

Our Quality Goals...

Patient Safety

We will reduce avoidable pressure ulcers by one third based on 2018/19 performance, with an ambition to achieve zero.

We will improve our response times for social care assessments across all neighbourhood teams.

We will increase reported incidents by 10% or more above the 2018/2019 levels.

Patient Experience

We will carry out 12 shadowing events, to look and listen to what happens along a person's care pathway, to see what is working well and what needs to improve.

The organisation will maximise the Trust's Your Voice Group to embed a consistent approach to service user engagement and feedback across all services.

We will undertake four co-produced **Always Events** with patients/service users to learn from person-centered perspectives.

Clinical Effectiveness

We will develop a QI network to evaluate impact of quality improvements undertaken across the Trust.

We will implement a consistent framework for clinical, professional and managerial supervision across the Trust, strengthening support mechanisms for staff.

We will implement a validated Patient Reported Outcome Measures for Palliative patients to improve the quality of their end of life care.

CQUINS

- Achieving a minimum uptake of 80% in the staff flu vaccination programme
- Implementing a culture of care barometer
- Developing an Infection, Prevention and Control back to basics programme
- Human Factors in Serious Incident Management

Our vision is to be the outstanding provider of high quality integrated care to the communities we serve.