

Annual Plan Summary 2014

Our vision

The best care in the right place: developing and delivering excellent services in local communities with people and their families to improve their health, well-being and independence.

Goal 1: Positive patient experience

Provide accessible, safe and clinically effective services which improve patient experience and outcomes of care.

We will do this by:

- Being compassionate, continuing to improve our quality of care and patient experience.
- Developing Prospect Park Hospital as a centre of excellence for people with mental illness and completing the move of all inpatients to Prospect Park.
- Giving patients and staff the best advice about medicine by developing our pharmacy provision.
- Enhancing patient care and information by developing a new patient record system.
- Exploring partnership opportunities to deliver primary care.
- Providing the best care in the right place, making the most of our buildings and clinical space.

Goal 2: Money matters

Deliver sustainable services based on sound financial management.

We will do this by:

- Working with our teams to identify new ways of working and efficiencies through the **Hour a Day** programme.
- Saving £8.3 million through our Cost Improvement Plans.
- Freeing up staff time so they can deliver the best care in the right place by giving them access to systems and records while they are out and about.
- Ensuring our support functions are delivered in the most efficient way.
- Providing better information so that service improvements and efficiencies are evidence-based.

Goal 3: To be the best

Be the provider of choice for people who use and commission our services.

We will do this by:

- Working with our commissioners to understand their requirements now and in the future.
- Continuing to improve our website, intranet and social media channels so people have the information they need about our services.
- Breaking down barriers which impede the delivery of the best patient care through our **Listening into Action** staff engagement programme.
- Recruiting people who measure up to and live our values.

Goal 4: Uniting services

Establish a comprehensive range of integrated "out of hospital" services.

We will do this by:

- Integrating our physical and mental health services for the benefit of people with more than one need, recognising we are treating the whole person in partnership with others.
- Uniting our children's physical and mental health services, working in partnership to provide the right type of support at the right time for the child and their family.

Goal 5: Working together

Work with our partners to develop more caring, compassionate communities.

We will do this by:

- Working with commissioners and providers on the development of shared solutions to people's health and social care needs.
- Listening to our diverse patients and service users and using what we hear to shape our services.
- Providing dedicated support and advice to carers.
- Continuing our commitment to **Time To Change** and reducing the stigma attached to mental illness.