

**QUALITY** | To place **compassionate**, continually **improving**, high **quality care** at the **#heartofthecommunity**.

“**Consistently delivering** the highest possible **quality of service** we can achieve”



**Knowing** what is **IMPORTANT** to the patient,  
knowing **what works**, **DOING IT WELL**

This is the commitment set out in our **5 Year Strategic Plan**. We will know we have achieved this by measuring the following five outcomes:

1. **PREVENTING** people from dying prematurely as a consequence of suicide
2. **TREATING** and **CARING FOR PEOPLE** in a **SAFE ENVIRONMENT** and **PROTECTING** them from avoidable harm
3. **BUILDING HEALTH RESILIENCE** in **CHILDREN & YOUNG PEOPLE**
4. **ENSURING** people have **APPROPRIATE** and timely **ACCESS TO SERVICES** based on need
5. **ENSURING** people have a **POSITIVE EXPERIENCE** of care through **BETTER** use of feedback and **PATIENT** involvement and engagement.

# QUALITY PEOPLE SERVICES EFFICIENCY

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Our **priorities** for **2016/17** include:

Creating a continuous learning culture:

**SUPPORTING** care groups to develop and embed a learning lessons.

Make real improvements in quality (experience, safety and outcomes):

**SUPPORTING** the continued embedding of tools for learning within the care groups

**FURTHER** development of Ulysses and dashboard tools.

**DEVELOPMENTS** of risk management training packages which support staff learning and development.

Introduce and embed more effective leadership and support for our care groups:

**DEVELOPMENT** of a Quality, Safety and Safeguarding strategy.

**DEVELOP** more efficient communications for Quality, Safety & Safeguarding priorities to increase visibility.

**DEVELOP** a joint set of priorities with CSI, OD, SD, and Business Intelligence which relate to the offer of support in terms of improvement for care groups.

**CONTINUATION** of priority activities commenced in, or rolled over from, 2015/16.

For **more information**, you can look at:

- Quality Outcome Framework **2016-17**
- Business Plan **2016-17**
- Together for Quality **2014-17**
- 5 year strategic plan **2014-19**

