



The Trust's Mission, Vision, Values and Goals

MISSION

To respond to patients' emergency and urgent care needs quickly and safely to save lives, reduce anxiety, pain and suffering

VISION

To be an organisation that is committed to delivering high quality services to patients and continue to develop ways of working to ensure patients receive the right care, in the right place at the right time

VALUES

RESPECT AND DIGNITY: We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.

COMMITMENT TO QUALITY OF CARE: We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time.

COMPASSION: We ensure that compassion is central to the care we provide and we respond with humanity and kindness to each person's pain, distress, anxiety or need.

IMPROVING LIVES: We strive to improve health and well-being and people's experiences of the NHS.

WORKING TOGETHER FOR PATIENTS: We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals inside and outside the NHS.

EVERYONE COUNTS: We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind.

STRATEGIC GOAL 1:

Safe, Clinically Appropriate Responses

Delivering high quality and compassionate care to patients in the most clinically appropriate, safe and effective way.

STRATEGIC GOAL 2:

Right People, Right Skills, Right Values

Supporting and enabling greater local responsibility and accountability for decision making; building a workforce of competent, capable staff who are flexible and responsive to change and innovation

STRATEGIC GOAL 3:

24/7 Emergency and Urgent Care

Influencing local health and social care systems in managing demand pressures and developing new care models. Leading emergency and urgent care systems, providing high quality services 24 hours a day, seven days a week

STRATEGIC GOAL 4:

Creating Organisational Strength

Continue to ensure the Trust is sustainable, maintaining and enhancing financial stability. In this way the Trust will be capable of continuous development and transformational change by strengthening resilience, capacity and capability