

# Our vision

Trusted to provide safe, caring and effective services because people matter



The Dudley Group  
NHS Foundation Trust

**Deliver a great patient experience**

- Improve engagement and involve patients, carers and the public in their care and the work of the Trust
- Maintain high performance in national operational performance standards:
  - Urgent care
  - Patient flow and delayed transfers of care
- Deliver the National Cancer Strategy
- Develop a five year plan for timely access to diagnostics
- Meet the referral to treatment time standards across all specialties
- Align clinical and non-clinical services to the Multi-specialty Community Provider model
- Deliver an improved CQC rating

**Deliver safe and caring services**

- Quality Priorities focus on:
  - Pressure ulcers
  - Infection control
  - Nutrition and hydration
  - Medication management
  - Incident management
  - Discharge processes
- The use of the National Early Warning Scores
- Improve End of Life Care
- Deliver the actions to reduce patient falls
- Deliver agreed CQUIN requirements
- Maintain good mortality performance
- Deliver safe staffing levels
- Deliver improvements in maternity care

**Drive service improvement, innovation and transformation**

- Transformation through the Digital Trust programme (Record, Share, Support)
- Increase access to 7 day services
- Transform and re-organise services to drive efficiency and improve key services:
  - Outpatient transformation
  - Theatres transformation
  - Implement Get it Right First Time recommendations for relevant specialties
  - Implement hospital pharmacy transformation plan
- Implement schemes outlined in the Clinical Strategy such as:
  - Ophthalmology
  - Cardiology redesign
  - Paediatric services
  - Therapies
  - Black Country
  - Pathology

**Be the place people choose to work**

- Enhance staff engagement through improved use of staff survey and best practice
- Maximise employee capability and well-being:
  - Improve sickness absence, mandatory training and appraisals
- Workforce development

**Make the best use of what we have**

- Match capacity to demand through the development of a demand/capacity management tool
- Deliver the agreed financial recovery plan through to 2019/2020:
  - Set budgets that will achieve a £4.5m surplus and monitor progress
  - Set a cost improvement programme of £20.8m
- Develop strategies to ensure the clinical workforce can continue to provide care

**Deliver a viable future**

- Maximise benefits through collaborative working
- Work proactively to become the provider of Multi-specialty Community Provider services
- Develop the Trust's market share and commercial opportunities
- Ensure we have the right staff to deliver the services of the future
- Manage our infrastructure to support new models of delivery

**Integrated care closer to home**

**High quality hospital based care**

**Specialist services locally**

2018  
2019