

# Our Journey to Outstanding 2019–2024

**Our Vision:** Best Care for Everyone

**Our Purpose:** To improve the health, wellbeing and experience of the people we serve by delivering outstanding care every day

## Our Strategic Objectives for 2019–2024

<p><b>Outstanding care</b></p>	<p><b>Compassionate workforce</b></p>	<p><b>Quality improvement</b></p>	<p><b>Care without boundaries</b></p>	<p><b>Involved people</b></p>
<p>We are recognised for the excellence of care and treatment we deliver to our patients, evidenced by our CQC <i>Outstanding</i> rating and delivery of all NHS Constitution standards and pledges</p>	<p>We have a compassionate, skilful and sustainable workforce, organised around the patient, that describes us as an outstanding employer who attracts, develops and retains the very best people</p>	<p>Quality improvement is at the heart of everything we do; our staff feel empowered and equipped to do the very best for their patients and each other</p>	<p>We put patients, families and carers first to ensure that care is delivered and experienced in an integrated way in partnership with our health and social care partners</p>	<p>Patients, the public and staff tell us that they feel involved in the planning, design and evaluation of our services</p>
<p><b>Centres of Excellence</b></p>	<p><b>Financial balance</b></p>	<p><b>Effective estate</b></p>	<p><b>Digital future</b></p>	<p><b>Driving research</b></p>
<p>We have established Centres of Excellence that provide urgent, planned and specialist care to the highest standards, and ensure as many Gloucestershire residents as possible receive care within the county</p>	<p>We are a Trust in financial balance, with a sustainable financial footing evidenced by our NHSI <i>Outstanding</i> rating for Use of Resources</p>	<p>We have developed our estate and work with our health and social care partners, to ensure services are accessible and delivered from the best possible facilities that minimise our environmental impact</p>	<p>We use our electronic patient record system and other technology to drive safe, reliable and responsive care, and link to our partners in the health and social care system to ensure joined-up care</p>	<p>We are research active, providing innovative and groundbreaking treatments; staff from all disciplines contribute to tomorrow's evidence base, enabling us to be one of the best University Hospitals in the UK</p>

**Our Values:**

Caring

Listening

Excelling