



NATIONAL SERVICE FRAMEWORK

What is it?

The government has a ten year plan to make health services better and fairer for people.

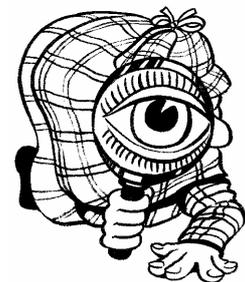
Some areas of the country are worse for health services than others. This is not fair.

‘National Service Frameworks’ are plans to make these areas better.

To do this there are national standards of health services to people. All areas should reach these standards or be above them.

There are also plans which tell services the best way to do things (service models).

The plans also look at HOW to do things and how to check if they are good enough.





Some people have long term conditions.

The government has said that there needs to be a big focus on people with long term conditions.

There are lots of ways of making things better for people like:

- **New drugs.**
- **New treatments.**
- **New ways to find out what condition or illness people have.**



Whatever the condition is that people have, if it is long-term, there will be common experiences.

This will be similar to the ‘Older People’s National Service Framework’, which not only looks at different conditions but also looks at the services used by older people.



The National Service Framework is looking at making services better for people with neurological* conditions which often

result in long term disabilities.

(*Neurological conditions are about nerves and muscles of the body).

This will include looking at:



- **Equal access to health and social care services**
- **Independence and better enjoyment of life for people who use services and their carers.**
- **Choice of services to allow people to live as they want, where they want.**
- **No discrimination.**

The National Service Framework will also look at other things important to people with long term conditions like:

- **access to special equipment**
- **new technology and wheelchairs**
- **good quality information**
- **support for carers.**



The National Service Framework will look at some more general issues - like helping people get back to as normal a life as possible, where it is easy to see if improvements have been made.



Work is also being done with other government departments like housing, transport and employment for people living with long term conditions.

There was a one day workshop in November 2002 to look at:



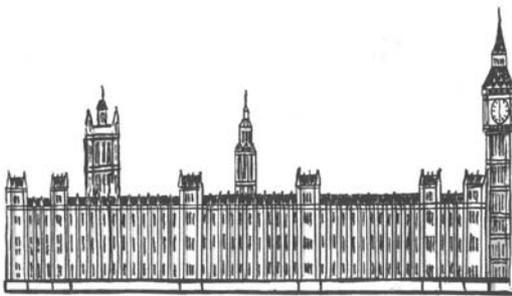
- **what were the ten most important problems for people with long term conditions.**
- **identify other issues not making it into the top ten**



- **come up with ideas for how these issues could be dealt with over the next ten years.**

The External Reference Group

There is an Group that meets every three months that is already working on what the standards should be for the National Service Framework.



The group is doing well and aims to give advice to Ministers in the spring of 2004.

The final National Service Framework will be developed from the advice of the External Reference Group.



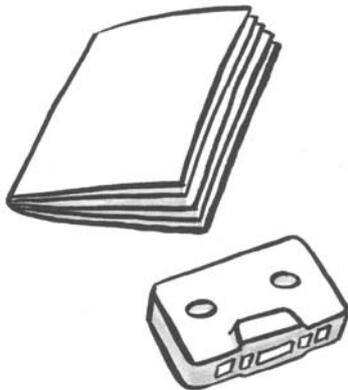
The plan is to put the National Service Framework on the web by the end of 2004.

Putting the plan into practice will take place over ten years.

There are other groups working hard to make sure the National Service Framework will work. These groups



include:



- **workforce**
- **training and education**
- **Information**
- **research**
- **communication**
- **consulting with people.**

The government has said this work needs to be done by:



- **talking with people about it.**
- **looking at the needs of service users.**
- **understanding the ‘social model of disability’, that society itself causes barriers for people.**
- **Looking at the barriers that stop people getting the services they need.**

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