The reforms to the NHS in England commenced on 1 April 2013. Strategic health authorities (e.g. NHS London), primary care trusts (e.g. NHS Kingston) and PCT clusters (e.g. NHS SW London) have ceased to exist, and have been replaced by clinical commissioning groups (CCGs) and NHS England.

Alongside this, public health services have transferred to local authorities, local Healthwatch groups have an increased role as consumer champions and Health and Wellbeing boards have been established, to represent all local partners with a role in health and social care commissioning.

**Clinical commissioning groups**

CCGs are new statutory bodies responsible for commissioning local hospital, mental health and community services. They are clinically led membership organisations, in Kingston made up of the 28 GP practices in the borough.

They have been authorised following a national process and will be subject to an annual assurance process carried out by NHS England.

CCGs are responsible for the bulk of the commissioning budget (approx. £200 million in Kingston) and running costs are capped at £25 per head of weighted population (£4.6m in Kingston). The CCG has a statutory duty to ensure that the organisation is in financial balance and achieves a 1% surplus target each year.

In Kingston approximately 30% of running costs are paid to the South London Commissioning Support Unit which provides technical support on hospital contracting, financial, HR and communications services. Kingston CCG also directly employs 35 staff providing out of hospital commissioning support, performance management, medicines management and customer care.

**NHS England and other national bodies**

NHS England is the new name for the NHS Commissioning Board, chaired by Malcolm Grant with David Nicholson as Chief Executive. NHS England has responsibility for commissioning primary care services (e.g. GPs, dentists, pharmacists and opticians). It also has a role overseeing the 211 CCGs across the country via its four regional offices, one of which is in London.
Other new national bodies include: Public Health England; Health Education England (budget for medical and professional education and training); and Healthwatch England, the umbrella organisation for local Healthwatch groups.

**Budgets**

The former budgets held by PCTs have been divided up between:
- CCGs, receiving about 70% of the total for hospital, community and mental health services;
- NHS England, which now directly commissions primary care services and specialist services (eg renal, cardiac, cancer);
- Local Authorities, who now have responsibility for public health services;
- NHS Property Services, with responsibility for any former PCT assets.

**Regulation**

NHS hospital and mental health trusts will be performance managed by the NHS Trust Development Authority until they become Foundation Trusts which are regulated by Monitor.

Monitor also has a role as a specific health economic regulator with a mandate to guard against anti-competitive practices and to address provider failure.

The Care Quality Commission is the independent regulator of all health and social care services in England.

NICE (now renamed as the National Institute for Health and Care Excellence) is responsible for producing evidence based guidelines, quality standards and information to improve services.

**Patient complaints from 1 April 2013**

Complaints regarding a GP, dentist, pharmacy or optician should be sent to the practice manager or to the NHS Commissioning Board.

**NHS England, PO Box 16728, Redditch, B97 9PT, tel: 0300 311 22 33, email: england.contactus@nhs.net**

Complaints about hospital, community or mental health services should go direct to the provider or to the CCG customer care team:

**Leigh Broggi, Customer Care Officer, tel: 020 8339 8107, email: leigh.broggi@kingstonccg.nhs.uk**

**For more information**

On overall changes: [http://healthandcare.dh.gov.uk](http://healthandcare.dh.gov.uk)

On Kingston CCG: [www.kingstonccg.nhs.uk](http://www.kingstonccg.nhs.uk)