



# High quality and safe care for our communities

## Quality strategy 2024 - 2029

### Our cross-cutting themes

 <h4>Culture and climate</h4> <p>Creating a culture of openness, inclusivity and compassion.</p> <p><b>Some of things we will be doing:</b></p> <ul style="list-style-type: none"> <li>• Shared values and behaviours</li> <li>• Implementing the People and Culture strategy</li> <li>• People Promise exemplars</li> <li>• Learning and tools for staff to tackle closed cultures</li> <li>• Embedding professional curiosity into our everyday work</li> </ul>	 <h4>Patient safety</h4> <p>Making care safer. Learning and improving together. Supporting staff to be open and honest when things go wrong.</p> <p><b>Some of things we will be doing:</b></p> <ul style="list-style-type: none"> <li>• Launching a Patient Safety Centre</li> <li>• System-wide Safety Management System (SMS)</li> <li>• Data and intelligence monitoring</li> <li>• Embedding communities of practice</li> <li>• Patient safety incident report training for all staff</li> <li>• Model for patient safety and learning support specialists</li> </ul>	 <h4>Clinical effectiveness</h4> <p>Providing treatments and care which are proven to work, so we get the best results for our patients.</p> <p><b>Some of things we will be doing:</b></p> <ul style="list-style-type: none"> <li>• Delivering and monitoring our clinical conditions and medicine optimisation strategic plans</li> <li>• Delivering our healthier and fairer programmes</li> <li>• Self-assessment tool for health inequalities</li> <li>• Clear plans for clinical effectiveness, evidenced based practice and continuous service improvement</li> </ul>	 <h4>Clinical and multi-professional leadership</h4> <p>Supporting our workforce to lead change and to design services with patients.</p> <p><b>Some of things we will be doing:</b></p> <ul style="list-style-type: none"> <li>• Framework for clinical and multi-professional leadership</li> <li>• Review of learning and development needs</li> <li>• Development for allied health professionals (AHPS) to support clinical and professional learning, skills and experience</li> <li>• System leadership development</li> </ul>	 <h4>Positive experiences</h4> <p>Empowering people to make decisions about their care. Ensure services are delivered with respect and compassion.</p> <p><b>Some of things we will be doing:</b></p> <ul style="list-style-type: none"> <li>• Framework for involving people and communities</li> <li>• Gathering and learning from people's experiences</li> <li>• Assessment tool to assess the quality of provider complaints systems</li> <li>• Support for children and young people waiting for mental health care and services</li> </ul>
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### We will do this by...

<p><b>Listening and understanding the experiences</b> of our patients, communities and staff.</p>	<p><b>Making the best use of data, intelligence and evidence</b> and sharing this across our health and care system.</p>	<p><b>Working across the region</b> to develop our system wide quality priorities, focusing on what matters most to people.</p>	<p><b>Having quality and safety management systems</b> and frameworks in place to ensure consistent delivery and alert mechanisms.</p>	<p><b>Continuously learning, improving and encouraging</b> professional curiosity to be 'the best at getting better'.</p>
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