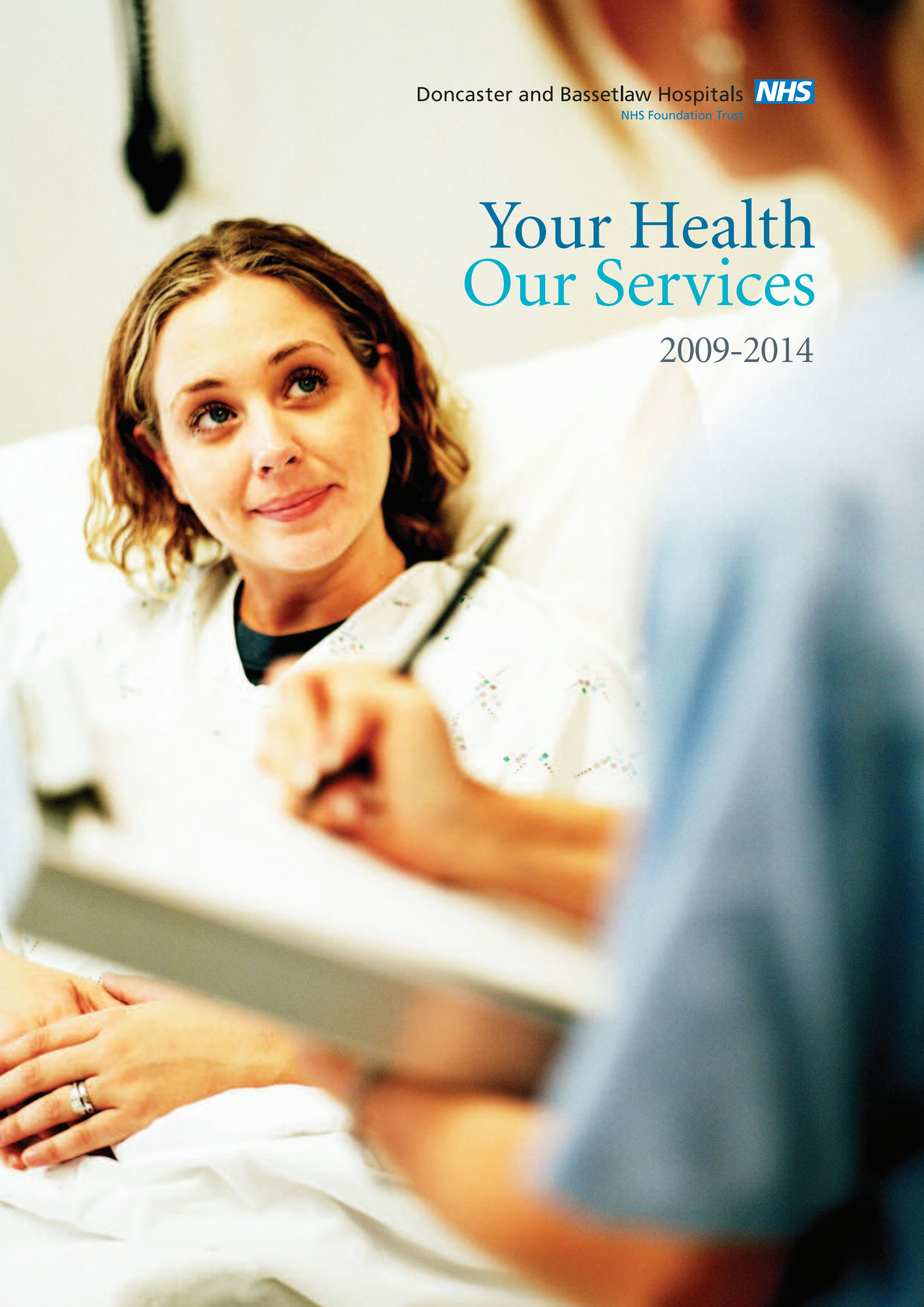


Your Health Our Services

2009-2014



introduction



Our aim is to provide the best quality healthcare.

We will do this by providing the best patient experience, providing care closer to where people live, and provided by the best staff in the right place.

In partnership with other health and social care organisations, we will improve the health of local people.

our services today

Since our hospitals became one of the first foundation trusts in 2004, there has been an increasing public expectation for even better services.

We have worked with our patients, Governing Body, members, staff, commissioners, and volunteers to develop a full range of services at five hospitals and in a number of community locations throughout Bassetlaw and Doncaster. Our hospitals are ranked highly in national league tables and patient feedback tells us our patients are largely satisfied.



key achievements

We are proud of our achievements to date:

- High performance levels recognised by the Care Quality Commission
- Excellent reviews of our cancer services, and waiting times among the shortest in England
- Named as a specialist surgical site for upper gastro-intestinal cancer
- Achievement of the national 18-week wait from referral to treatment target
- Reducing infection rates
- Expansion of critical care facilities
- Expansion of solid tumour chemotherapy services
- A renal (kidney) service at Doncaster Royal Infirmary with outpatient services at Bassetlaw Hospital and Montagu Hospital
- A systematic review of our clinical and support services, *Ambitions for the Future*
- Continued investment in technology and the patient environment.



where we're going in 2009-2014



The strategy for 2009-2014 sets out our future direction with five strategic goals. Each of these goals has a series of objectives that are the basis of how the Trust is managed during 2009/10.

Every member of staff will have objectives derived from these strategic goals, which follow:





the best patient experience safety & quality

Patients and the public deserve to receive high quality healthcare and we aspire to provide exceptional standards of care for all, by all.

The Board of Directors is committed to high-quality care:

- **Safety:** stop all harmful clinical events
- **Effectiveness:** annual improvement in death rates
- **Patient experience:** keep patients at the heart of everything we do.

We will:

- Implement the Quality Improvement Strategy
- Implement the Leading Improvement in Patient Safety (LIPS) programme
- Improve clinical outcomes
- Engage with patients to improve quality
- Reduce Healthcare-associated Infection (HCAI)
- Improve the patient environment
- Improve physical access to the hospital sites
- Extend the Productive Ward initiative.



STRATEGIC GOAL 2

effective and efficient use of resources

In order to provide excellent healthcare and introduce new models of care, the Trust needs to be in sound business health. This means improving efficiency and increasing the surplus in order to invest in future developments.

We will:

- Generate a surplus for investment
- Achieve the annual savings target
- Reduce sickness absence levels
- Comply with the European Working Time Directive
- Make £24.2m savings over the two financial years 2010-2012
- Participate in the Yorkshire and the Humber carbon reduction programme
- Agree a clinically-driven Information Management & Technology strategy.



STRATEGIC GOAL 3

investing in staff leadership and management

Our ambitions will be delivered by our staff.

We will:

- Have appraisal and job plan reviews for medical and dental staff
- Have appraisal and objective setting for other staff
- Manage performance
- Review our internal management arrangements
- Have more effective communication
- Increase participation in health research.



STRATEGIC GOAL 4

sustainable future

Patients tell us that they want to have some services closer to where they live. The DBH@ project has listened to patients and commissioners and is moving some services to new community bases. *Ambitions for the Future* is the Trust's clinical strategy that will develop new models of care.

We will:

- Draw up development control plans for each site owned and operated by the Trust
- Provide convenient care closer to patients' homes
- Implement *Ambitions for the Future* strategy.



STRATEGIC GOAL 5

accountability and public confidence

We are accountable for continually improving the quality of our services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

We will:

- Have stronger governance – compliance and regulation
- Maintain our Terms of Authorisation from Monitor
- Assess and plan for potential emergencies or risks of the disruption of services
- Ensure maximum preparedness for pandemic influenza
- Ensure maximum preparedness for any form of health incident
- Work with governors and members to grow the membership.

more information

For more information or to comment
on *Your Health Our Services*, please:

- visit our website: www.dbh.nhs.uk
- e-mail ian.greenwood@dbh.nhs.uk
- phone Ian Greenwood, Director of Strategic & Service Development, on (01302) 366666 ext 6020.

See our 'Your Health Our Services' poster sites around the hospitals
for the steps we're taking each year to achieve our strategic goals.