

OUR ANNUAL PLAN 2023-24 IN SUMMARY



Our annual plan translates our trust strategy into yearly objectives. These are aligned to our aims and work towards achieving our vision: **to provide the right care, at the right time, in the right place, every time.**

| Strategic aims: | Provide high-quality, inclusive care | Be a brilliant place to work | Work together to shape a better future |
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| Objectives: | Create a work environment which promotes safety and supports improved clinical practice and patient experience. | Improve the health, wellbeing and safety of our people. | Design a sustainable operational model and improve sustainability, productivity and efficiency. |
| What you'll see in the 2023/24 plan: | <ul style="list-style-type: none"> • Use of safety culture surveys across services. • An improved way of dealing with incidents and complaints that embeds the 'just learning' principles. • Improvements to feedback and reporting when things go wrong and right. • Access to more audit data to learn and improve. • Improved tracking of medical devices. • Increased Freedom to Speak Up guardians and safety champions. • Quality improvement projects to enhance clinical practice. • Improved technology including the ability to refer patients to other health services from scene using Servicefinder (the Directory of Services) using IPADs. • Access to concise, clinically approved patient information. • New digital skills trainers to support with new technology. | <ul style="list-style-type: none"> • The introduction of a wellbeing co-ordination team. • Improved management of maternity experiences. • The development of the making a difference programme for leaders. • Improvements to make the work place a safer environment, including a focus on protecting staff from violence, aggression, harassment or inappropriate sexual behaviour. • Improved career pathways and increased visibility and accessibility of recruitment. | <ul style="list-style-type: none"> • A re-designed service delivery operational model across 999, 111 and PTS. • A new leadership structure in contact centres. • The completion of the urgent and emergency care (UEC) leadership review. • New rotational working opportunities for clinicians. • Increased number of ambulances and response vehicles. • Changes to improve our response to major incidents. |
| Benefits for our staff, patients and community: | <ul style="list-style-type: none"> • Improved patient and family engagement following adverse incidents. • Clinicians will have more information about your medical history, to make informed decisions. • Access into a wider variety of services so that you can receive the right care first time, which may mean you don't need an emergency ambulance. • Improved care if you are struggling with mental health. | <ul style="list-style-type: none"> • Staff who have better support and are able to be at their best when caring for patients. | <ul style="list-style-type: none"> • Ambulances getting to you more quickly if you need emergency care. • More access into a wider variety of services if you have an urgent care need, avoiding a trip to A&E if possible. • A reduction in our carbon footprint and the impact our clinical waste has on the environment. |