

Our vision: Outstanding care, every time

Strategic priorities (2019-24)

Strong foundations

Excellent local services

Closer collaboration

Leading specialist healthcare

Organisational objectives

Treat the patient, treat the person

Right care, right place, right time

Balance the books, invest in our future

Build a better St George's

Champion team St George's

Develop tomorrow's treatments today

What we will deliver in 2019-2020

We will reduce harm to patients:

Non-elective patients will have treatment escalation plans

Patients who lack mental capacity will have proper protection and care

Inpatients who deteriorate will be recognised and treated promptly

We will map, standardise, support and improve our departmental-level governance of quality, safety and learning

Patients will not wait longer than they should for treatment

Our Information Technology (IT) will be easier to use

We will return to financial balance

Our cost structures will be understood and defined

Investment requirements and potential sources of funding will be agreed

We will improve the way we manage commercial relationships

We will have a clear estates strategy

The buildings and facilities we provide care out of will be safe for patients and staff

We will deliver a significant shift in the St George's culture through:

Listening, responding to and engaging our staff

Developing outstanding leaders and effective teams

Taking a zero tolerance approach to bullying and harassment

Working to deliver our diversity and inclusion strategy

Empowering our staff to make real change

Refreshing and living our Trust Values

We will produce a new education strategy aligned to our new clinical strategy

We will develop a new research strategy aligned to our new clinical strategy

Our Quality Improvement Programme

We also have a Quality Improvement Programme to drive improvements in a number of areas.

During 2019/20, the focus of our Quality Improvement Programme is the four key areas set out above under Treat the patient, treat the person.

We will also drive up standards in eight additional areas, as set out opposite.

Develop high performing teams

Drive the fundamentals of care through our ward and departmental accreditation scheme

Improve how we respond to and deal with complaints

Improve hospital care for patients with mental health needs

Develop and implement a new dementia strategy

Improve the assessment and management of inpatients with acute pain

Ensure we have the staff numbers and skill-mix to deliver outstanding care, every time

Work with patients to drive up standards and reduce variation in quality of care