

Our Priorities 2019/2020



North Manchester
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.

North Manchester 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:

- Deliver the Quality Improvement Strategy
- Implement reliable mortality review processes
- Fully implement "Reality Rounding"
- Improve the reliability of all clinical services
- Develop effective pathways and improvements in Venous Thromboembolism (VTE), sepsis and diabetes
- Develop and implement Local Safety Standards for Invasive Procedures (LocSSIPs)



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:

- Deliver 'Making Safety Visible' using quality improvement methodology
- Fully implement SAFER and structured ward rounds on all medical and surgical wards
- Support the Shared Hospital Services model
- Deliver a staff engagement programme linked to the proposed Manchester University NHS Foundation Trust (MFT) transaction and acquisition of the NMGH site
- Continue to support the Manchester Local Care Organisation (LCO)
- Collaborate with local partnerships and networks to share knowledge and learning



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 agreed access targets for urgent care, cancer services and referral to treatment
- Deliver contractual Key Performance Indicators (KPIs)
- Maximise same day care services
- Deliver Standard Operating Models in safeguarding, bereavement, Nursing Assessment and Accreditation System (NAAS), infection control, quality improvement and theatres



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:

- Deliver the financial control total for 2019/20
- Deliver Better Care Lower Cost schemes
- Reduce non contractual pay spend
- Increase staff recruitment
- Improve staff retention



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:

- Support the maintenance of a compliant estate
- Maintain effective assurance systems across the Care Organisation
- Support delivery of the Northern Care Alliance information management & technology (IM&T) strategy



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:

- Engage with staff through walkrounds, executive work-withs and site director surgeries
- Recognise and develop talent
- Meet mandatory staff training standards
- Achieve high levels of staff appraisal
- Support delivery of the Contribution Framework



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:

- Increase the size and scope of the research and innovation portfolio at North Manchester Care Organisation
- Strengthen post graduate medical training in line with Health Education England (HEE) standards

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.



North Manchester
General Hospital