Our vision: Best care for everyone

Our mission: Improving health by putting patients at the centre of excellent specialist health care

Our goals

Our patients will
- Be safe in our care
- Be treated with care and compassion
- Be treated promptly with no delays
- Want to recommend us to others

Our staff will
- Put patients first
- Feel valued and involved
- Want to improve
- Recommend us as a place to work
- Feel confident and secure in raising concerns

Our services will
- Make best use of our 2 sites
- Be organised to deliver centres of excellence for our population
- Promote health alongside treating illness
- Use technology to improve

Our organisation will
- Use our resources efficiently
- Use our resources effectively
- Be one of the best performing trusts
- Be considered to be a good partner in the health and wider community

Our patients
By April 2019 we will...
- Be rated good overall by the CQC
- Be rated outstanding in the domain of Caring by the CQC
- Meet all national access standards
- Have a hospital standardised mortality ratio of below 100
- Have more than 35% of our patients sending us a family friendly test response, and of those 93% would recommend us to their family and friends

Our staff
By April 2019 we will...
- Have an Engagement Score in the Staff Survey of at least 3.9
- Have a staff turnover rate of less than 11%
- Have a minimum of 65% of our staff recommending us as a place to work through the staff survey
- Have trained a further 900 bronze, 70 silver and 45 gold quality improvement coaches

Our services
By April 2019 we will...
- Have implemented (commenced implementation) a model for urgent care that ensures people are treated in centres with the very best expertise and facilities to maximise their chances of survival and recovery
- Have systems in place to allow clinicians to request and review tests and prescribe electronically
- Rolled out Getting it Right First Time Standards across the target specialties and be fully compliant in at least two clinical services
- Be recognised as taking positive action on health and wellbeing, by 95% of our staff (responding definitely or to some extent in staff survey)

Our organisation
By April 2019 we will...
- Be in financial balance
- Be among the top 25% of trusts for efficiency
- Have worked with partners in the Sustainability and Transformation Partnership to create integrated teams for respiratory, musculoskeletal conditions and leg ulcers
- No longer subject to regulatory action
- Be in segment 2 (targeted support) of the NHSI Single Oversight Framework