Agenda Item 8

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

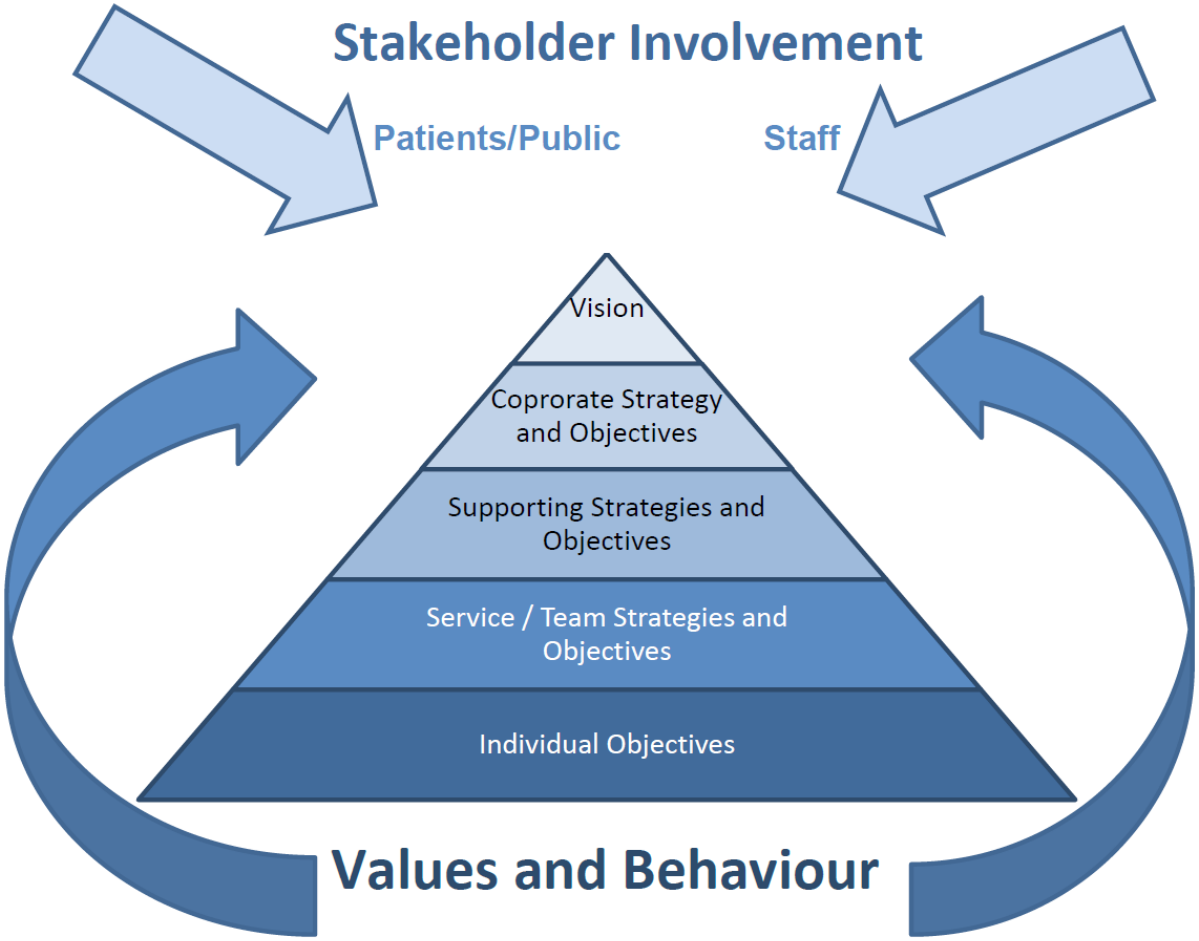
Strategic Development

Presentation to Board
By Jon Green, Chief Executive

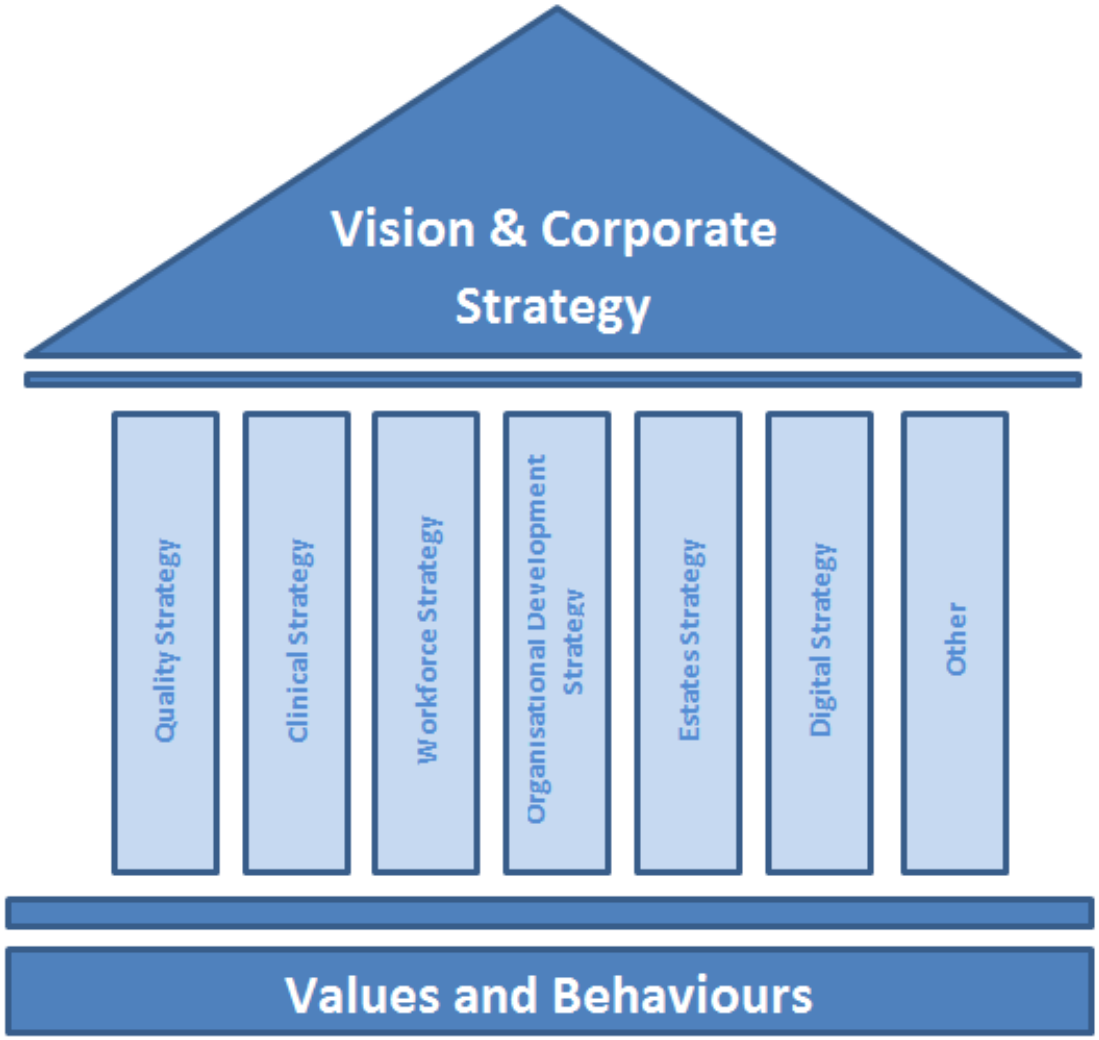
The Organisational 'Sandwich'

Vision and Strategy	**Our plans**
Organisational Development Quality Improvement Accountability Framework	**Our delivery tools**
Values and Behaviours	**What's important**

The Golden Thread

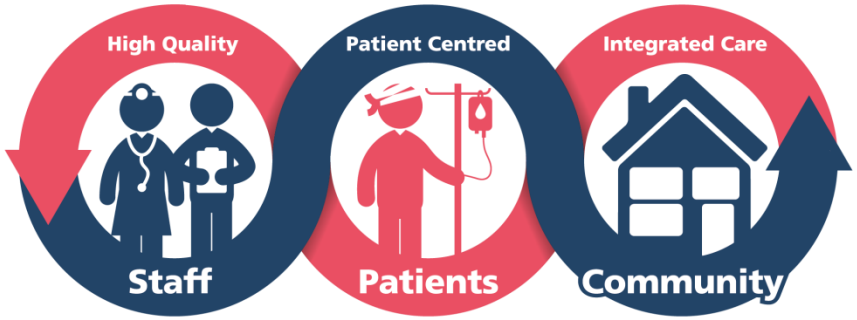


The Strategic Pillars



Our **Vision**

To deliver high quality, patient centred, integrated care for our community



Our **Values**

Our values define who we are. They encompass what we believe and how we will work together to deliver our objectives

*Our **Values***

Our values define who we are. They encompass what we believe and how we will work together to deliver our objectives.

Act Well

We take personal responsibility and respect the dignity and individuality of each person in our care, and the professionalism and skills of our team members.

- Welcoming patients as people; communicating in a manner that they will understand
- Accepting patients' beliefs and behaving ethically at all times whilst treating colleagues as equals
- Respect colleagues' opinions and suggestions and report any incidents of bullying and harassment
- Working collaboratively and constructively with others
- Always seeking ways to personally develop and willingly sharing knowledge and skills with others
- Having a smart professional appearance
- Taking pride in the hospital and the work we do here

Care Well

We care about providing safe, compassionate and attentive services for patients and a positive working environment for our colleagues.

- Placing patients' interests first and being overtly attentive to their needs
- Displaying compassion, empathy and exemplary professionalism at all times
- Maintaining safe clinical practice and upholding infection control standards
- Positive behaviours and attitude towards patients and colleagues
- Recognising my responsibilities and limitations and working within these, whilst acting appropriately and honestly to rectify any mistakes made
- Ensuring the highest levels of cleanliness throughout all settings
- Demonstrating accountability for our own actions

Listen Well

We will deliver forward thinking quality services through listening to, learning from, and empowering those I work with.

- Asking for and acting on patient feedback to continually discover new ways to improve the quality of patient care
- Learning from your own and others' service improvement ideas and mistakes
- Working with colleagues from outside your immediate team to ensure the best possible outcomes
- Patient and staff confidentiality at all times
- Having a can-do attitude to quality improvements; how can we can make our services safer and even better
- Seeking quality improvements every day and not giving up
- Actively looking for better ways to do things, innovating and improving

Strategic Priorities & Objectives

In order to deliver high quality, patient centred, integrated care, we will:

Provide care that is safe and supported	Give our patients positive outcomes	Provide a patient experience we can be proud of
Sustain safe births and supported childhoods	Strengthen our community's wellbeing throughout life	Support our patients to age with dignity
Optimise use of resources	Recruit, retain and develop our staff	Innovate and harness technologies

Next Steps

	May	June	July	Aug	Sept	Oct	Nov	Dec
Corporate Strategy								
Principal Risks (BAF)								
Quality Strategy								
Clinical Strategy								
Workforce Strategy								
OD Strategy (values and behaviours)								
Estates Strategy								
Digital Strategy								
Accountability Framework								
Quality Improvement Methodology								