

## Our Vision

### 'Outstanding Care delivered by Outstanding People'



**Stuart Bell CBE**  
Chief Executive

*The challenge of meeting growing care demands and meeting public expectations with fewer resources is huge and requires changes that are wide-ranging.*

Patients, families and carers are central to planning and carrying out care to achieve the outcomes that matter to them. We will be successful if we work well as teams with other care providers in the system. Importantly, I want all of our teams to feel confident and empowered to make decisions that improve the outcomes and experiences of patients and their families.

## Our Priorities

- 1 To improve the quality, safety and efficiency of care by transforming services
- 2 To make care a joint endeavour between staff, patients, families and carers
- 3 To support our leaders and develop our culture of continuous innovation and improvement
- 4 To ensure Oxford Health NHS FT is high performing, financially viable and a great place to work
- 5 To lead research and adopt evidence that improves the quality and outcomes for patients
- 6 To maximise the value of digital and technology that enhance the electronic health record and improve our efficiency



### Outstanding care

- Focused on patient outcomes, safety and experience
- Continuous improvement culture – Oxford Healthcare Improvement Centre as our centre of excellence
- 'Ward to board' governance to quickly address issues
- 'Go Digital' to enhance patient care and access
- Building on our 'Good' CQC rating (November 2018) to achieve 'Outstanding'



### Outstanding people

- Staff are passionate about the wellbeing of patients
- Career development – training and accreditation
- Supported staff – Developing skills and experience to deliver the best possible care
- Focus on retention e.g. career advancement, family-friendly employer, rewards and benefits
- A focus on equality, diversity and inclusion

## Our Values



### Caring

Put patients first  
Be understanding  
Show respect  
Listen and communicate



### Safe

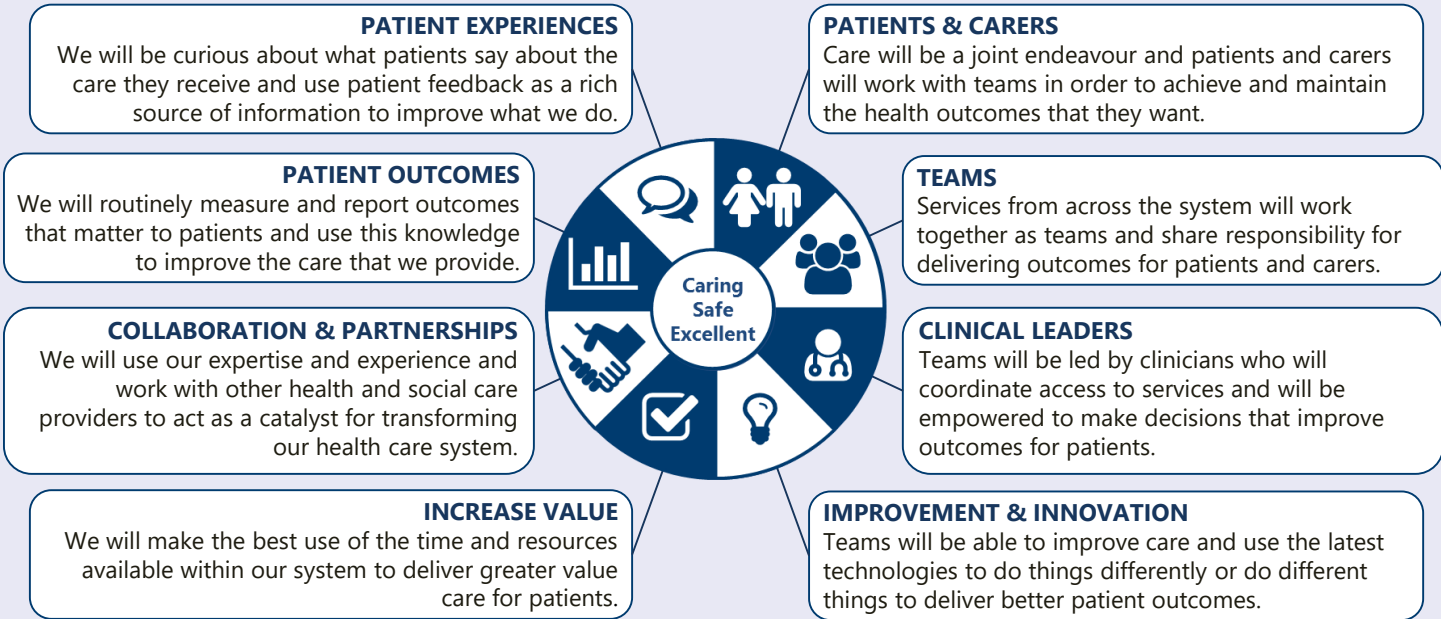
Create a safe environment  
Be self aware  
Be open and honest  
Give and receive help



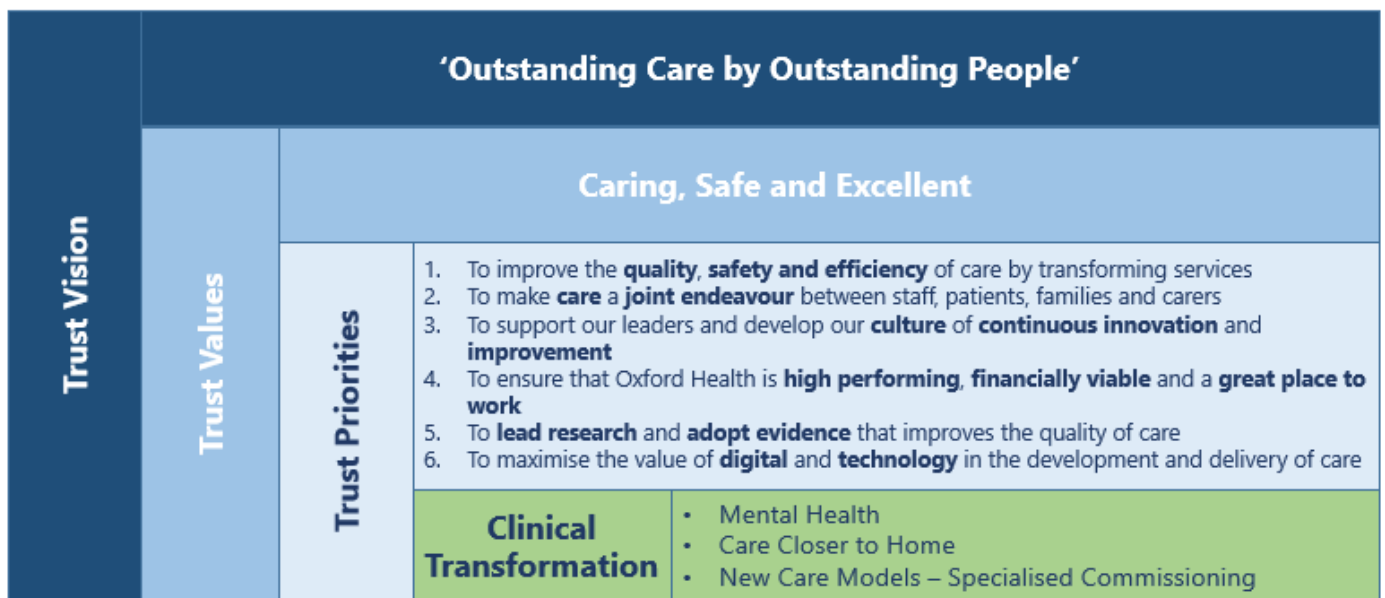
### Excellent

Be the best  
Take pride  
Learn and improve  
Work together  
Be professional in everything we do

## Our ways of working - how we do things



## How this all fits together



**Enablers:** Quality, IM&T/Digital, Learning & Development, Workforce, Estates, Finance, Research & Development, Professional Leadership, Communication and Engagement, Performance Mgt

1

## **To improve the quality, safety and efficiency of care by transforming services.**

Being **caring, safe, responsive, effective and well-led** is at the heart of the **OHFT Quality Account**. Teams are working to continuously improve the care we deliver and meet the expectations of patients, families and carers.

It is fundamental that teams are empowered and equipped to always be able to make improvements in the safety and quality of the care we provide. The foundations have been laid in OHFT to build this improvement capability at scale. Our **Quality Improvement** approach will develop expertise across the whole organisation, in all teams to ensure that we can implement, measure and sustain improvements consistently

2

## **To make care a joint endeavour between staff, patients, families and carers.**

Our patient and carer involvement and experience strategy has been developed to put patients at the centre of everything we do. Its 3 main aims are:

**Patient-centred care** that ensures care is tailored to the needs, circumstances and preferences of the person receiving care. **Acting on feedback**, recognising the valuable insights patients, carers and families offer us to improve the work we do. **Patient involvement in designing services**; providing opportunities for patients, carers and families to identify issues and actions to improve how care services are designed and delivered.

3

## **To support our leaders and develop our culture of continuous innovation and improvement.**

The more committed we are to OHFT and the more we recommend it as a place to work or receive treatment, the better patient experiences and outcomes will be. This is why OHFT is continuing to support **effective team-working** and develop great **leadership** throughout the organisation. We are doing more to listen and respond to what staff tell us in surveys and learn together at staff conferences and staff networks.

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## **To ensure Oxford Health NHS FT is high performing and financially sustainable**

Effective stewardship of care resources is everyone's responsibility to ensure that we deliver the **best value care**. OHFT, like every care provider, is finding ways of doing things differently or doing different things to **maximise the value of investments available** and to **improve productivity**

In collaboration with our partners across work is already underway to better understand the health and care needs of the population both now and into the future. This is linked to work that is also being undertaken within the Trust to improve how demand and capacity is managed so that resources can be focused on areas of greatest need.

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## **To lead research and adopt evidence that improves the quality of care**

Innovation, research and learning is a core part of everyone's role. As part of **Oxford Academic Health Science Centre** we have access to world leading research. We host the **Oxford Collaboration for Leadership Applied Health Research and Care** which gives us the opportunity to translate cutting edge research into practice and spread and learn with other members of the **Oxford Academic Health Science Network**.

We are building close collaborations with care providers and academic institutions across the Oxfordshire and sub-regional systems; and new developments in research will benefit people's health now and into the future.

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## **To maximise the value of digital and technology in the development and delivery of care**

The electronic health record (EHR) is fundamental to the delivery of modern health and care services. By enabling services to 'go digital', patients, carers and families will be able to interact with their care providers in a much more efficient, integrated and personalised way. The use of emerging technology will also contribute to ongoing delivery of care and enable services to be delivered much closer to home.

It will also provide better access to **information** that matters not just within the NHS but also with partners, enable greater transparency and help us to continuously improve care. Ensuring that the right care is delivered in the right place and at the right time.