

**NHS Trust** 

## **Quality** priorities

• We champion quality by making sure that we all use the following tools to help us:

Quality Challenge Plus / Quality Boards / Safety Huddles / Clinical quality outcome measures / **Quality Impact Assessments** 

- We learn from listening to feedback and this helps us to develop
- We use both local and national quality improvements
- measures to check how we are doing

## Focus on... our staff

- Our teams are encouraged to contribute to improvements
- We check how our teams are doing through development sessions, staff morale surveys and team meetings
- We continue our drive to recruit and retain the best staff with a focus on training and development and diversity and inclusion
  - We are committed to promoting Health and Wellbeing at work
    - Our aim is to make sure team members enjoy coming to work and feel valued in their role

You use technology to help me manage my care and access the services I need

You look after your staff so that they can look after me

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You develop and grow services to make sure I get the best community care to meet my needs meet my needs

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Il services remain 'tender ready' hospital stay you help me to return **3.** Ensure all s

**Specialist Services:** Plan on a Page 2019/20

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<u>'</u> Influence You make sure services

meet my needs by measuring what matters to me

Whatever my situation you deliver services to help me, this includes if I find myself homeless or detained in a secure setting access to specialist nursing support wherever I live in the City

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