



Looking after you locally

OUR VISION

"To improve the quality of people's lives, in their homes and community, through the best in integrated health and social care."



Norfolk Community Health and Care

NHS Trust

IMPROVING OUR QUALITY

This year our focus is on safety and embedding patient involvement.

KEY MEASURE: Identify safety improvement actions and demonstrate how they help us deliver harm free care.

Take a baseline of our safety culture, develop improvement actions and embed our learning.



Enable services to identify opportunities to improve by increasing the number of staff trained in quality improvement methodology through our Quality Champions Programme and better sharing of best practice.



Increase patient involvement in service redesign and embed shared decision making.



Ensure effective leadership at all levels through our development programmes and review how we manage services.



Improve staff experience through locally specific action plans.



Implement our Digital strategy, including roll out of SystmOne to our Inpatient Units, eCommunity and increasing use of the Mobile App.



ENABLING OUR PEOPLE

This year our focus is on consistency of staff experience and using technology to make our working lives better, releasing time to care.

KEY MEASURE: Improve in the national staff survey theme of 'My Immediate Manager' from 6.9

NCH&C
ANNUAL PRIORITIES
2019-20



SECURING THE FUTURE

This year our focus is on driving changes in how health and care is delivered for our local population.

KEY MEASURE: Deliver our Control Total (a target set by our regulator) of £-2.8m. This will entitle us to national funding that will make us break even.

Deliver our financial plan.



Develop effective relationships with the emerging GP Provider Organisations.



Review our operating model and strategy to support more consistent delivery, implement the Workforce Plan and embed place based/ neighbourhood teams with mental and physical health, as well as Social Care working closer together.

