OUR HIGH PERFORMING SERVICES

CLEAR AIMS

Our PURPOSE: "To deliver the best patient care possible"

Our VISION

Our VALUES

Our STRATEGY

"No problem - I'll make the change."

"We'll need to update part of the strategy based on the areas for improvement!"

Areas for improvement

BIG Data

CONNECTED IT SYSTEMS

SUPER COMPUTER 1000 TB

"Connected IT systems will enable us to use technology to provide a better patient experience"

EFFECTIVE STRUCTURE

RESPONSIVE STRATEGY

Compassion and Support

Successes!

Patient Satisfaction = 97%

CONTINUOUS IMPROVEMENT

"We can use this information to help us understand our patient's experience of our service."

Organisational PERFORMANCE DASHBOARD

ACCURATE DATA

IN-TOUCH LEADERSHIP

We are RECRUITING!

Have you got the SKILLS we need?

YOU

A great INDUCTION is guaranteed!

WELCOME

PEOPLE DEVELOPMENT

Personal +Talent DEVELOPMENT

Classroom

On-line

1:1 Coaching

+ much more!

"I'm off to mentor and coach a new manager who joined the team last week."

"I'm off to learn about our people's ideas and what's important to their patients."

On-line policies, processes & Procedures

PROCESS SIMPLIFICATION Machine

SIMPLIFIED PROCESSES AND ASSURANCE

Corporate Support Functions

GP Surgery

Community Midwife

District Nurse

Social Services

Local Care Organisation

Find out about your local services HERE

ENGAGED WITH LOCAL COMMUNITIES

The Local Community

"Where can I add value?"

SPECIALIST SUPPORT

COMMUNICATION

SHARING IDEAS

INFORMATION SYSTEMS SUPPORT

Areas for improvement

STAFF FEEDBACK

STAFF EXPERIENCE DATA

PROFESSIONAL AND OPERATIONAL EXCELLENCE

Our Services Quality

Our Services Workforce

STAFF TURNOVER

Our Services Finances

COSTS

SAVINGS

TEAM AND PERSONAL ACCOUNTABILITY

PEOPLE DEVELOPMENT

Appraisal

Feedback

Development

Accurate Patient Records

CONNECTED IT SYSTEMS

BIG Data

ACCURATE DATA

Staff Survey

PROCESS SIMPLIFICATION Machine

On-line Policies, Processes & Procedures

SIMPLIFIED PROCESSES

Successes!

CONTINUOUS IMPROVEMENT

Patient Satisfaction = 97%

Services PERFORMANCE DASHBOARD

STAFF WELL-BEING

Here to HELP!

"Let the leadership team know how we can help provide the best care for our patients!"

OUTPATIENTS

WARD

CLEANLINESS

PATIENT EXPERIENCE DATA

WAY OUT

• Max = 15 people
• Shared objectives
• Good communication
• Role clarity
• Team identity
• Quicker decision making

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VISIBLE LEADERSHIP

SMALL TEAM AND DEPT' STRUCTURES

WAY IN

"Welcome. How can I help you today?"

"That's great. Thanks for letting us all know."

"All outpatient appointments are on time today."

How can we ensure our patients head home quickly?

PLAN A PLAN B PLAN C

DECISIONS MADE AS CLOSE TO PATIENTS AS POSSIBLE

How did we do?

Bad

Good

Patient Experience Feedback Session

"So what do you observe with these patients...?"

Tutor

Trainee Nurse

EXPERIENCE BASED LEARNING

Our Patient Experience Results

Model Hospital

Mar Apr May Jun Jul Aug Sep Oct Nov D

"The staff were wonderful today. Made a bad event bearable!"

Welcome

Reception

MIDWIFE Referral

GP Referral

"Hello. Can I ask you how you felt about your visit here today?"

Patient Survey today

Share your thoughts!

"Your experience of our services is really important to us..."

"We seek the views of all of our patients including those that are the most vunerable..."

PATIENT INVOLVEMENT

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Our Services

Creating the perfect conditions | Creating the perfect conditions | Creating the perfect conditions