

OUR VALUES, VISION, MISSION, STRATEGY AND OBJECTIVES

The Trust's vision, mission and strategy are encapsulated in the WWL Wheel. It outlines our priorities for the future and emphasises our commitment to quality, putting patients and our values at the heart of everything we do.



Whatever our job, delivering a high quality service is our first priority. Service quality is the single most important factor for patients when they are choosing where to go for care and treatment and is therefore critical to the success of the Trust.

- Our Mission is to provide the best possible health care for all our patients
- Our Vision is to be in the top 10% of everything we do
- Our strategy is to be safe, effective and caring

The WWL Wheel is designed to make our strategy simple and easy to understand. It is about what we do and how we do it.

The Wheel has been designed as a lasting framework which will help us to communicate our future plans and measure our performance. It recognises the importance of engaging with staff to help shape and achieve our aims and objectives. It gives us a simple framework to support staff development so everyone can understand how they can play their part in achieving the Trust's aims and objectives.

At the centre of the Wheel is our strategy for quality which is to be:

- Safe – which means it's our job to protect patients against harm in the hospital
- Effective – which means it's our job to treat patients efficiently with good clinical outcomes
- Caring – which means it's our job to care compassionately for patients and to meet their personal needs

WWL Corporate Strategic Objectives 2015 - 2018



Performance

To be in the top 10% nationally for all performance league tables:

- For **Safe**, this means for HSMR; SHMI; Safety Thermometer; Cancer 2 Week Wait; 18 Week Referral to Treatment; and PLACE
- For **Effective**, this means for A&E 4 Hour waiting; Diagnostic 6 week wait; Continuity of Service Rating (CSR)
- For **Caring**, this means for Friends and Family Assessment; National Patient Survey results; and National Staff Survey (Staff Engagement).

Innovation

To invest at least £300k each year in new projects identified as having at least a two to one payback measured in finance and/or the equivalent in quality. To operate an innovation hub.

Leadership

To have year on year 10% improvement in leaders living the values of WWL, measured by the LVQ and achieved through coaching , leadership programmes and talent management.

Information

To develop a Borough wide dashboard of key information on quality, safety and performance. To continue to take steps to keep information safe.

Staff Engagement

To continuously improve staff engagement, energy and well-being increasing the positive pulse check score year on year.

Investment

To complete all developments in the Capital Plan up to 2018, on time and on budget.

Partnership

To collaborate with partner organisation in delivering on key strategic issues, such as integrated care and GM devolution and to develop a sector based single service proposition in response to Healthier Together.

WWL Annual Corporate Objectives 2015/16



Performance

To achieve at least a 5% improvement on all Safe, Effective and Caring metrics, where possible, compared to 2014/15 performance.

Innovation

For 2015/16 ensure all staff are fully engaged with the HIS implementation programme and that all service lines have the opportunity to provide innovation ideas at least twice a year.

Leadership

To have 100% Band 7+ staff completing the Leadership Values Questionnaire prior to the 2015/16 PDR cascade.

Information

To reduce the overall number of Information Commissioner Office complaints by 5% and to have a live Borough wide dashboard in place by Q3.

Staff Engagement

To score an average of at least 75% positive in the pulse check scores.

Investment

To agree a financially balanced capital investment plan for 2015/16 and spend within 15% of plan. To complete Wrightington Phase 1 by February 2016.

Partnership

To have developed a viable North West Sector single service implementation plan by Q3, including balanced activity assumptions and to agree Wigan-wide integrated care assumptions by Q2.