

Our goals for 2009/10 at a glance

Wirral University Teaching Hospital



NHS Foundation Trust

Diagnostics Division goals

Excellence in quality and safety

- Embed ownership of infection control – encouraging everyone to take responsibility for it
- Lead Trust-wide standard labelling scheme
- Implement procedural pause – a safety check before certain procedures
- Achieve NHSLA Level 2
- Exceed all other quality and safety standards

Improve flow

- Reduce lead time for test results
- Pilot 'on demand' testing – at point of care in the community
- Lead a test ordering and results reporting system

Improve access

- Reduce non-urgent test lead time e.g. cytology results
- CT scan access within two hours of stroke and head injury

Develop staff

- Map out future workforce requirements
- Develop extended hours, levelled scheduling and seven-day access – to meet increasing demand on services
- Review and improve our services' fitness for purpose
- Support concordat development – staff and Trust working together flexibly to meet each others' needs

Develop relations

- Develop responsive customer service plan with patients, providers and commissioners
- Implement review of breast screening

Foundations

- Patient safety alert system, Wirral Millennium System, Wirral Excellence in Healthcare System and communications strategy
- Assess future laboratory needs, including more automation
- Second MRI scanner

For further information about the goals for the Diagnostics Division, please contact Jonathan Cunningham on ext. 2095

Trust-wide goals

Excellence in quality and safety

- Eliminate avoidable infection, injury and death

Improve flow

- Reduce lead times
- Implement two model wards
- Improve discharge planning

Improve access

- For outpatients
- In an emergency
 - For elective procedures
 - In diagnostics
- Through patient information

Develop staff through

- Trust values
- Clinical leadership concordat

Develop relations

- With Members, Governors and the community
- Through new collaborations with partner organisations
- Through new, localised services

Foundations

- Provide excellent systems;
 - patient safety alert system
 - Wirral Millennium
 - Wirral Excellence in Healthcare System
- Communications strategy
- Enhance safety, effectiveness and efficiency of facilities
- Maintain strong financial performance

For further information about Trust-wide goals, please contact a member of the Executive Director Team via ext. 2800

Medicine Division goals

Excellence in quality and safety

- Eliminate avoidable hospital-acquired infections and falls
- Implement procedural pause – a safety check before certain procedures
- Achieve NHSLA Level 2
- Exceed all other quality and safety standards

Improve flow

- Reduce extended length of stay by 75% - those patients who are medically fit for discharge but stay in hospital longer than necessary due to other factors
- Reduce length of stay by 20%
- Implement model ward in Ward 34 – creating an excellent experience
- Revise and implement discharge process
- Right bed, first time (while being mindful of mixed gender accommodation)

Improve access

- Reduce A&E lead time – length of patient's time in A&E
- Reduce cancer lead time
- Improve specialty access – reduce waiting time following referral to a specialty
- Reduce rescheduled outpatient appointments
- Obtain JAG accreditation for endoscopy – confirming provision of a safe and effective service

Develop staff

- Develop extended hours and flexible scheduling – to meet increasing demand on services and make best use of assets
- Ensure our services' fitness for purpose
- Support concordat development – staff and Trust working together flexibly to meet each others' needs

Develop relations

- New collaborations with organisations – e.g. working with NHS Wirral to develop COPD service in the community
- Develop localised services – more clinics in the community
- Work with partner organisations to develop palliative care services
- Develop cardiac services through a Wirral-wide cardiac review

Foundations

- Patient safety alert system, Wirral Millennium System, Wirral Excellence in Healthcare System and communications strategy

For further information about the goals for the Medicine Division, please contact Jo Goodfellow on ext. 8496

Surgical Division goals

Excellence in quality and safety

- Eliminate avoidable hospital-acquired infections
- Implement procedural pause – a safety check before certain procedures
- Achieve NHSLA Level 2
- Exceed all other quality and safety standards

Improve flow

- Reduce extended length of stay by 75% - those patients who are medically fit for discharge but stay in hospital longer than necessary due to other factors
- Reduce length of stay by 20%
- Reduce inappropriate emergency admissions
- Implement model ward in Ward 17 - creating an excellent experience
- Streamline the discharge process
- Right bed, first time (while being mindful of mixed gender accommodation)

Improve access

- Reduce lead time for cancer patients
- Reduce lead time for routine elective patients
- Reduce lead time for non-elective patients

Develop staff

- Map out future workforce requirements
- Develop extended hours and levelled scheduling – to meet increasing demand on services and make best use of assets
- Review and improve our services' fitness for purpose
- Support concordat development – staff and Trust working together flexibly to meet each others' needs

Develop relations

- New collaboration with organisations
- Develop localised services – more clinics in the community
- Develop orthopaedic, paediatric, breast and Mohs surgery

Foundations

- Patient safety alert system, Wirral Millennium System, Wirral Excellence in Healthcare System and communications strategy
- Implement new decontamination unit and processes

For further information about the goals for the Surgical Division, please contact Amanda Farrell on ext. 8492

Women and Children's Division goals

Excellence in quality and safety

- Implement Trust-wide safeguarding policy and practice
- Achieve National Service Framework for Children
- Implement procedural pause – a safety check before certain procedures
- Achieve NHSLA Level 3
- Exceed all other quality and safety standards

Improve flow

- Participate in the Wirral Excellence in Healthcare System, to standardise work and reduce waste
- Reduce length of stay by 20%
- Early discharge with community support

Improve access

- Reduce the lead for cancer treatment in gynaecology by 50%
- Make the most effective use of our level 3 neonatal unit
- Improve specialty access – reduce waiting time following referral to a specialty

Develop staff

- Map out future workforce requirements
- Develop extended hours and levelled scheduling – to meet increasing demand on services and make best use of assets
- Review and improve our services' fitness for purpose
- Support concordat development – staff and Trust working together flexibly to meet each others' needs

Develop relations

- Develop sub-branding and marketing to build reputation and volumes
- Develop localised services – more clinics in the community
- Improve health and reduce health inequalities

Foundations

- Patient safety alert system, Wirral Millennium System, Wirral Excellence in Healthcare System and communications strategy
- New build optimisation – ensure the rebuild causes minimal disruption

For further information about the goals for the Women and Children's Division, please contact Sandra Shannon on ext. 2448

Striving for Excellence in Healthcare

Each year our Trust sets a series of goals which help us work towards our long-term, strategic plan and vision of Excellence in Healthcare.

This year the key goal is to focus on improvements in the delivery of excellence in quality and safety. This is supported by four operational goals; to improve flow, improve access, develop staff and develop relations. These operational goals are underpinned by a number of strategic foundations.

This poster outlines the targets that have been set for our whole Trust to deliver these goals, together with those identified by each of our four clinical divisions.

In addition, we recognise that the clinical divisions must be supported in achieving their goals by Corporate Services. As such, the Corporate Services Division does not have its own specific goals this year.

