

# Our aims and objectives

## Trust mission statement

To respond quickly and safely to patients' emergency and urgent care needs, at every stage of life, to reduce anxiety, pain and suffering

## Trust vision statement

Exceptional patient care delivered by exceptional people

## Trust values

The Trusts values are aligned to those of the NHS Constitution:

### **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;

### **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;

### **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 Goals

The Trust has three strategic goals for delivery over the life of this Strategy each underpinned by a number of initiatives

### SG1: Every Patient Matters

Delivering compassionate, clinically effective care across all Trust services that is safe, responsive and provides confidence and reassurance to patients and their families.

- Deliver the new clinical quality indicators
- Further develop the 'hear and treat' pathway
- Rollout Community First Responder lifting scheme
- Develop Always Events
- Deliver achievable performance
- Refine clinical triage effectiveness
- Deploy remote triage
- Collaboration

### SG2: Every Team Member Matters

Delivering strong, inclusive and caring leadership to a team made up of the right people, with the right skills, values and behaviours.

- Improve and develop our culture
- Ensure a sustainable supply of people
- Develop our future leaders
- Improve the wellbeing of our people
- Embed Time to Care

### SG3: Every Pound Matters

Delivering robust financial discipline, including reduced variation and increased productivity and efficiency, to ensure "healthy" finances.

- Embed Lord Carter recommendations
- Embed the Transition Plan
- Manage service change impact
- Only 'spend what we have'
- Deliver affordable quality