Working together for excellent care in Buckinghamshire

A vision and strategy for Buckinghamshire Healthcare NHS Trust 2015 - 2020

Safe & compassionate care, every time
At Buckinghamshire Healthcare NHS Trust we provide acute and community care in people’s homes or from one of our five community hospitals at Amersham, Thame, Marlow, Buckingham and Chalfonts and Gerrards Cross or our two acute hospitals at Wycombe and Stoke Mandeville. We care for patients from across Buckinghamshire and the borders of Oxfordshire, Hertfordshire, Berkshire and Bedfordshire. Our specialist burns and plastics services are regional centres of excellence and our internationally recognised National Spinal Injuries Centre sees patients from across England.

We have around 6,000 highly trained doctors, nurses, midwives, health visitors, therapists, healthcare scientists, support staff and volunteers all working to deliver the best healthcare to our patients; from newborn babies to elderly people needing help to live independently at home.
Welcome

We want to be bold in how we deliver care to our patients. Our vision and strategy sets the direction for our organisation and how we will make a difference; it describes where we are going and how we are going to get there. Everything set out in our strategy, and everything we do, will help us achieve our ambition of providing safe and compassionate care, every time.

The NHS is facing pressures nationally; the population is living longer, managing with more long-term conditions and patient expectations are rising. We need to be ready to meet this demand. Over the next five years we will radically change the way we deliver healthcare. We want to move from the hospital being the first point of contact for a patient. Working with our partners, we will build and develop our community and primary care services so that patients can access health advice, support and care in their communities and closer to their homes. We will increasingly provide health promotion and well-being programmes to help keep the population of Buckinghamshire well and healthy.

We are one of the few trusts in the country to be integrated and this provides a great opportunity. We will put our patients, not our hospitals, at the heart of our services. We will improve how we work together with our partners, for example with GPs, mental health services or social care providers, to deliver models of care that are focussed on the interests of our patients. We want our patients to receive the right care, in the right place, by the right people, first time.

We have already made great strides in improving the quality of care we provide and the overall patient experience. This remains a priority for us. Using our strategy we will set objectives and activities which will ensure all our staff are focussed on working towards the same outcomes. Our strategy will ensure we have the right support for our staff, and make the best use of the resources we have. We will ensure our services are financially and clinically sustainable, and we are able to offer high quality accessible care to our local communities.

Our strategy has been developed based on what we’ve heard from our staff, patients and the public and this summary document sets out our plans and priorities for the next five years.

Our mission

Safe and compassionate care, every time.

Our values

To help us achieve our mission we have five promises which underpin everything we do:

1. **Clean and safe** practice, clinics and hospitals so you never need to unduly worry
2. **A caring, helpful and respectful** attitude from approachable teams, who listen to you, involve you in decisions about your care and ensure you’re clear about what to expect
3. **Respect for your time** with care closer to home, offering choice and flexibility with a minimum of delays and cancellations
4. Easy access to **comfortable and modern** facilities, offering privacy and dignity, personal space and good healthy food
5. **The best clinical care** from teams of skilled healthcare professionals, who help you improve and maintain your health
Our mission and strategy 2015 – 2020

We will deliver safe and compassionate care, every time through collaboration, integration and partnership.

Our quality improvement strategy, clinical strategy and support strategies will shape our activities so our staff are working together to deliver high quality, seamless care; whether it’s care delivered in hospital, in the community, in a patient’s own home or by one of our partners such as GPs or social care.

We will develop excellence in our community services and our acute specialist services. We will use our skills and expertise, technology and our estates differently to deliver care where our patients need it and we will work with our partners in health and social care to deliver our plans.
Our clinical strategy

Our clinical vision is to be an integrated care and specialist NHS provider supporting health and well-being and delivering safe and compassionate care every time for the Buckinghamshire population and beyond.

By 2020 we will develop:

- **Integration** of hospital, community and primary care services which are shaped around the needs of every adult and child
- **Emergency and urgent care** services for the local population which maximise the chances of survival and good recovery
- **Planned services** which are seen as some of the best in the country for patient outcomes, access and efficiency
- **Specialist services** that are renowned regionally and nationally as centres of excellence

This will mean patients have the right care delivered to them at the right time, reducing unnecessary visits to hospital and improving communication between different services. Our patients, and their families, will be involved in decisions about how and where their care is delivered.

We will give swift access to our services when they are needed and ensure patients have expert and skilled staff caring for them.

We will have healthy living advice and support available at every contact and will improve the way we communicate with patients using the benefits made available to us through technology.

Our quality improvement strategy

We have three clear goals – to **reduce mortality**, **reduce harm** and ensure a **great patient experience**.

Quality improvement continues to be at the heart of all our activity. It provides us with a framework and focus to continue making improvements and enables us to provide the right care, right place, right time, first time.

Our supporting strategies

In order to achieve the Trust’s vision for the future, the following are also in place:

- An **estates** programme so we make the best use of our hospitals, estates and facilities
- **IT** which will help us use technology and innovation to drive improvement
- Developing our **people** to make sure we have skilled and committed individuals who live our vision, values and behaviours
- A strong **financial** foundation to ensure we deliver value for money care
Leadership

We recognise that delivering our strategy requires strong leadership. The Trust Board is responsible for Buckinghamshire Healthcare NHS Trust and everything we do. The Board is made up of the chair, five non-executive directors and five executive directors.

How we work

Clinicians are at the heart of our decision-making and our day-to-day working. Our clinical divisions are led by a divisional chair, an assistant chief operating officer and an associate chief nurse who, along with service delivery units, manage the day-to-day running of the clinical services.

In addition, the Trust is supported by a whole range of other teams including information, governance, IT, human resources, facilities and others, who work together to help provide our services.

How we listen

There are many ways for staff, patients and the public to get involved with the Trust and feedback comments and suggestions.

Speak Out Safely pledge

We want every member of our staff to feel able to raise concerns and highlight wrongdoing or poor practice if they see it. We promise that where staff identify a genuine patient safety concern, we will support them, fully investigate and, if appropriate, act on their concern. Our staff, including volunteers and external contractors, already have a range of routes available to them to raise concerns within the Trust, including senior managers’ ward walkabouts, staff coffee mornings or through their manager, as well through our Raising Concerns policy should staff wish to remain anonymous. The Speak Out Safely hotline is 01296 316231.

Becoming a member

We want to develop a membership that is representative of the communities we serve, who can help support and develop our services. If you are over the age of 16 and live in Wycombe, Aylesbury Vale, Chilterns, South Bucks or have used one of our services and live elsewhere them you can become a member. Contact us on 01494 734149 or email ft@buckshealthcare.nhs.uk
Keep up-to-date

There are many ways to get involved with the Trust and keep up-to-date with what’s happening.

Follow us on Twitter www.twitter.com/buckshealthcare

or Facebook www.facebook.com/buckshealthcare

Subscribe to our e-newsletter BHT Connect:
www.buckshealthcare.nhs.uk/BHTConnect

Share your comments, complaints or compliments on our feedback website:
www.buckshealthcare.nhs.uk/feedback

Or contact our Patient Advice and Liaison Service (PALS):

PALS@buckshealthcare.nhs.uk

01296 316042/01494 425882

Stoke Mandeville Hospital, Mandeville Road, Aylesbury, Bucks, HP21 8AL or Wycombe Hospital, Queen Alexandra Rd, High Wycombe, Bucks, HP11 2TT