



**Objective 1.**  
 Deliver Safe,  
 High Quality,  
 Co-ordinated  
 Care



Priority	Measure
1. Achievement of national best practice in clinical care.	1. Unqualified CQC registration 2. Trust HSMR / Mortality 3. Re-admission rates 4. National Access standards 5. %age of patients with Harm Free Care (NHS Safety Thermometer) 6. VTE – %age of patients achieving all NICE Criteria 7. Infection rates (MRSA , Cdiff) 8. #NOF – %age of patients achieving all criteria 9. Stroke – %age of patients achieving all criteria 10. Nutrition – Metric to be agreed
2. Ensure patients are cared for in the right place at the right time	1. %age of patients in right bed for 90% of stay.
3. Develop clinical partnerships / Trust Status that provide safe and sustainable clinical services	1. Delivery of Vascular Network changes 2. Achieve trauma unit standards 3. Active participation in other clinical networks

**Objective 2.**  
Ensure Patients are cared for and cared about

Priority	Measure
1. Be recommended on the basis of “customer care”	1. Preparation and Delivery of Customer Care strategy 2. No. of Complaints and response times 3. Food ratings (RTM) 4. Patient Communications Ratings (RTM)
2. Treat all patients and their family / carers with Compassion, Courtesy and Privacy and dignity	1. Mixed Sex Breaches 2. RTM Score for relevant questions. 3. Improve experience and care for patients with dementia and end of life care (KPIs per CQUIN)



**Objective 3.**  
Work in partnership with our Community

Priority	Measure
1. Work with our patients and partners to develop services that meet the needs of our community	<ol style="list-style-type: none"> <li>1. Develop and implement PPI Strategy</li> <li>2. Reduction in ED and Attendances and Admissions</li> <li>3. Number of patients receiving Chemotherapy in local environment</li> <li>4. Electronic discharge letters / within 24 hours and Electronic Outpatient communications / within 5 days</li> </ol>
2. Improve the way people see and talk about SaSH	<ol style="list-style-type: none"> <li>1. Improvements in patient survey responses</li> <li>2. Patient and public perception score</li> </ol>



**Objective 4.**  
 Become a Sustainable, Effective Organisation

Priority	Measure
1. Live within our means both in year and sustainably into the future	1. Delivery of agreed financial budget
2. Agree Organisational form capable of being FT by 2014	1. Compliance with TFA milestones
3. Listen to, Value and develop our workforce	1. Improvements in staff survey results 2. Appraisal rates at 90% 3. Training and Development strategies / plans updated.

