



# The Strategic Objectives and Annual Priorities

Our Trust's vision is to improve the quality of people's lives, in their homes and community, by providing the best in integrated health and social care.

## STRATEGIC OBJECTIVES

### Improving Our Quality

- Ensuring safe, effective and compassionate care
- Keeping patients at the centre of their care and involving them, their families and their communities, so that our care is as individual and as good as it can be
- Providing excellent patient experience
- Promoting continuous learning and celebrating success
- Championing prevention, self management and proactive care

### Enabling Our People

- Inspiring and engaging with staff
- Empowering staff to speak out and working together to put things right
- Ensuring we have the right staff, with the right skills
- Working as one with social and primary care and having effective partnerships with other organisations
- Transforming services and demonstrating effective leadership

### Securing The Future

- Meeting the needs of our local health and care system
- Delivering clinically and financially sustainable services
- Getting the most out of our resources
- Nurturing innovation and developing new ways of working
- Contributing fully to the Sustainability and Transformation Partnership as an important partner

## ANNUAL PRIORITIES

To ensure patients are at the heart of all of our services and reshaping how we provide care to help us move from 'Good' to 'Outstanding'

Working together to make NCH&C a great place to work

Play a leading role in partnership to ensure both we and the health and care systems in which we operate improve, stay sustainable and represent value for money

## ACTIONS TO ACHIEVE PRIORITIES & OBJECTIVES

**Engage** with our patients and their families to better understand their experience and involve them in shaping the future

**Lead** together, by embedding a new framework for leadership and providing better support for new and aspiring leaders

**Deliver** excellent services by making sure we have the right systems and processes to help our staff do their jobs well, supported by delivering the IM&T Strategy

**Ensure** patients are at the heart of our services and receive compassionate, clinically effective, harm-free care

**Grow** together, by enhancing our learning and career development opportunities and nurturing our talent

**Collaborate** with a wide range of partners, to make improvements that support the emerging system plans to ensure a sustainable future for our services

**Aspire** to develop our CQC rating from 'good' to 'outstanding' over time

**Behave** together, by clearly communicating what we expect from our staff, helping each other get it right and celebrating those who are role models for others

**Innovate** together to develop new ways of working and develop our services to ensure sustainability, increase efficiency and improve patient outcomes

## OUTCOMES

Maintain the quality of services and our CQC rating when inspected and deliver our aspirational action plan towards achieving outstanding • Demonstrate responsive services and relationships with primary care/ CCGs and develop new ways of working • Improve staff engagement and implement the new leadership and behaviour framework  
Deliver our financial plan (Surplus of £2m and Cost Improvement Plan of £6.2m) • Deliver our contribution to the STP