



### Quality must dos

- Work with commissioners to implement a Roadmap to ensure the services we offer are evidence based, high quality, value for money and compatible with new ways of delivering healthcare
- To monitor and review capacity, demand, waiting lists and manage identified risks appropriately to ensure safe care
- Improve communication across the business unit
- Enable staff to influence change
- Continue to develop our learning and feedback culture
- National and local quality improvements including CQUINs, SDIPs and DQUIPs

### Focus on... our staff

Continue to develop and support a responsive, flexible and dynamic workforce by living by our values and seven magnificent behaviours

# Specialist Services: Plan on a Page 2018/19