

# Trust Objectives | 2024 - 2025

## 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

- Continue to improve the experience for women and their families using the Trust's Maternity Services
- Ensure patients in hospital remain hydrated, to improve recovery times and reduce the risk of deterioration, kidney injury, delirium or falls
- Implement and deliver a new Trust-wide Nursing Pride quality programme to support consistently high-quality compassionate care

### ★ 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

- Continue to ensure the timely and effective assessment and care of patients in the Emergency Departments
- Maintain high levels of compliance with infection prevention policies to reduce avoidable healthcare associated infections
- Reduce avoidable harm by preventing falls

### ★ Pathways

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

- Continue to improve the effectiveness of the discharge process for patients and carers
- Ensure all diagnostic and treatment targets for cancer referrals are met
- Implement unified clinical pathways across MWL aligned to best practice

### ★ 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
- Complete the roll-out of the patient engagement portal (PEP)
- Develop innovative digital communications channels to ensure patients and staff can access clear information

### ★ 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

- Review clinical digital systems and develop a programme to unify systems to ensure collaborative working across the Trust
- Improve access to patient information for clinicians and reduce repetition in records
- Ensure staff across the Trust can access technology systems from any site and from any device

## 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.

- Launch the new Trust values and promote a positive culture across MWL
- Continue to provide accessible and proactive wellbeing support services to meet the needs of staff and managers
- Improve mandatory training compliance, so that staff are equipped with the core skills and knowledge they need to perform effectively
- Develop workforce plans to support with the delivery of the Trust's Clinical Strategy
- Empower staff to feel confident to suggest new ways of working in order to improve care, outcomes for patients and reduce health inequalities

## OPERATIONAL PERFORMANCE

We will meet and sustain national and local performance standards

- Maximise the capacity and efficiency of the Trust's resources to reduce waiting times for elective and diagnostic activity
- Continue to improve ways that we deliver timely and effective assessment of patients requiring urgent or emergency care
- Deliver activity targets assigned to the Trust by NHS England

## 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

- Deliver the agreed financial plans for 2024/25
- Deliver the agreed capital schemes to increase capacity and improve clinical facilities for patients
- Work with healthcare organisations across Cheshire and Merseyside to develop and deliver opportunities for collaboration to increase efficiency

## 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 deliver plans to fully integrate services and systems across MWL
- 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
- Deliver plans as part of the Shaping Care Together programme that will deliver sustainable clinical services at the Southport & Ormskirk hospital sites