

Report from the Director of Strategy and Partnerships

“Following on from engagement activities with members of the public and our colleagues, I am pleased to share the following information which will be referred to as our ‘baseline view’ from which we have listened and shaped the future strategy for Sherwood Forest Hospitals.”

INTRODUCTION

The Trust strategy sets out our ambition and plans to deliver our collective vision of **Outstanding Care** (given by) **Passionate People** (leading to) **Healthier Communities**.

We have engaged with and listened to our local population, patients, their families and carers, and our colleagues during the creation of this document to ensure it meets the expectations we all have of our local health services.

I would like to share my personal thanks with everyone who gave their time so generously in feeding back their views on the future provision of services at Sherwood Forest Hospitals. Alongside our regular engagement and feedback opportunities, your views ensure as a Board and provider of NHS services that we remain in touch with members of the public. We regard our patients, volunteers, local communities and colleagues as equal partners in developing the strategy and delivery of our services and you will see this as a theme through the lifetime of this strategy.

The feedback received re-enforces our ambition to continually demonstrate openness, candour, learning from things that could have gone better and having a continuous quality improvement mindset.

The information below summarises the feedback we have been gathering from members of the public, our patients, our colleagues, volunteers, foundation trust members and partners during the summer months of 2023.

SUMMARY

At the heart of the feedback given so generously by the public and our colleagues are four consistent themes from each that helped shape the trusts new strategy. Local people said they would like to see:

- 1. Shorter waiting times.** You want us to offer prompt appointments and a diagnosis as quickly as possible. Continue to provide the best care and to provide access to consultants and treatments without delay.
- 2. Better communication** from us that supports continuity of care inside and outside of the Trust in a timely way. This includes informing both our partners and patients of appointments, decisions and treatment summaries. It also includes improving our verbal communication in a way that is sensitive and inclusive to individuals.

- 3. Joined up care.** We've been asked to reduce inconvenience (e.g. duplication, unnecessary appointments or tests) in any form. People tell us they know resources are scarce and need to be used wisely as well as correctly by delivering care together. We've been asked to provide as much care as possible locally.
- 4. Personalised care.** We need to pay attention to people's individual needs such as wheelchair users, people with dementia, older adults, children and young people and people with sight difficulties for example. Our service delivery and the environment should take into account that we all have individual requirements of healthcare. Equity and equality should drive future service improvements and estate improvements.

(cont'd)



The key themes from engaging with our colleagues include:

PEOPLE - for colleagues to be supported through clear career development and good quality, appropriate and accessible training and development. Including personalised career chats and equitable access to development opportunities. For teams to have the right skill mix to both lead their services well and be well led at all levels of the organisation. So that people feel that the trust recognises them as our most important value they are.

PATIENT PATHWAYS AND TRANSFORMATION

- team members highlighted many good areas for improving pathways and transforming services including strengthening and developing our partnerships, reviewing discharge processes, better use of digital and new technologies and integration.

COMMUNICATION - staff members talked about communication in the light of the organisation needing a multifactorial approach to ensuring information is shared with the correct people, both internally and externally in a timely fashion. Using varied delivery methods.

BACK TO BASICS - team members highlighted the importance of fundamental principles. For the need for everyone to adhere to the CARE values of the organisation, that our team members feel valued and are given sufficient time to care and for services to be developed involving our communities and team members from the outset.

Thank you once again to all our contributors. I hope you will recognise your feedback represented across our strategy and delivery plans over the next five years. We fully commit to working in partnership with you as we develop the maturity of the organisation throughout the lifecycle of the strategy,

ensuring that the feedback and strategy joins-up with our wider sub strategies including clinical services strategy, people and culture strategy, financial strategy, quality strategy and partnerships strategy.

UNDERSTANDING OUR VISION

Our vision is to provide outstanding and consistent patient experience, outstanding care and work in partnership to support healthier communities. Our patient, public and colleague feedback has contributed to shaping what that means.

The principles we will strive to achieve across all our strategic objectives and priorities to deliver our vision are:

- We will provide the right care, in the right place, at the right time
- We will deliver efficient and personalised care
- We will deliver care that is compassionate and engaging, and will be transparent if we don't get things right
- We will co-design our services in partnership with those people who use them and deliver them.

The SFH strategy and supporting strategies describe in more detail how we will deliver our vision. Our supporting strategies can be found on our hospital website.



David Ainsworth
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and Partnerships