

Trust Objectives

2023 - 2024

DELIVERING 5 STAR PATIENT CARE

★ Care

We will deliver care that is consistently high quality, well organised, meets best practice standards and provides the best possible experience of healthcare for our patients and their families

- Ensure patients in hospital remain hydrated, to improve recovery times and reduce the risk of deterioration, kidney injury, delirium or falls
- Continue to ensure the timely and effective assessment and care of patients in the Emergency Department
- Improve the early detection of deteriorating patients to improve timeliness of treatment

★ Safety

We will embed a culture of safety improvement that reduces harm, improves outcomes, and enhances patient experience. We will learn from mistakes and near-misses and use patient feedback to enhance delivery of care

- Implement and embed the new national Patient Safety Incident Response Framework (PSIRF)
- Create a unified safety culture for MWL
- Improve the experience for women and their families using the Trust's Maternity Services

★ Pathways

As far as is practical and appropriate, we will reduce variations in care pathways to improve outcome, whilst recognising the specific individual needs of every patient

- Improve the effectiveness of the discharge process for patients and carers
- Improve access to the Urgent Community Response Team
- Ensure the 28-day diagnosis target for suspected cancer referrals is met (NHS Faster Diagnostic Standard)

★ Communication

We will respect the privacy, dignity and individuality of every patient. We will be open and inclusive with patients and provide them with more information about their care. We will seek the views of patients, relatives and visitors, and use this feedback to help us improve services

- Implement a new speech recognition system to improve the turnaround times for clinic letters
- Improve complaints response times
- Ensure communications are accessible for all staff, and promote a single culture

★ Systems

We will improve Trust arrangements and processes, drawing upon best practice to deliver systems that are efficient, patient-centred, reliable and fit for their purposes

- Take forward plans to create a single electronic patient record via the Frontline Digitisation Programme
- Develop a single IT strategy for MWL
- Improve access to patient information for clinicians and reduce repetition in records



DEVELOPING ORGANISATIONAL CULTURE AND SUPPORTING OUR WORKFORCE

We will use an open management style that encourages staff to speak up, in an environment that values, recognises and nurtures talent through learning and development. We will maintain a committed workforce where our people feel valued and supported to care for our patients.

- Provide consistent support services to improve the health, wellbeing and resilience of staff
- Support the integration of teams into a single organisational structure
- Improve mandatory training compliance, so that staff are equipped with the core skills and knowledge they need to perform effectively
- Embed a standardised approach to annual appraisals to support staff to deliver high quality patient care
- Retain our current workforce and attract new staff, offering increased opportunities to develop their careers at MWL

OPERATIONAL PERFORMANCE

We will meet and sustain national and local performance standards

- Deliver the elective activity targets to reduce waiting lists
- Continue to improve ways that we deliver timely and effective assessment of patients requiring urgent or emergency care
- Maximise the productivity and effectiveness of clinical services through the use of benchmarking and comparative data e.g. GiRFT

FINANCIAL PERFORMANCE, EFFICIENCY AND PRODUCTIVITY

We will achieve statutory and other financial duties set by regulators within a robust financial governance framework, delivering improved productivity and value for money

- Work with healthcare organisations across Cheshire and Merseyside to develop and deliver opportunities for collaboration to increase efficiency
- Deliver the agreed financial plans for 2023/24
- Deliver the agreed capital schemes to increase capacity and improve clinical facilities for patients

STRATEGIC PLANS

We will work closely with NHS Improvement, and commissioning, local authority, and provider partners to develop proposals to improve the clinical and financial sustainability of services

- Continue to meet all regulatory and statutory responsibilities
- Work with place-based partners to improve the health of the local population
- Provide leadership and direction for the future of health and care services across all of our communities

www.merseywestlancs.nhs.uk