

## **Our priorities in 2010/11**

We have consulted with our key staff and clinical teams around service plans for 2010/ 11. This year's corporate objectives have been shaped by our overarching strategic goals and together they set out our aims and intentions for service and organisational development over the coming year.

### **Trust Strategic Aims and our Objectives for 2010/11**

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

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

**We will:**

- Listen to feedback from our patients and ensure that everyone has a voice by developing additional ways to capture patient views and measure patient satisfaction.
- Ensure that all our patients, in all specialties and pathways, receive their treatment within 18 weeks of their referral.
- Further develop the Patient Reported Outcome Measures (PROMs) scoring system to measure surgical success from the patient's viewpoint.

#### **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 deliver reductions in hospital acquired infections and surgical site infections.
- Ensure 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.
- Implement 'Productive Theatre' project to increase theatre utilisation to 85%, with 95% of operation lists to start within ten minutes of their planned start time.
- Demonstrate quality assurance by achieving external accreditation in national 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:**

- Develop leadership proposals for all levels of staff and 360 degree feedback for managers.

- Develop our health and well-being programmes and aim to reduce our overall sickness rates to 3%.
- Enhance clinical leadership and ensure staff engage with and live 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.
- Seek 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 care pathways by connecting clinicians across the health system.
- 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:**

- Maintain our 'good' evaluation by the local auditing process for financial management.
- Deliver our sustainable development plan and achieve carbon reduction proposals.
- Review all contracts for opportunity to enhance value for money.
- Develop readiness for Foundation Trust status including managing financial risk and delivering cost efficiency plans of £6m in 2010/11.

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

*Use clinical innovation to drive improvements in strategic service development*

**We will:**

- Focus on developing Tier 2 service models that will provide treatment and care in community locations for Oxfordshire patients.
- Develop services at the Oxford Centre for Enablement.
- Work to develop an integrated clinical pathway with our NHS partner organisations for patients requiring spinal surgery.