

# What patients want: a vision for the NHS in 2030

Find out what the public is telling us about future priorities for the health service.

## Our new poll findings show:

- 43% of adults do not agree that the NHS is able to meet the nation's needs.
- 75% say it's very important or essential for the NHS to remain free at the point of use.
- People who struggle the most financially find it nearly twice as difficult to access GPs and dentists than the most financially comfortable.



### Top priorities identified from patient stories over the last 10 years:

- 1** Making the NHS easier to access and navigate
- 2** Tackling health inequalities
- 3** Building a patient-centred culture

## Our recommendations include:

### 1 Making the NHS easier to access and navigate

#### **Develop a new NHS Admin Transformation Plan**

This would increase and train care navigators and admin staff to streamline all patient touchpoints throughout their healthcare journeys.

#### **Extend the NHS App to become a one-stop patient portal**

This would store both your GP and hospital records, send reminders, process readings from med-tech devices, give self-help advice and more.

#### **Retain 'off-line' NHS channels for people who are digitally excluded**

People would still be able to book appointments, get updates or raise queries by phone or in person, if they can't use or afford the internet.

## 2 Tackling health inequalities

### **Implement a new cross-government strategy on health inequalities**

This would set goals to address wider determinants of health.

### **Make the NHS accessible to people with extra communication needs**

The NHS would use patient-led audits to prove compliance with its duty to adapt how it communicates with people with disabilities or impairments.

### **Remove cost-of-living barriers to healthcare**

This would include improving the Healthcare Travel Cost Scheme, extending the duration of Statutory Sick Pay for people on long waiting lists and freezing NHS dental charges after the record 8.5% increase in 2023.

## 3 Building a patient-centred culture

### **Introduce a new 'NHS Patient Promise'**

Agreed between Government and the public, it would set out principles, rights, mutual responsibilities, and culture via a refreshed NHS Constitution.

### **Create a simplified and more effective NHS complaints system.**

This would introduce a single service to triage complaints initially and require the NHS to respond more quickly and show what's changed.

### **Secure stronger patient voice at every level of the health service.**

The Healthwatch network would receive protected and increased funding to increase engagement with the public in all communities across England, champion their views with NHS commissioners and shape future services.

### **Want to find out more?**

[Read the full vision.](#)

Give feedback or ask questions by emailing: [policy@healthwatch.co.uk](mailto:policy@healthwatch.co.uk)

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