

Our vision: Best care for everyone

Our mission: Improving health by putting patients at the centre of excellent specialist health care

Our goals

Our patients will

- › Be safe in our care
- › Be treated with care and compassion
- › Be treated promptly with no delays
- › Want to recommend us to others

Our staff will

- › Put patients first
- › Feel valued and involved
- › Want to improve
- › Recommend us as a place to work
- › Feel confident and secure in raising concerns

Our services will

- › Make best use of our two sites
- › Be organised to deliver centres of excellence for our population
- › Promote health alongside treating illness
- › Use technology to improve

Our organisation will

- › Use our resources efficiently
- › Use our resources effectively
- › Be one of the best performing trusts
- › Be considered to be a good partner in the health and wider community

Our Strategic Objectives

Our patients

By April 2019 we will...

- › Be rated good overall by the CQC
- › Be rated outstanding in the domain of Caring by the CQC
- › Meet all national access standards
- › Have a hospital standardised mortality ratio of below 100
- › Have more than 35% of our patients sending us a family friendly test response, and of those 93% would recommend us to their family and friends
- › Have improved the experience in our outpatient departments, reducing complaints to less than 30 per month

Our staff

By April 2019 we will...

- › Have an Engagement Score in the Staff Survey of at least 3.9
- › Have a staff turnover rate of less than 11%
- › Have a minimum of 65% of our staff recommending us as a place to work through the staff survey
- › Have trained a further 900 bronze, 70 silver and 45 gold quality improvement coaches
- › Be recognised as taking positive action on health and wellbeing, by 95% of our staff (responding definitely or to some extent in staff survey)

Our services

By April 2019 we will...

- › Have implemented a model for urgent care that ensures people are treated in centres with the very best expertise and facilities to maximise their chances of survival and recovery
- › To complete Trakcare recovery work to enable the Trust to resume national RTT reporting by December 2018
- › Rolled out Getting it Right First Time Standards across the target specialities and be fully compliant in at least two clinical services
- › Have staff in all clinical areas trained to support patients to make healthy choices

Our organisation

By April 2019 we will...

- › Show an improved financial position
- › Be among the top 25% of trusts for efficiency
- › Have worked with partners in the Sustainability and Transformation Partnership to create integrated teams for respiratory, musculoskeletal conditions and leg ulcers
- › Be no longer subject to regulatory action
- › Be in segment 2 (targeted support) of the NHSI Single Oversight Framework
- › The Trust will have a high quality research portfolio, which is visible to staff and patients, embedded alongside routine care, and achieves the annual High Level Objectives (HLO) defined by the National Institute Health Research (NIHR).