A large blue hexagon with rounded corners, containing the text 'Picture this...'.

Picture
this...

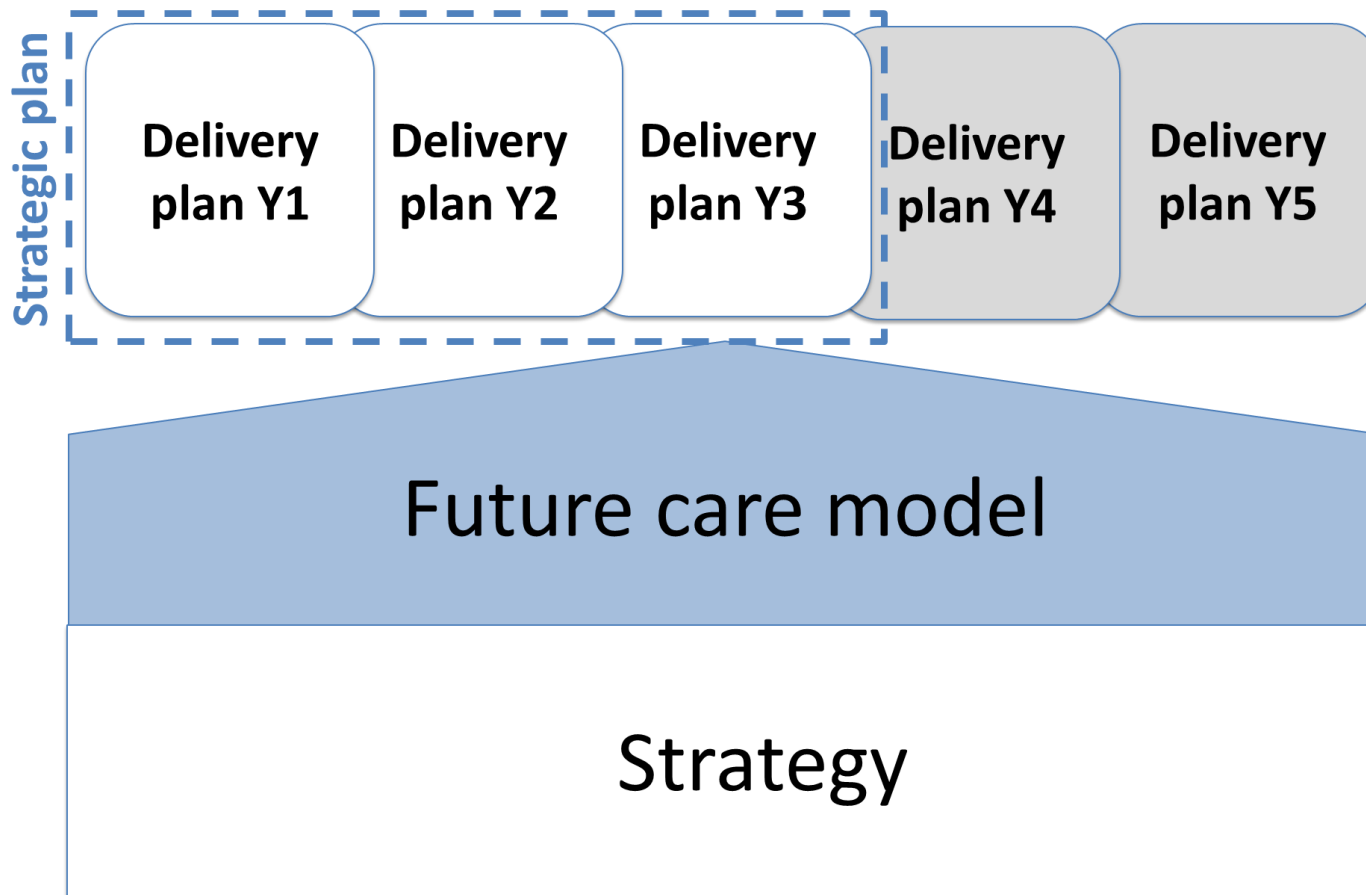
Framing our future

Our draft strategy 2019-24

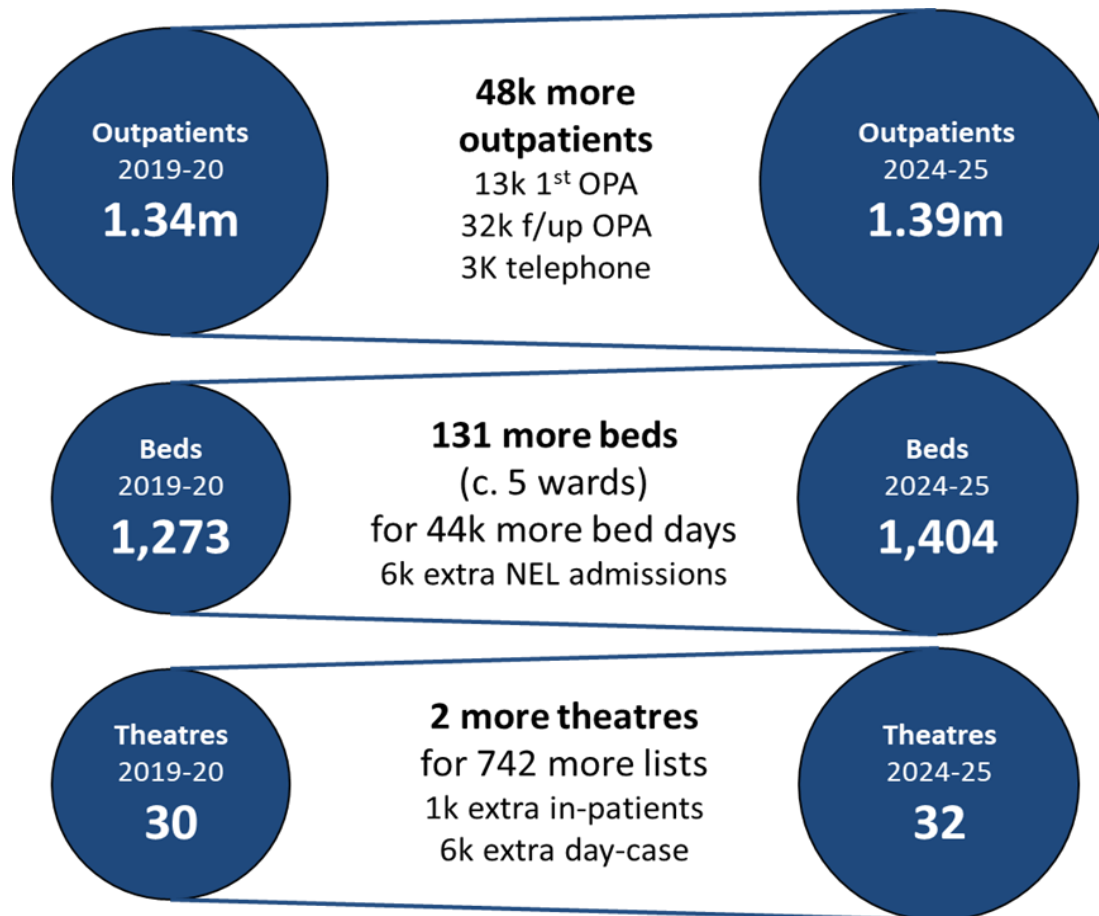
Public Council of Governors Meeting
7 March 2019



What is a strategy?



Our future context



Our philosophy



East Suffolk and
North Essex
NHS Foundation Trust

TIME MATTERS



Our draft strategy 2019-2024

We will offer the best care and experience

Objective 1: **Keep people in control of their health**

Objective 2: **Lead the integration of care**

Objective 3: **Develop our centres of excellence**

Objective 4: **Support and develop our staff**

Objective 5: **Drive technology-enabled care**



1: Keeping people in control of their health

We support, encourage and enable people to keep control of their health and wellbeing.

We will:

- Support patients to manage their own health and wellbeing
- Help patients to have control of their health information and appointments
- Increase health promotion and work to prevent ill health

We will know we have succeeded when:

- ✓ People can book or rebook their appointments and view key elements of their health information online
- ✓ More people use medical technology which talks to our systems
- ✓ People can opt for follow-up care online, by phone or video call
- ✓ Rates of face-to-face follow-up are reduced significantly
- ✓ Rates of admission for flare-ups of long-term conditions are comparable to the best in England

2: Lead the integration of care

We avoid duplication between partners in health and care, share information easily and work together to value people's time and reduce avoidable stress

We will:

- Provide services co-ordinated around each person's individual needs through:
 - Integrated neighbourhood teams
 - Mentally healthy services
 - Shared information with partners in the area
 - One clinical community working together to care for patients
 - Working with GPs and community teams to provide urgent care
 - A home-first approach to care following hospital treatment

We will know we have succeeded when:

- ✓ Health information is available to patients and staff when they need it
- ✓ Staff are able to meet the mental wellbeing needs of patients and colleagues
- ✓ Patients are only admitted to hospital because they have a medical need

3: Develop our centres of excellence

We provide good access to services, high quality care and the latest advice and treatments in hospital and in the community

We will:

- **Ensure good access** through standardise the care we provide within our services, provide direct access to diagnostic tests and access to specialist advice
- **Provide the best clinical quality** through meeting national standards and best-practice guidance, providing access to specialists every day of the week and sharing information with other health and care colleagues
- **Offer the latest treatments** through investing in our buildings and equipment, increasing the number of patients and staff involved in research

We will know we have succeeded when:

- ✓ Clinical outcomes are among the best in England
- ✓ Waiting times for planned care are among the best in England
- ✓ We consistently meet the national standard for emergency care

4: Support and develop our staff

We provide a supportive environment for all staff, opportunities for personal growth and opportunities to grow and develop careers

We will:

- Create fulfilling and stimulating opportunities for staff
- Support our teams and recognise good work
- Create a great working environment

We will know we have succeeded when:

- ✓ Our vacancy rate is among the lowest in England
- ✓ We are able to award higher qualifications in our own right
- ✓ Our staff satisfaction is among the best in England




5: Drive technology-enabled care

We will extend the use of technology for clinical and administrative processes to enable us to provide the best care

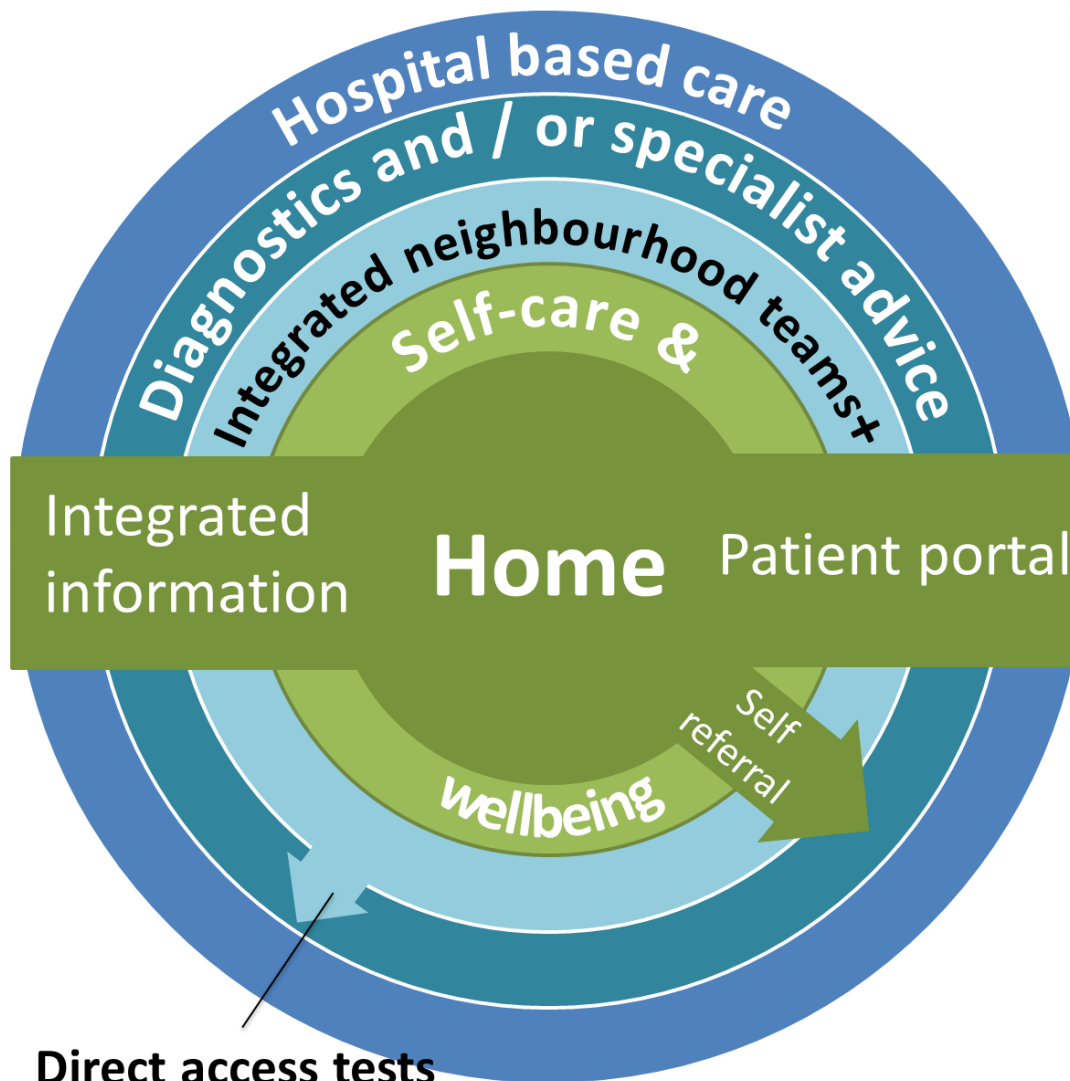
We will prioritise:

- Clinical technology by creating partnerships with universities and industry to speed up care, improve safety and support clinical decisions
- Joining-up the information we hold in different parts of the local health and care system

We will know we have succeeded when:

- We offer a safer service, with fewer serious incidents
 - The time is reduced that it takes to let people know there is a fault with a medical implant
 - We have reduced the wastage of out-of-date stock
 - We can offer more efficient services using real-time information
- 

A new model of care



Direct access tests
Advice & guidance

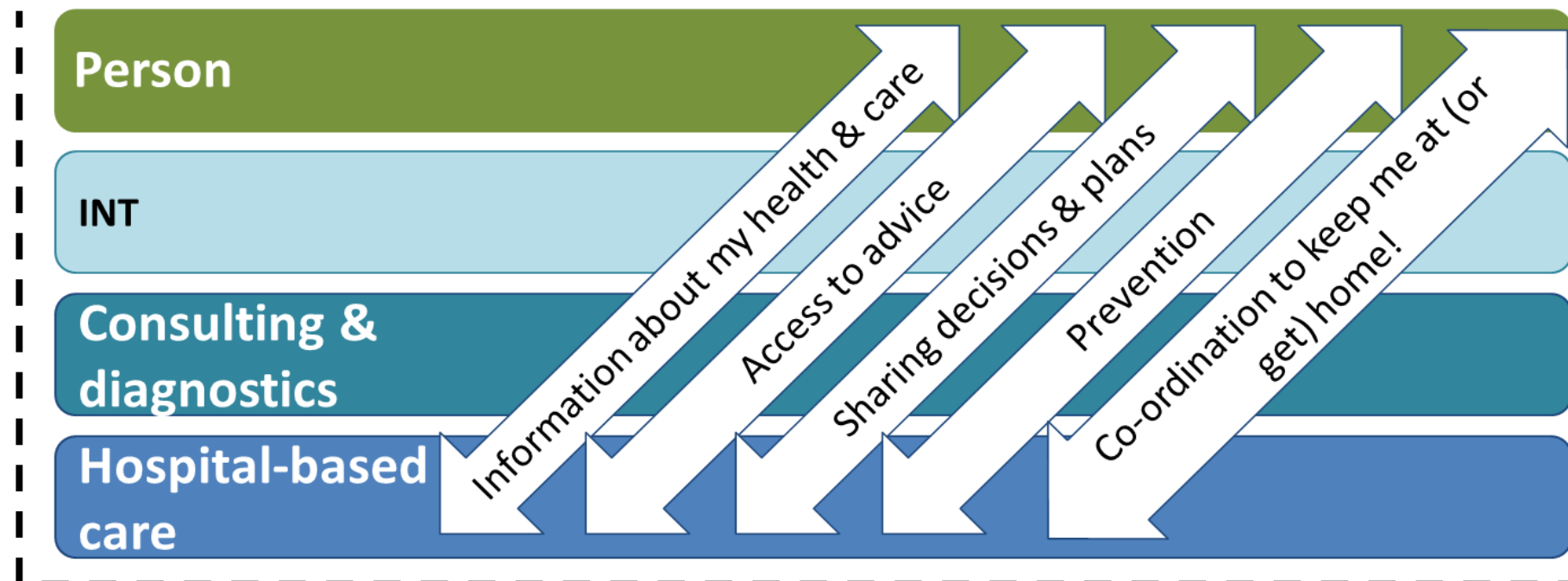


Integration

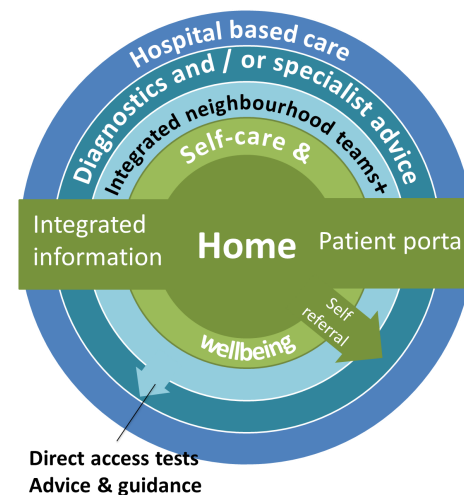
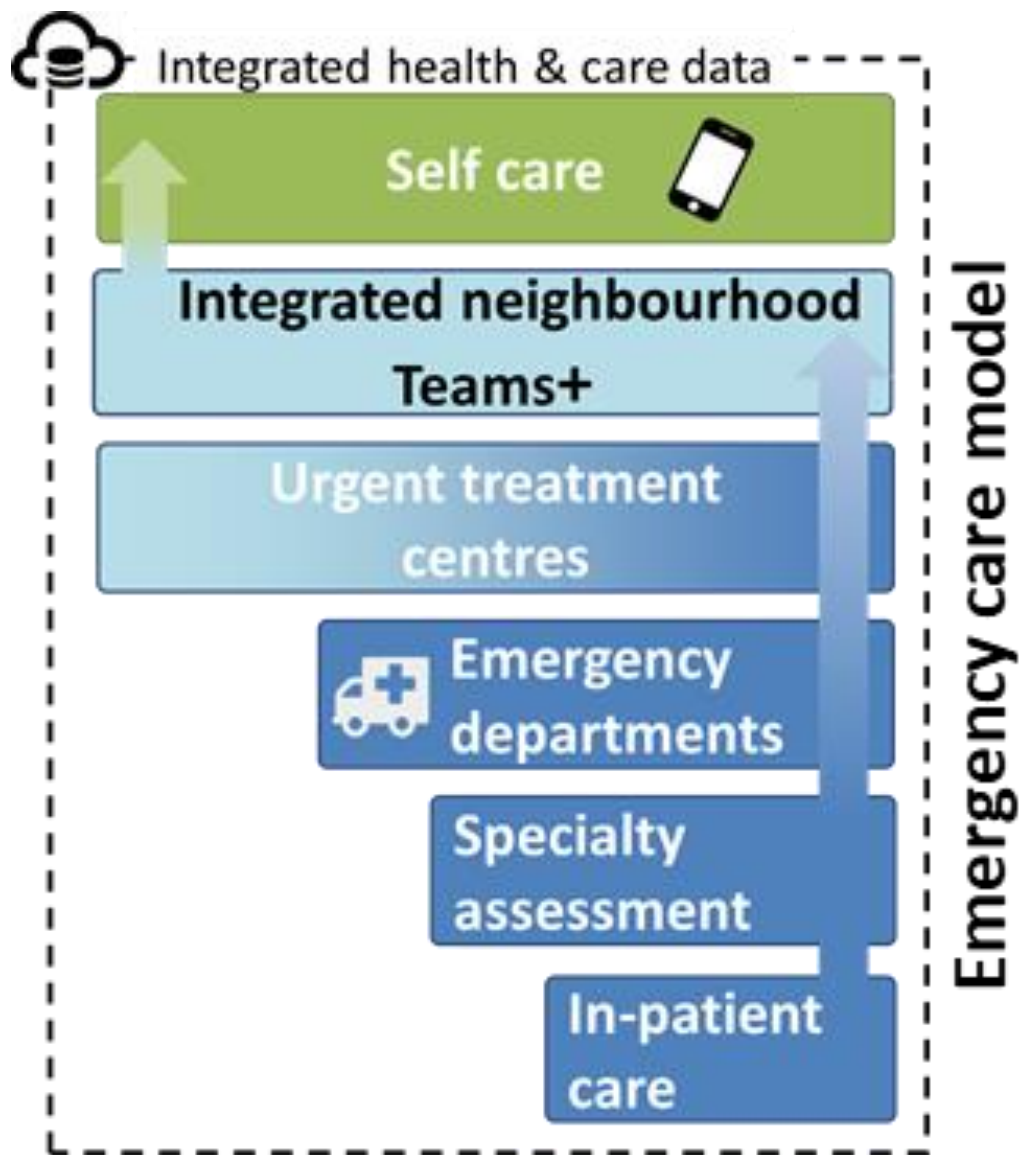
Integration is what happens when it ‘just works’. There are a small number of key things that make the system feel integrated:



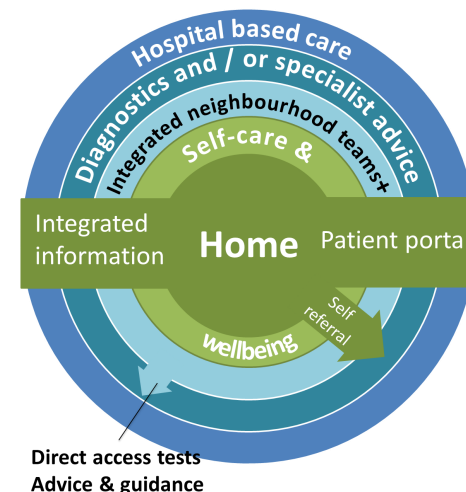
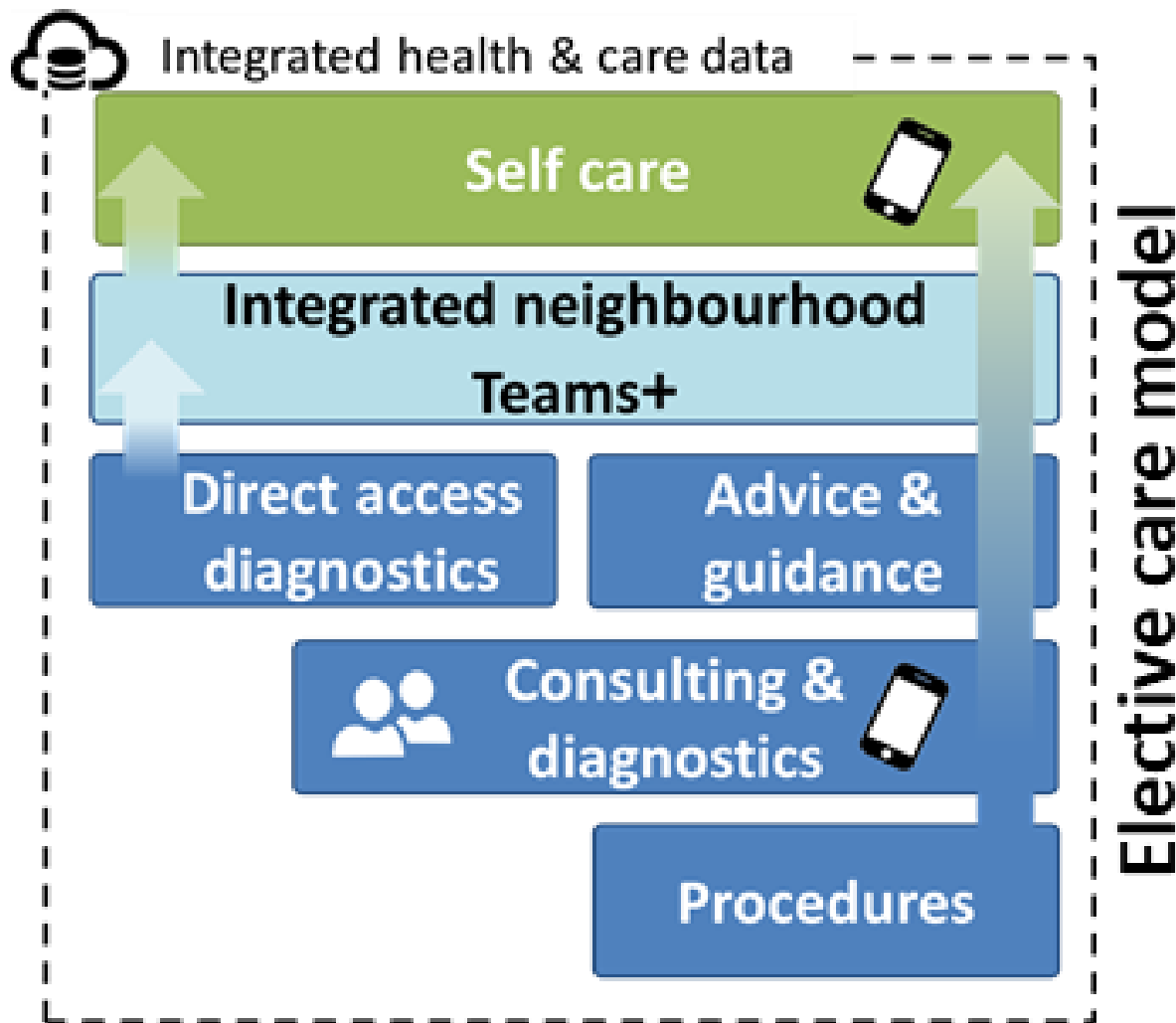
Integrated health
& care data



Emergency care

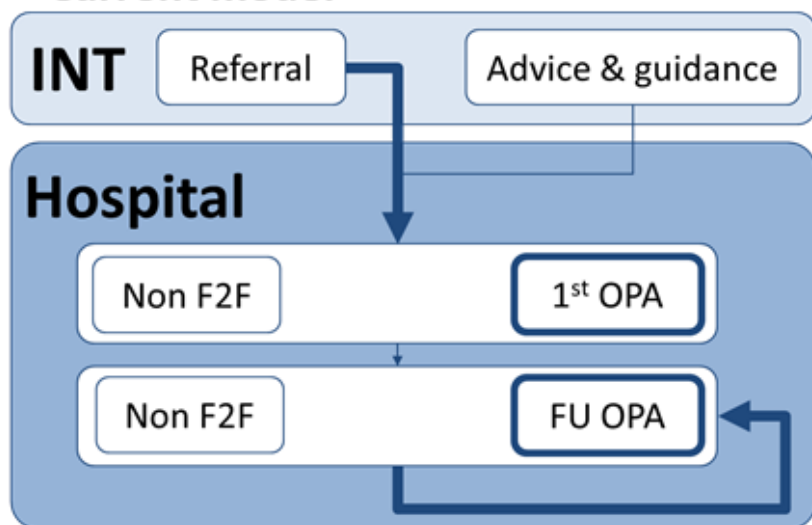


Planned care

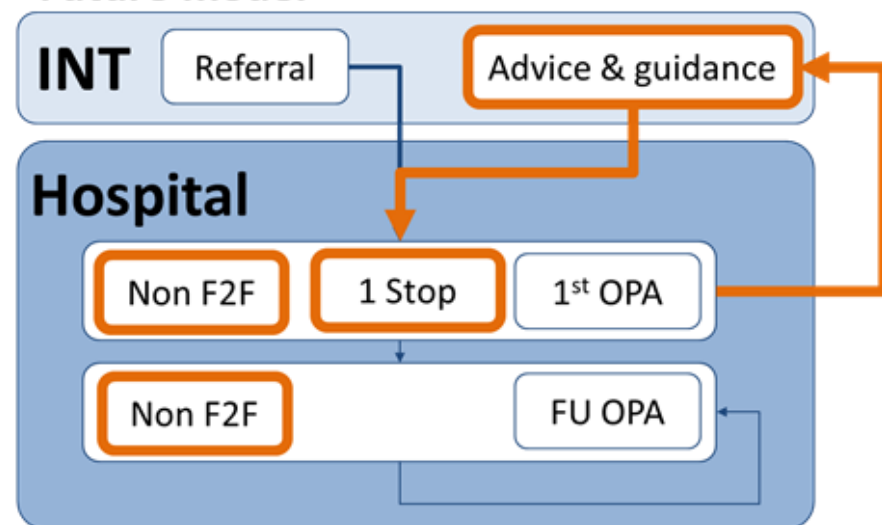


A different model of consultation

Current model

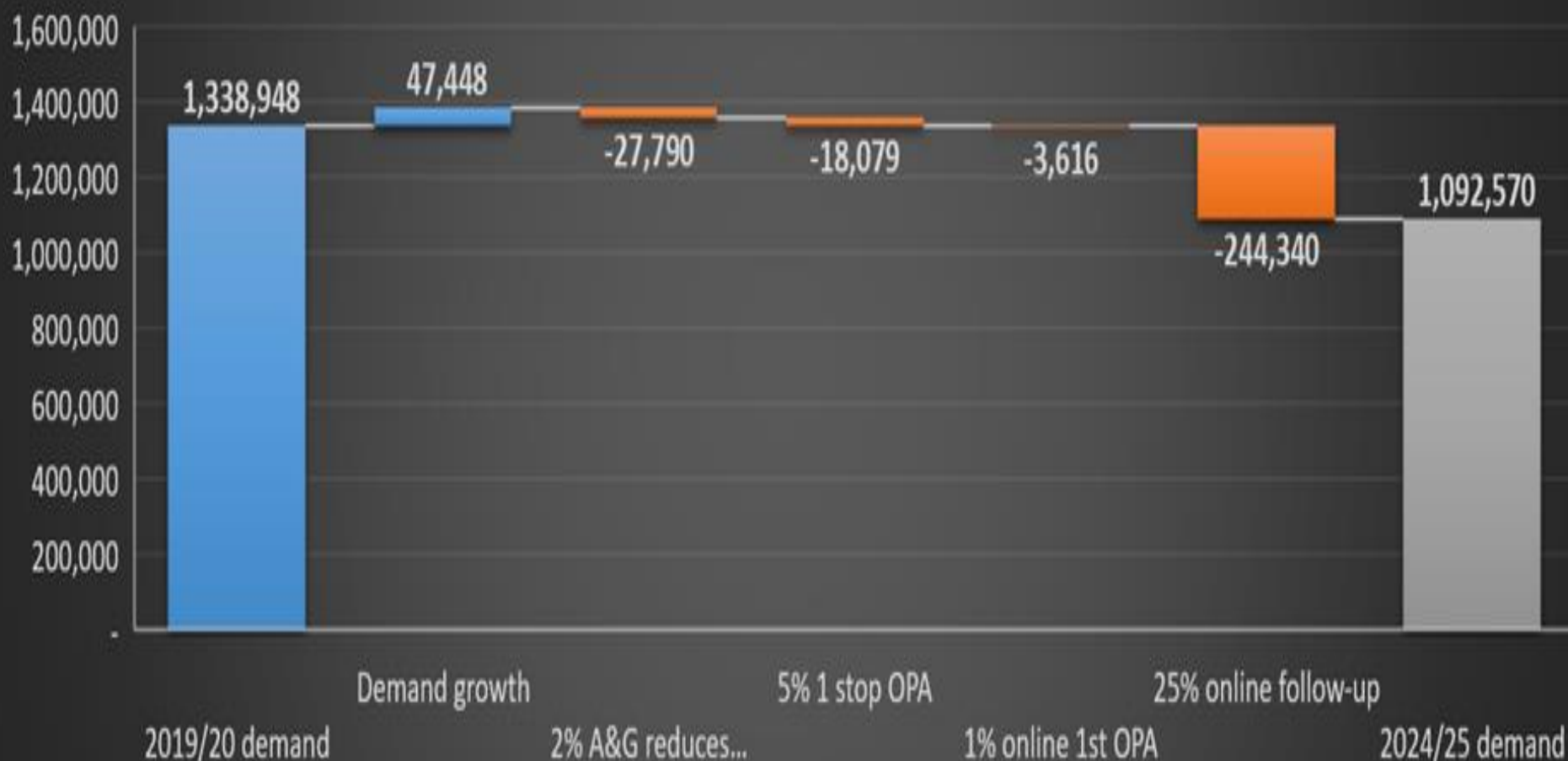


Future model



The impact of a new model

Changing the model of consultation 2019 to 2024



What you can expect to hear about over the next few months

- Improved visitor and staff experience and retail at Colchester Hospital
- Urgent Treatment Centres:
 - Colchester Hospital (November this year)
 - Ipswich Hospital (built by 2022)
- Plans for a specialist elective care centre (from early 2021)
- Patient portal (Spring 2019 onwards)

