



# Quality Commitment, Strategic Objectives and Annual Priorities 2017/18

### Our People

We will have the right people with the right skills in the right numbers in order to deliver the most effective care

#### In 2017/18:

- We will develop a sustainable workforce plan reflective of our local community which is consistent with the STP in order to support new, integrated models of care
- We will reduce our agency spend towards the required cap in order to achieve the best use of our pay budget
- We will transform and deliver high quality and affordable HR, OH and OD services to make them 'Et for the Future'

### **Education & Research**

We will deliver high quality, relevant, education and research In 2017/18:

- We will improve the experience of our medical students at UHL through a targeted action plan in order to increase the numbers wanting to stay with the Trust following their training and education
- We will address specialty-specific shortcomings in postgraduate medical education and trainee experience to make our services a more attractive proposition for postgraduates

# Our Quality Commitment

We will deliver safe, high quality, patient-centred, efficient care

#### In 2017/18:

- We will focus on conditions with higher than expected mortality
- We will further roll-out track and trigger tools (e.g. sepsis care)
  - We will introduce safer use of high risk drugs
- We will implement processes to improve diagnostic results management
  - We will provide Individualised end of life care plans
  - We will improve the patient experience in our outpatients service
    - We will utilise our new Emergency Department efficiently and effectively.
    - We will use our bed capacity efficiently and effectively
    - We will implement new step down capacity and a new front door frailty pathway.
      - We will use our theatres efficiently and effectively.

## Key Strategic Enablers

We will progress our key strategic enablers

 We will develop a new 5-Year Research Strategy with the University of Leicester in order to maximise the effectiveness

#### In 2017/18:

- We will progress our hospital reconfiguration and investment plans in order to deliver our overall strategy to concentrate emergency and specialist care and
- We will make progress towards a fully digital hospital (I
- systems in order to support safe, efficient and high quality patient care

  We will deliver the year 2 implementation plan for the 'UHL Way' and engage in the development of the 'LLR Way' in order to support our staff on the journey to
- transform services

  We will review our Corporate Services to ensure we have an effective and efficient support function focused on the key priorities
  - We will implement our Commercial Strategy, one agreed by the Board, in order to exploit commercial opportunities available to the Trust
  - We will deliver financial stability as a consequence of the priorities described here in order to make the Trust clinically and financially systainable in the language.

## Partnerships & Integration

We will develop more integrated care in partnership with others

#### In 2017/18

- We will integrate the new model of care for frail older people with partners in other parts of health and social care in order to create an end to end pathway for frailty
- We will increase the support, education and specialist advice we offer to partners to help manage more patients in the community (integrated teams) to prevent unwarranted demand on our hospitals
- We will form new relationships with primary care to enhance our joint working and improve its sustainability