



**Year 1**  
2019-2020

<p><b>What are we trying to accomplish?</b></p> <p>We will begin implementation of our new Quality Strategy, focusing initially on developing the right culture, leadership and skills to encourage and enable improvement</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>We know we need significant and sustained improvement to deliver 'Caring at its Best' for every patient, every time</li> <li>We need a comprehensive, evidence-based approach to help us transform our organisation as we move to 'Become the best'</li> <li>To do this, we need to implement our quality strategy at scale and at pace</li> </ul>
<p><b>What are we trying to accomplish?</b></p> <p>We will implement our People Strategy, with a focus on attracting and retaining the staff that we need and developing new roles where these will help improve care</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>Ensure our workforce is diverse and inclusive to bring the voices of patients and communities into the design of high-quality care</li> <li>Aim to have a highly engaged, cared for and skilled workforce, performing at their best for the communities we serve</li> <li>The right kind of leadership sets the behavioural standard for the organisation and is a vital enabler of cultural change</li> <li>Establish our improvement method and ensure consistent use by all</li> </ul>
<p><b>What are we trying to accomplish?</b></p> <p>We will invest in our current estate in order to support the delivery of safe and effective care, including delivering the next stages of our reconfiguration and pursuing the business case for our longer term plan</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>Old and outdated buildings are inefficient and costly; they sap morale, impede recovery and reduce well-being. We know that our current estate can be more efficient, more attractive, better maintained and more effectively used to support clinical quality</li> <li>The current three site configuration creates duplication and triplication of services which is costly, impacting negatively on workforce capacity, gaps in rotas, equipment is spread too thinly, and the patient experienced is negatively affected by being bounced between sites for different aspects of their care</li> </ul>
<p><b>What are we trying to accomplish?</b></p> <p>We will support safe and effective care by progressing our e-Hospital plans to implement user-friendly and integrated solutions that make people's jobs easier to do</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>To enable visibility and the sharing of patient records real time, anywhere, anytime</li> <li>To improve patient safety through better alerting and decision support based on capturing clinical data and transforming it into dashboards and clinical analytics</li> <li>To improve the efficiency of our workforce through better workflow of referrals, treatment and transfer to other health and social care partners</li> <li>To improve patient flow through ED, the wards and onward discharge or transfer out</li> <li>To improve and enable outpatient transformation</li> </ul>
<p><b>What are we trying to accomplish?</b></p> <p>We will maximise the opportunities for our patients to benefit from research, including launching our new 'Academic Health Science Partnership'</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>We are a large teaching hospital with a significant research portfolio. Strengthening partnerships with our academic partners and focusing on specific areas such as frailty, genomics and population health will enable us to ensure that we provide the most effective and innovative care</li> </ul>
<p><b>What are we trying to accomplish?</b></p> <p>We will provide more effective and efficient corporate processes to support our staff and CMGs</p>	<p><b>Why are we focusing on this area?</b></p> <ul style="list-style-type: none"> <li>To deliver quality care our corporate services must showcase best practice in terms of innovation and efficiency. Our recruitment and payroll functions should be slick, customer focussed, streamlined and be supported by a paperless environment</li> </ul>