

July
2022

NHS

East and North
Hertfordshire
NHS Trust

Consistently outstanding care, exemplary service

Our vision and values to 2030



#ProudToBeENHT

Our vision:

Consistently outstanding care, exemplary service

The NHS and our Trust have been through a huge number of changes in the last few years. We've seen changes in our political leadership, the introduction of integrated care systems, huge advances in technology, and of course the Covid-19 pandemic.

Against this backdrop, it felt right to redefine our vision and values, and to clarify our strategic themes which will guide our work until 2030.

We still have many challenges ahead – but with a clear vision, and a clear framework about how we will adapt and improve, I know that we can exceed our aspirations.

Our vision includes not only consistently outstanding care, but also exemplary service – and our values define how we achieve this: by including, respecting and improving.

And we are committed to working closely with our partners in the health and care system to act now on inequalities in health – not just in our Trust but in the wider community.

We have already made fantastic progress, and I look forward to the journey ahead of us.



Adam Sewell-Jones
Chief Executive

To be trusted to provide consistently outstanding care and exemplary service.

Trusted:

That the manner and outcomes of our services means our communities trust us with their care.

Consistent:

No matter where, when or how people access our services, their experience should be of consistently outstanding care.

Exemplary service:

Ensuring that our patients and communities receive a high standard of service in addition to their clinical care – from the first contact to the last.

Mission

Strategic themes

Strategic objectives 2022-23

Vision to 2030

Providing high-quality, compassionate care for our communities

Quality:

Consistently deliver quality standards, targeting health inequalities and involving patients in their care.

Ensure all wards are accredited for quality as silver or above by March 2023, with an accreditation framework developed for non-inpatient areas

No complaint responses to be overdue by March 2023, as part of our patient experience improvements

Thriving people:

Support our people to thrive by recruiting and retaining the best, and creating an environment of learning, autonomy, and accountability.

Reduce vacancy rates to a maximum of 5% through improved recruitment and retention

Improve staff experience as measured by the annual staff survey

Seamless services:

Deliver seamless care for patients through effective collaboration and co-ordination of services within the Trust and with our partners.

Eradicate 12-hour waits in the emergency department by transforming internal pathways, and developing the Hospital at Home model with Hertfordshire Community Trust

As part of the acute provider collaborative, establish an elective hub model to reduce patient waiting times across the Integrated Care System

Continuous improvement:

Continuously improve services by adopting good practice, maximising efficiency and productivity, and exploiting transformation opportunities.

Increase planned activity by at least 10% above 2019/20 levels through productivity improvements and capacity investments

Deliver the financial plan including the impact of the built-in efficiency requirement

To be trusted to provide consistently outstanding care and exemplary service

Strategic themes

Quality. We will:

- deliver high-quality, safe and compassionate care, supporting services and teams to consistently achieve quality standards
- listen to and involve patients and communities, to co-produce and improve services
- deliver consistent clinical practice, using evidence-based pathways and allowing patients to be active in their own care
- improve proactive and preventative care through population health approaches, and reduce inequalities in access and outcomes

Seamless services. We will:

- develop partnerships to drive change and ensure services meet the changing health and care needs of our communities
- embed co-ordinated pathways through effective collaborative working between teams, and with other providers
- invest in infrastructure and innovation, ensuring the best possible environment in which to care for our patients
- embed digital technology as an integral way in which we deliver and unlock clinical care and supporting services

Thriving people. We will:

- nurture an inclusive workforce where we embrace and celebrate differences, with our workforce mirroring the communities we serve
- ensure that staff have the skills, knowledge and capability to deliver, with the freedom and autonomy to act
- support our people to reach their full potential, regularly growing our own workforce, and becoming a local employer of choice
- create a caring, rewarding and healthy environment for our people to thrive in

Continuous improvement. We will:

- maximise new technology to improve how patients and communities can equitably access and receive care and services
- embrace quality improvement, adopting good practice to drive sustainable clinical, quality and financial improvements
- adapt to and embrace transformation, and maximise research and development opportunities to improve care
- deliver in line with high-performing local district general hospitals, with some areas of specialist care

Our values



Include

We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



Respect

We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



Improve

We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Get involved!

If you are interested in shaping the future of healthcare in your area, get in touch!

There are a number of ways you can be involved:

- **You can become a member.** This means we'll keep you updated about health news and information about the Trust, and we'll invite you to get involved in decision-making.
- **You can be added to our survey database.** This is where we might email you with short surveys to make sure we know what our local community thinks.
- **You can be a patient partner.** You can choose to sign up to hear about specific topics or service areas, and get involved in improving that area.

Visit our website to find out more, or follow us on social media:

Website	www.enherts.nhs.uk
Twitter	@enherts
Facebook	East and North Hertfordshire NHS Trust
Instagram	@enhertstrust

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