



# Our 2021-2026 Strategy at a glance

We've set out a new vision that says together we will deliver the best quality and safest care to the communities we serve.

We are already delivering on this vision every day in lots of different ways but that doesn't mean we don't have challenges... the need to make cost savings and improve efficiencies and a landscape that includes different system partners as well as a CQC rating of Requires Improvement means we have a lot to focus on to make sure that we continue to do what we say we are going to do!

Our Vision and Values have been developed with the feedback of over 2,500 staff, patients and visitors who told us what matters most to them.

Delivering the best quality and safest care requires teamwork. Within our organisation this means staff supporting each other to achieve our shared ambitions. Outside of our hospitals it's about working more effectively with other providers across the health and social care sector.

## Our Objectives and Priorities

- ▶ Providing the best care and support
- ▶ Be a great place to work
- ▶ Maximise our potential to improve
- ▶ Provide seamless care working with our partners
- ▶ Be a digital pioneer and centre for excellence
- ▶ Improve our infrastructure

Our Strategy will be delivered through seven enabling strategies

Clinical Service Strategy

Patient Experience, Quality & Safety Strategy

Research and Innovation Strategy

Digital Strategy

Workforce and Education Strategy

Financial Strategy

Estates Master Plans

# Our Priorities

Over the next five years, our strategic intention is to provide outstanding care across Wirral through our hospital sites and units, as a lead provider within the Wirral system. We will be a Hospital Trust that patients, families and carers recommend and staff are proud to be part of.

Our Strategic Objectives and Priorities have been derived from a process of reviewing national, regional and local contexts and detailed strategic analysis, as well as feedback from the series of strategy development workshops we held with staff and stakeholders in January and February 2020.

## OUTSTANDING CARE

### Provide the best care and support

- ▶ Empower patients through their care journey
- ▶ Improve patient flow, ensuring the patient is in the right place at the right time
- ▶ Strive to deliver intimate and personal patient experience
- ▶ Provide services in the most appropriate and accessible setting
- ▶ Embed a culture of safety improvement that improves outcomes

## COMPASSIONATE WORKFORCE

### Be a great place to work

- ▶ Develop and maintain a healthy organisational culture based on our values
- ▶ Retain, attract and recruit high calibre and skilled staff
- ▶ Support our staff to enjoy the best health and wellbeing
- ▶ Invest in our staff's continuous learning, education and innovation

## CONTINUOUS IMPROVEMENT

### Maximise our potential to improve and deliver best value

- ▶ Embed a culture of improvement and transformation
- ▶ Reduce variation in care pathways to improve outcomes
- ▶ Use our resources effectively and sustainably, so we can improve our services
- ▶ Create the conditions for clinical research to flourish

## OUR PARTNERS

### Provide seamless care working with our partners

- ▶ Integrate care to prevent ill-health, improve wellbeing and meet the needs of the Wirral population
- ▶ Deliver system partnerships which improve outcomes for our patients
- ▶ Leverage our clinical expertise to drive clinical quality and influence system working
- ▶ Build partnerships with academic institutions to develop research and education capability

## DIGITAL FUTURE

### Be a digital pioneer and centre for excellence

- ▶ Use digital technology to reduce waste, automate processes and eliminate bottlenecks
- ▶ Empower patients with the data and tools to manage their own health and wellbeing
- ▶ Allow business intelligence to drive clinical decision making
- ▶ Use health information to enable population health management for the Wirral

## INFRASTRUCTURE

### Improve our infrastructure and how we use it

- ▶ Effectively use our estate to support the delivery of care
- ▶ Delineate the role and functions of the hospital sites
- ▶ Develop the case for the upgrades of the hospital campuses
- ▶ Improve travel and transport to our hospital campuses
- ▶ Promote sustainability and social value