

4C	Once above implemented can reduce follow up clinics in certain specialties as monitoring and 2 - way Consultant to patient feedback possible	Elaine Torr	Reduce Clinic appts and New to F/Up ratios (KPI dependent upon Speciality) . Reduction in clinic attendances								*	*			Outpatient Transformation Programme in place . Patient Initiated Follow-ups implemented and being rolled out across specialties
5	Ensure the delivery of Women-centered care in our Maternity Services			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	18/19			
5A	Strategies that Support the principles of Better Births	Alison Whitham	Improved Client Satisfaction												In progress - being developed in conjunction with the LMS Board
5B	Implement the Maternity Vision For SFHT	Alison Whitham	Improved patient experience												Complete
5C	Personalise care for women and their families	Alison Whitham	Improve Clinical Outcomes												Complete
5D	Listen to the women who use our services	Alison Whitham	Improve Clinical Outcomes												Maternity survey in progress, active participation in Friends and Family Test, active participation with Maternity Voices