



Staff at both our hospitals are fully dedicated to our Quality Improvement strategy aimed at boosting further the quality of care we deliver to our patients.

Under the banner Safe, Effective and Personal we aim to build on our strengths as a successful healthcare provider by focussing on key areas so our patients recognise us as a top performing Trust and

continue to choose our hospitals for their care.

The Trust has scored well in many national ratings but we accept there is no room for complacency and always room for improvement - and that is the focus of QI. It is a three-year project, building on work already achieved – and already, by focussing our efforts, we are seeing results for our patients.

Our patients' views are invaluable to us and our staff and volunteers are now very much focused on collecting their views through digital surveys before they leave to find out what they think about us and where we can do better.

Some other areas under the spotlight as part of our quality improvement work include reducing infections, reducing blood clots, (Venous Thromboembolism) and preventing pressure sores.

We also aim to reduce lengths of stay in our hospitals, where appropriate, and bring about a decrease in the number of people who are readmitted following treatment with us.

Our medical director Yvette Oade says: "Incredible work has taken place over the past few years to improve the care we give to our patients and their experience with us. The challenge is to build on our strengths for the future.

"This is what quality improvement is all about – moving as a Trust from good to great and as a result bringing about real benefits for our patients and our staff."

Director of nursing Helen Thomson says: "Everyone has an important part to play in this. We want to make our patients safer and make them feel well cared for and to do that all our staff are fully involved."

The strategy has key aims. They are:

To achieve patient satisfaction in the top 20% of the NHS

To be in the top 20 per cent of comparative Trusts for patients' length of stay with us and for readmission rates after treatment

To reduce "harm" or unintended injury to patients

To reduce our Hospital Standardised Mortality Rates to be in the top 20% of comparative trusts