better lives, together Our strategic framework 2019-23





IDEAS

6,936 ideas and comments

Our staff, service users, partners and communities

Shaping our five-year plan

What we're here to do

Our Purpose

To create connected communities and help people to feel as healthy as they can be at every point in their lives

Our long term goal

Our Vision

To connect people to the best quality care, when and where they need it and be a national role model as an employer

How we'll work with each other

Our Values



We Care

We act with respect and empathy, and always value difference



We Listen

We understand people's views and respond to their individual needs



We Deliver

We develop and provide excellent services and support our partners to do the same











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What will we do to achieve our vision

Our goals

Our services

To provide seamless access to the best care

To provide excellent quality services

Our community

To provide our staff with the best places to work

To support people to live to their fullest potential, to be as healthy as possible

We will do this by:



Improving



Innovating



Growing

For services and communities...

We are a partner of choice and service users' first point of call

We are well led and well managed

Work is meaningful

Our workplace is fit for purpose

With great

Service user experience and outcomes

Staff satisfaction

Regulator ratings

External recognition







Bringing it all together



Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work