

Our priorities in 2011/12

These annual corporate objectives have been shaped by our overarching strategic goals and provide a snap-shot of our intentions for service and organisational development over the coming year.



Trust Strategic Aims and our objectives for 2011/12

1. To become a customer-focused organisation, improving the patient experience

Involving patients is integral to how we design and deliver services, research projects and educate staff.

We will:

- Pledge that no patient has their admission or appointment cancelled more than once.
- Listen to our patients and ensure that everyone has the opportunity to give patient experience feedback. We will measure our success from the patient's viewpoint.
- Ensure that all our patients, in all specialties and pathways, receive their treatment within 18 weeks of their referral.
- Implement a process to allow appointments to be directly booked online via the national Choose and Book system, giving patients more flexibility in managing their hospital schedules.

2. To become a high reliability organisation by 2012

To ensure that we deliver care in a safe environment with high quality clinical outcomes.

We will:

- Continue to achieve targets for hospital acquired infections and surgical site infections.
- Maintain high ratings in the Patient Environment Action Team (PEAT) assessment of the hospital's cleanliness, hygiene, privacy and dignity, and patient food.
- Ensure care is delivered in a safe environment, achieving full compliance with Care Quality Commission standards, and particularly the Hygiene Code.
- Ensure 95% of operation lists start within ten minutes of their planned start time.
- Demonstrate quality assurance by achieving compliance against mandatory training standards.

3. To develop a fully engaged workforce

Our aim is to nurture our talent and create the conditions for people to succeed.

We will:

- Ensure career transition for staff affected by the integration of the NOC and the Oxford Radcliffe Hospitals NHS Trust.
- Implement a full action plan to address key issues following annual staff survey.
- Enhance clinical leadership and ensure staff engage with the values of the Trust.

4. To become a digital hospital by 2012

To use existing and emerging technology to transform our models of care.

We will:

- Standardise our procedures ensuring patients understand their care and treatment pathway at every step, improving safety and effectiveness.
- Implement an electronic solution for the reporting of clinical indicators from hospital ward to Trust Board.
- Ensure electronic processes are fully integrated to enable speedier and more effective management of patient pathways and administration.
- Progress technical upgrades to the Trust's Care Records System (CRS) and develop plans to digitise patient medical records.

5. To achieve a financially sustainable position to enable appropriate investment in services

To continue to deliver high quality care that offers good value for money.

We will:

- Deliver 'excellent' value for money evaluation by the local auditing process.
- Deliver our sustainable development plan and achieve carbon reduction proposals.
- Review all contracts for opportunity to enhance value for money.
- Deliver cost improvement plans and savings targets for 2011/12.

6. To be able to identify, adapt and adopt clinical innovation

Use clinical innovation to drive improvements in strategic service development.

We will:

- Seek opportunities to work with our partners to develop community based (Tier 2) service models that will provide treatment and care in community locations for Oxfordshire patients.
- Develop neuro-rehabilitation services at the Oxford Centre for Enablement.
- Work to develop an integrated clinical pathway with our NHS partner organisations for patients requiring spinal surgery.
- Tender for musculoskeletal service contracts that enable us to meet the growing needs of our local population.