



Dorset County Hospital **NHS**
NHS Foundation Trust

Dorset County Hospital Strategic Direction

**Presentation to Dorset Health Scrutiny Committee
17 November 2014**

**Patricia Miller
Chief Executive**



Strategy

Vision: Delivering Compassionate & safe Healthcare

Mission: work continuously to achieve vision by:

- delivering effective healthcare through professional, well motivated and committed staff
- achieving high quality and safe clinical outcomes
- improving the patient experience
- providing value for money
- learning from our experiences



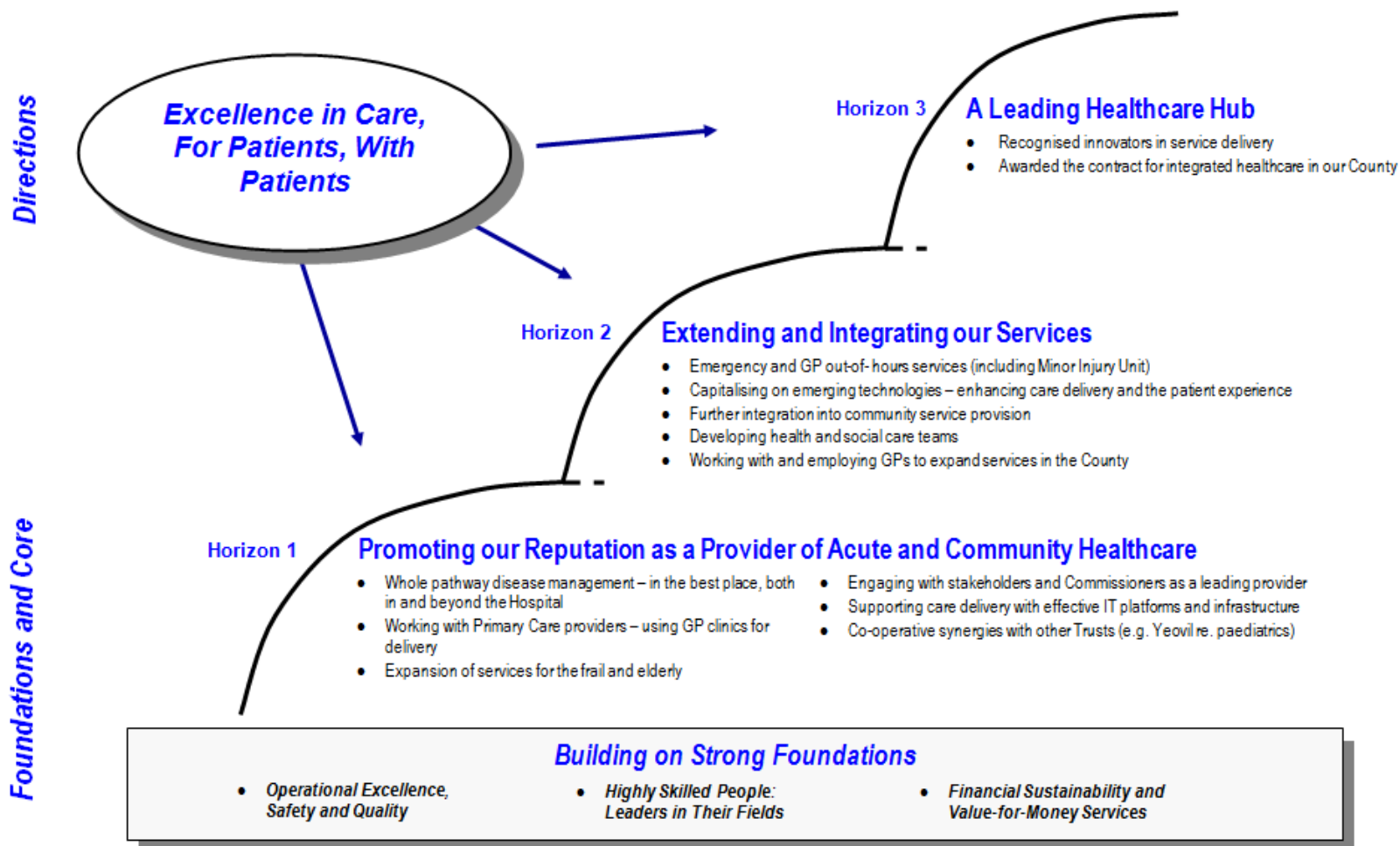
Strategy

Plan

- Acute service provider of choice;
- Deliver high quality care to meet or exceed patients' expectations
- Deliver our commissioners' and regulators' requirements
- Develop our facilities and workforce
- Be recognised as a great place to work
- Be prepared to do things differently



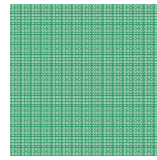
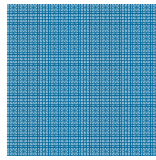
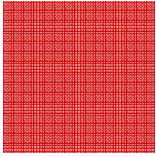
2014-2020 Roadmap





Dorset County Hospital is at a crossroads...

- Quality of services high
- Finances have recovered
- Shortlisted for national hospital of the year award
- NHS facing tough financial future
- We need to do more to shape our services for the needs of our population – a population with a growing number of older people with complex needs



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2014 - 2017 Refined Strategic Imperatives

- Push on and achieve integration into the Community
- Deliver on the refreshed workforce plan
- Engaging local GPs and the Local Health Economy
- Make significant improvements in IT systems and platforms
- Putting Patients First; to continually enhance customer service and the patient experience
- Implement DCHFT's Clinical Services Strategy



Dorset Clinical Commissioning Group Clinical Services Review

- Review will look into how health services are provided across Dorset
- It will ask what you want from your healthcare
- Integrated care is expected to provide the foundation of the review



Dorset Clinical Commissioning Group Clinical Services Review

Outcomes for patients, carers and the health system:

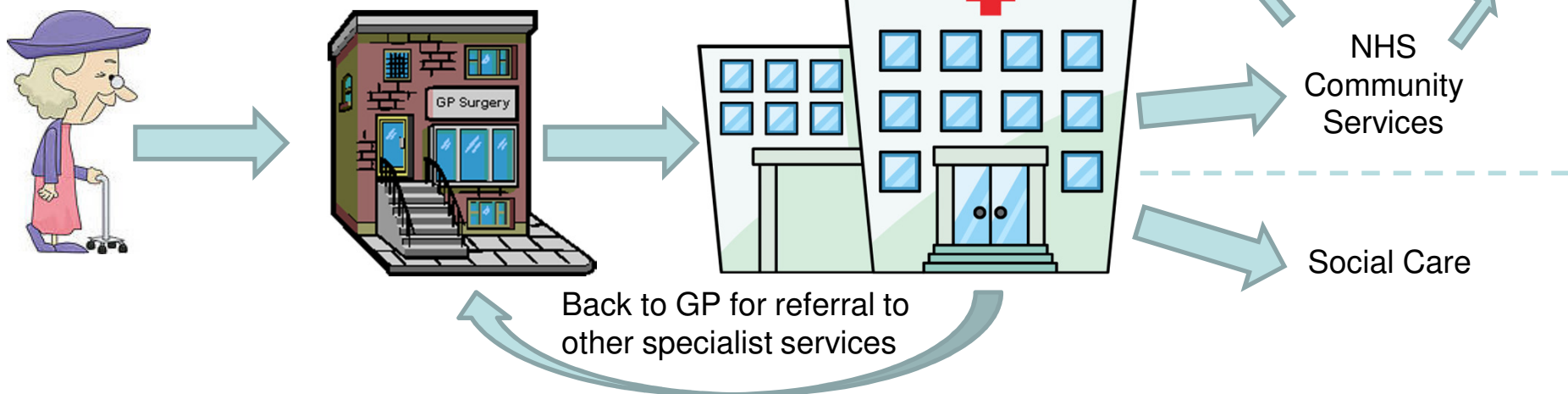
- Delivery of care closer to home
- Services which are designed around people
- Integrated 'whole system' services
- Fast, flexible and focussed access to diagnostics, reports, clinical guidance for clinicians for treatment and care planning
- Sustainable workforce across health and social care provision
- Improved quality and outcomes
- Value for money



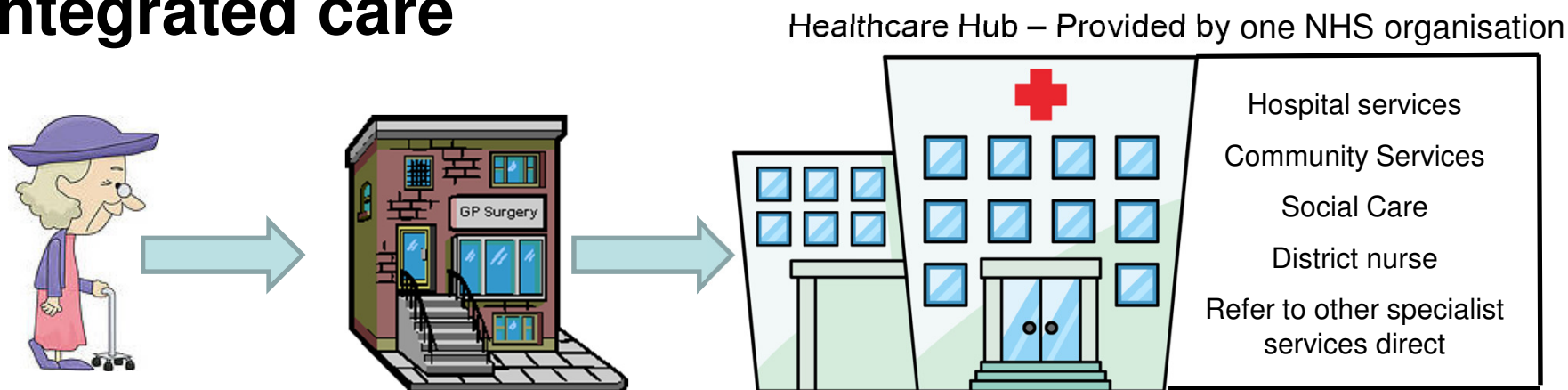
Dorset County Hospital **NHS**
 NHS Foundation Trust
 Provided by different NHS and private organisations

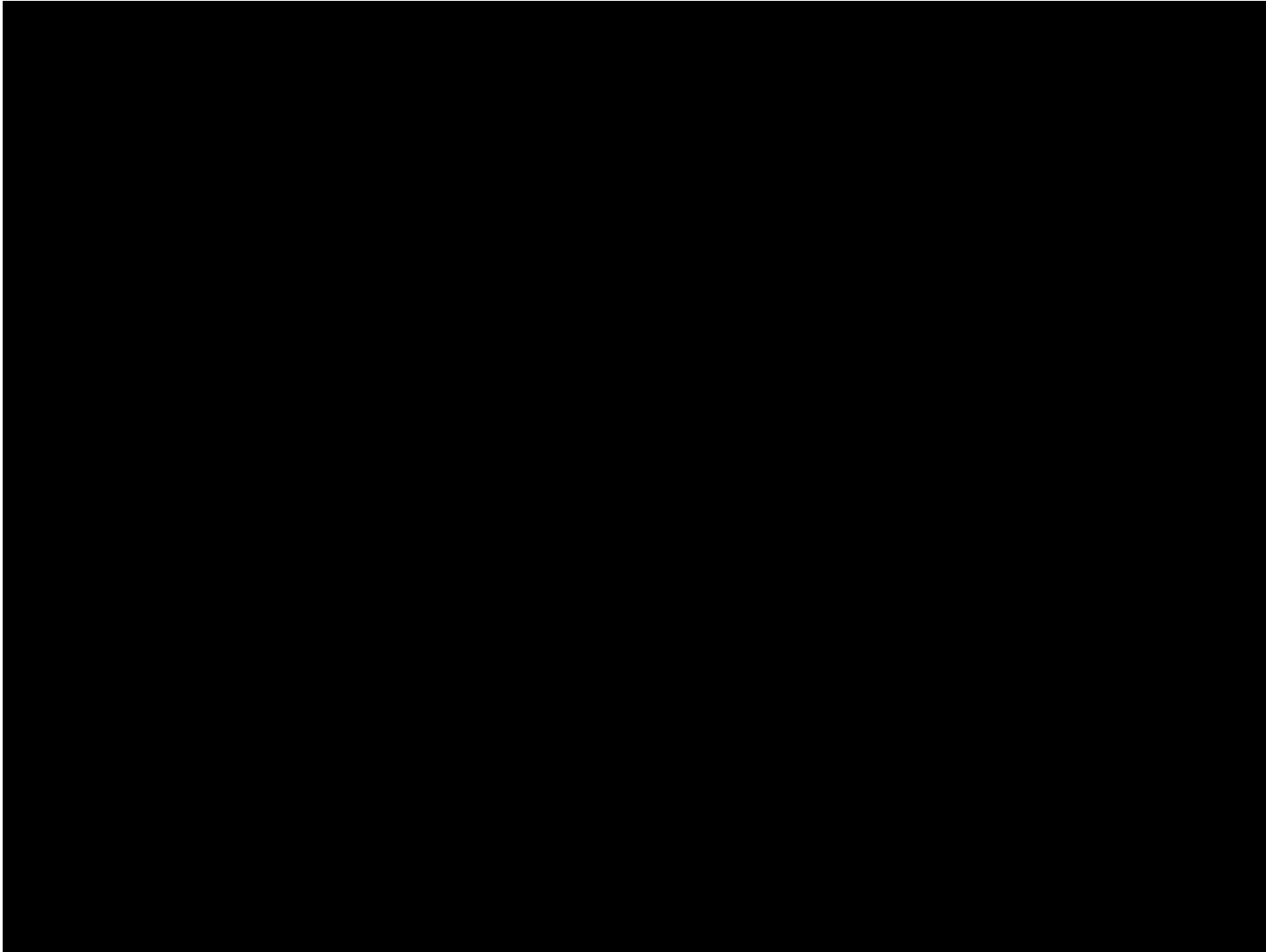
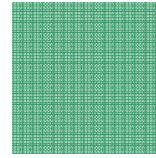
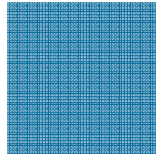
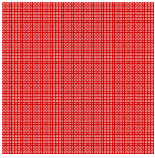
Push on and achieve integration into the Community

Our current system



Integrated care







Key Areas for Integration

- Working more closely with GPs and Primary Care colleagues
- Urgent Care
- Child Health
- End of Life Care
- Long Term Conditions
- Frail Elderly



Push on and achieve integration into the Community

- 30% of services already provided in the community
- Develop a clear understanding of 'our offer' in relation to integrated care
- Achieve greater influence in shaping the care agenda
- Demonstrate our ability to deliver the level of service required
- Develop the integrated care model with defined pathways and single access point
- Closer partnership working with GPs and primary care colleagues



Push on and achieve integration into the Community

How do we achieve this?

- Single provider model – vertical integration
- Development of integrated care pathways with lead provider model
- NHS Five Year Future View



Public Engagement

Consult stakeholders to shape the vision. We are a public service and their views matter:

- Health Scrutiny Committee
- Healthwatch
- Public meetings
- Trust membership
- Trust Governors
- Our GPs



Themes from public meetings; what's important to our patients

- Better communication across organisations
- Improved access to primary care out-of-hours and for same day appointments
- Continuity of care across providers
- Local services, not having to travel too far
- For clinicians to ask and understand what the patient wants from their care