

Our ambitions in the five years ahead

Our Quality and Safety Ambitions

Our patients must trust us to deliver safe and effective healthcare.

- To improve patient safety, the quality of our patient experience and patient outcomes, all day, every day
- To listen to patients and staff, act on their feedback, and share with them the changes we make
- To be innovative in our approach to providing the best possible care, sympathetic to different communities and their needs
- To separate the acute and elective care of our patients
- To reform and improve emergency care
- To embrace existing and emerging technology to develop services for patients

Our Finance and Performance Ambitions

Our sustainable future depends on providing the highest standards of care within our resources

- To achieve and maintain financial stability alongside our partners, building alliances to benefit our patients
- To provide the very best value for money, time and effort
- To exceed all national standards of care
- To plan with ambition to create a sustainable future

Our People and Capability Ambitions

The quality of our services is wholly dependent on our teams of staff

- To ensure that our organisation continues to develop and is an excellent place to work
- To creatively attract the right people to work in our trust, in the right places, at the right time
- To retain our staff
- To care for the wellbeing of our staff
- To provide first class learning and development opportunities, enabling our staff to maximise their potential
- To develop learning and promote innovation, creating new knowledge through research and sharing this widely

Our Facilities and Environment Ambitions

We must continually strive to ensure that our environment is fit for our future

- To work as part of our overall community to provide the very best health outcomes, in the most appropriate setting
- To respect the privacy and dignity of all of our patients
- To positively manage our impact on the wider environment and keep our own environment clean and tidy
- To develop our facilities and premises to improve our services and patient care

Our shared commitment

'Caring with pride'

Our ultimate To be a valued and trusted partner within our care system delivering safe effective care to the population we serve.

objective

Our vision for healthcare in the population we serve

- We will treat every patient as an individual, providing the care they need, where they need it, to save and improve lives
- We will develop alliances with our partners to deliver integrated care for our patients in the communities in which they live
- We will be innovative in our approach to delivering care
- We will work with our partners to promote the public health agenda and support healthy lifestyles

Our values

We put patients at the centre of everything we do, by...

- caring about what we do
- always doing what we can to be helpful
- respecting and valuing each other
- listening in order to improve