

# Our Priorities 2019/2020



Salford 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.

## Salford 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:

- Develop a new Quality Improvement Strategy
- Develop further the strategy for care homes
- Implement the frailty faculty work
- Establish a strength and asset based approach to service delivery
- Improve service user experience



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

- Develop and implement an Integrated Care Strategy with partners
- Introduce the emergency surgical model
- Develop a plan to deliver critical care standards and flow
- Finalise the clinical and workforce model for the Acute Receiving Centre (ARC)
- Develop a transformation plan for neurosciences
- Implement plans for the PANDA Unit with commissioners/Greater Manchester Health and Social Care Partnership



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 on all agreed performance trajectories



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:

- Develop a financial recovery plan
- Develop a two year Better Care Lower Cost (BCLC) programme with the NCA, that will safely reduce costs
- Implement measures to reduce expenditure
- Ensure programme management arrangements are in place to deliver efficiency programmes



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:

- Develop a Salford estates master plan
- Develop an options appraisal to address the underlying bed deficit
- Deliver the discovery phase of the control centre programme



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:

- Develop a team development/cascading approach to management
- Develop the next tier of staff through a talent management process
- Develop staff engagement plans
- Develop workforce plans



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:

- Improve with the NCA the income and scope of research and innovation
- Deliver the Health Education England requirements for post graduate medical education

## 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.

Salford Royal Hospital and integrated health and social care services

