

Our Priorities 2019/2020



**Bury & Rochdale
Care Organisation**
Northern Care Alliance NHS Group

*Saving lives,
Improving lives*

by delivering highly reliable care and services,
at scale, which are trusted, connected and pioneering.

Bury & Rochdale Care Organisation Priorities



1. Pursue quality improvement to ensure safe, reliable and compassionate care

This means

- Reductions in core patient /service user harms each year
- Improvements in mortality indices each year
- Achieving Care Quality Commission rating of Good or Outstanding

In order to achieve this we will:

- Reduce actual & potential harm to patients
- Embed a formal process for receiving and reviewing patient, public carer feedback
- Use quality improvement (QI) techniques to ensure reliable and safe care



2. Improve care and services through partnership, integration and collaboration

This means

- Our local populations will be kept healthy, safe and well in our communities, access our hospitals less and go home sooner
- We will be a valued partner to other organisations

In order to achieve this we will:

- Implement new models of care
- Continue to work with partners and commissioners, playing an active role in local care alliances
- Continue to develop our Local Care Organisations to improve patient care across Bury & Rochdale



5. Deliver operational excellence

This means

- Delivering urgent, planned and cancer care improvements to achieve our targets
- Developing and implementing Standard Operating Models to eliminate unwarranted variation

In order to achieve this we will:

- Deliver national mandatory access targets
- Continue to benchmark against national standards and best practice
- Continue to implement standard ways of working to ensure reliability and performance improvements



3. Deliver the financial plans to ensure stability

This means

- Improved financial performance year on year
- Operational efficiency and workforce productivity metrics are met each year

In order to achieve this we will:

- Continue to work towards delivering better care with lower cost
- Develop a sustainable financial framework to support transformation schemes
- Reduce what we spend on temporary staffing



6. Develop and implement our Service Development Strategy and the Northern Care Alliance enabling strategies

This means

- Reliably delivering our plans so that benefits can be achieved in agreed timescales

In order to achieve this we will:

- Continue good working relationships with shared services within the Northern Care Alliance
- Engage and implement best practice recommendations from external reviewers



4. Support our staff to deliver high performance and continuous improvement

This means

- More people will recommend us as a 'Place to work' and 'Place for care'
- We will deliver on training, coaching and talent development plans

In order to achieve this we will:

- Ensure our workforce has high levels of engagement and involved in the decisions that affect them
- Develop our workforce, recognising skill, potential talent and uniqueness
- Consistently support the improvement of the health and wellbeing of our workforce



7. Deliver excellence in research and education programmes

This means

- Through our research we will improve care and outcomes for our populations
- We will enable our staff to reach their potential

In order to achieve this we will:

- Continue to grow our research portfolio and number of participants in research trials
- Develop and expand our medical education provision
- Evaluate the impact of integrated care schemes, with research partners

Our Alliance Priorities:



1. Pursue quality improvement to ensure safe, reliable and compassionate care



2. Improve care and services through partnership, integration and collaboration



3. Deliver the financial plans to ensure stability



4. Support our staff to deliver high performance and continuous improvement



5. Deliver operational excellence



6. Develop and implement our Service Development Strategy and the Northern Care Alliance enabling strategies



7. Deliver excellence in research and education programmes

Our services will be:

- **Evidence based** and of the **highest quality**
- **Highly reliable:** high quality whatever the day of the week or hour of the day
- **At scale:** creating benefits for people through standardisation of best practice
- **Trusted:** providing safe, effective and compassionate service
- **Connected:** seamlessly delivering what matters most to people and communities
- **Pioneering:** continuously innovating and improving services.

