated their overall experience as 'good.'
* 64.2 per cent 'definitely' had confidence and trust in the last GP they saw. 78.6 per cent were satisfied with the opening hours of their practice.
* 67.5 per cent stated their overall experience of out-of-hours GP services were 'good.'

## Health and population

* Life expectancy for UK men in 2010-12: 78.9 years.
* Life expectancy for UK women in 2010-12: 82.7 years
* The UK population is projected to increase from an estimated 63.7 million in mid-2012 to 67.13 million by 2020 and 71.04 million by 2030.
* The UK population is expected to continue ageing, with the average age rising from 39.7 in 2012 to 42.8 by 2037.
* The number of people aged 65 and over is projected to increase from 10.84m in 2012 to 17.79m by 2037. As part of this growth, the number of over-85s is estimated to more than double from 1.44 million in 2012 to 3.64 million by 2037.
* The number of people of State Pension Age (SPA) in the UK exceeded the number of children for the first time in 2007 and by 2012 the disparity had reached 0.5 million. However the ONS currently projects that this situation will have reversed by 2018, with 0.3 million more children than those at SPA.
* There are an estimated 3.2 million people with diabetes in the UK (2013). This is predicted to reach 4 million by 2025.
* In England the proportion of men classified as obese increased from 13.2 per cent in 1993 to 26.0 per cent in 2013 (peak of 26.2 in 2010), and from 16.4 per cent to 23.8 per cent for women over the same timescale (peak of 26.1 in 2010).
* According to a BBC survey in 2012 the NHS was the UKs biggest employer[2] employing approximately 1.7 million people across England, Wales, Scotland and Northern Ireland.
* NHS facts: Prescriptions on the NHS used to be free
* The current charge for a single prescription is £7.85; under 16s, over 60s and inpatients are exempt from paying, but when the NHS was first created prescriptions were completely free[3] to everybody. A growing drugs bill in 1952 meant that a charge of 1 shilling per prescription form was put in place.
* This increased to 2 shillings per item in 1959 and in 1965 the charge was abolished for 3 years until 1968 when a charge was bought in once again. Since then prices have continued to rise and fall to bring us where we are today.
* NHS facts: The NHS budget started at £437 million
* When the NHS launched 65 years ago it had a much smaller budget than today! It started off with a budget of £437 million[4], the equivalent of approximately £9 billion in today’s value, and taking that into account today’s budget lies at over 12 x the first budget amount at £108.9 billion.
* NHS facts: The big restructure
* The most relevant NHS fact is the NHS’s biggest restructure to date that started on the 1st April 2013. It’ll take a long time to put all the changes in place, but eventually we’ll see Primary Care Trusts and Strategic Health Authorities abolished and Clinical Commissioning Groups and Healthwatch introduced into the UK. We will also see local authorities taking a bigger role with budget responsibilities; they will work more closely with other health and care providers that’ll help with budget constraints but won’t affect how patients access front line services.
* The London 2012 Olympic opening ceremony, a £27m four-hour spectacular, featured a tribute to the NHS and all performers in the act came from the NHS and local schools. Creator Danny Boyle said "it’s something that we are really proud of. It celebrates something unique about this country,”
* The NHS helps to deliver an average of 791,000 babies a year.
* Pharmaceutical companies discovered 15 of the world’s top 75 medicines in the UK.
* Community pharmacies dispense an average of 926.7 million prescriptions a year.
* Approximately 170,000 people (the capacity of the Glastonbury music festival) go for an eyesight test each week.
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**Fun Facts**

* It’s also the world’s 5th largest employer behind the US Department of Defence (3.2m), China’s People Liberation Army (2.3m), Wal-Mart (2.1m) and McDonalds (1.9m) ! Half of people employed by the NHS are professionally qualified clinical staff.
* Most nurses in 19th century workhouses collected their wages in beer.
* One of Jeremy Hunt’s early business ventures was exporting marmalade to Japan
* The Park Hospital in Manchester was the first hospital to open in the NHS in 1948
* In 1960, Edinburgh doctor Michael Woodruff performed a kidney transplant for an identical set of twins – it was the first transplant to take place in the UK.
* Lords Health minister Earl Howe’s father, George Curzon, acted in over 35 films and was also a Royal Navy Commander
* On 3rd May 1968, 18 doctors and nurses operated for seven hours on a 45-year-old man to perform the UK’s first heart transplant in the National Heart Hospital in London.
* The oldest person in the world to have a hip replacement was a 101-year-old lady who was treated at Good Hope Hospital in the West Midlands.
* Junior health minister Anna Soubry is a former This Morning presenter.
* Quarry Hill, location of the NHS England headquarters, was the site of 17th century plague cabins.
* Great Ormond Street Hospital opened on Valentine’s Day 1852 with 10 beds.
* The NHS deals with over 1 million patients every 36 hours.
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**Suggested Reading**

**If Disney Ran Your Hospital: 9 ½ Things You Would Do Differently.**

Fred Lee

**The Checklist Manifesto: How to Get Things Right**

Atul Gawande

**Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care**

John J. Nance

**More academic reading**

**Redefining Health Care: Creating Value-based Competition on Results**

Michael E Porter, Elizabeth Olmsted Teisberg