

Our Purpose: is to deliver safe, excellent, compassionate and respectful healthcare for our patients.

Our Vision: working together to provide sustainable high quality patient-centred care for the people of Lincolnshire.

Our Values:

Patient Centred:

The delivery and development of our service will be patient centred

Safety:

We put our patient safety and wellbeing above everything

Excellence:

We measure and continuously improve standards, striving for excellence

Compassion:

We offer our patients the compassion we would want for our loved ones

Respect:

We show respect for you and each other

The Trust makes sure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the patient experience team at patient.experience@ulh.nhs.uk or call on 01476 464560.



The full document can be downloaded via the website www.ulh.nhs.uk

Integrated Annual Operational Plan 2016/2017 Summary

Performance Improvement Directorate
United Lincolnshire Hospitals NHS Trust
Lincoln County Hospital, Greetwell Road
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What is the integrated annual operational plan?

This is a document which sets out how the vision, values and objectives for United Lincolnshire Hospitals NHS Trust will be delivered. This year we have developed our plan to clearly lay a strong foundation for sustainable improvement over the next five years to support the aims of the Trust.

The aims of the Trust are to be safe and responsive, caring and effective and well led, supported by the following objectives:

Safe and Responsive	Caring and Effective	Well Led
<ul style="list-style-type: none">• Consistently deliver high quality and safe patient care.• Be a clinically responsive organisation.	<ul style="list-style-type: none">• Deliver service shaped around patients' needs.• Maintain a skilled, competent and motivated workforce.	<ul style="list-style-type: none">• Deliver performance improvement.• Achieve financial stability and recovery.

Our services need to be delivered by skilled and dedicated staff. We have been working hard to recruit and retain staff, but face national and local shortages of key skills and need to make Lincolnshire a place of choice, a place where people choose to live and work. We will be working with our health and care partners, together with stakeholders in the wider community, including our local businesses, regional developments agencies, universities and schools to build a reputation which reflects this ambition.

The Integrated Annual Operational Plan sets out the work we all have to do to meet our aims, objectives and aspirations. The Plan describes the challenges which face the Trust: Each of these challenges set out the priorities to achieve clinical and financial sustainability of our services.

Workforce

- Engage with our staff to develop the right services for our patients.
- Maximise staff retention, promoting the Trust as a great place to work and deliver excellent patient care.
- Empower clinical directors with new workforce models; changing skill mix to reduce our dependency on agency staff and costs.
- Align supporting departments to the work of the clinical directorates to meet the needs of our patients.
- Build transformational capability to deliver future plans and maximise the operational performance of existing services.
- Deliver flexible training for all our employees, enabling staff to maximise their own development.
- Build on successful recruitment by continuing to focus on local, regional and international recruitment.

Quality

- Progress to seven day services.
- Reduce mortality, sepsis and avoidable harm including falls with harm.
- Improve infection prevention and control, medicines optimisation and management and improve the reliability of charting and checking
- Maintain safe staffing levels.
- Continue to address backlog maintenance of our estates.

Performance

- Improve urgent care flow, reduce delays in care planning and delayed discharges and increase elective capacity
- Improve planning to get the right number of beds.
- Maintain referral to treatment and diagnostic delivery, deliver against the 62 day cancer standard and A&E targets.

Finance

- Deliver no worse than a £47.9m deficit.
- Deliver cost improvement programmes through strategic planning, improving accountability and transparency through delivery of improvements of £19 million.
- Deliver a challenging 4.5% efficiency programme