

# Good Hope Hospital

## Our five-year strategy

**Our Vision:** Building healthier lives

**Our Mission:** To provide safe, compassionate, high-quality care at our patients' time of need

**Our Values:** Kind Connected Bold

### Our Patients



#### What this means?

Advancing our clinical expertise to better serve our population, giving patients timely, equitable access to high quality care.

#### Principal measure

Over 90% positive responses to Friends and Family Test. Best outcomes in age-related conditions.

#### Objectives

- Realign service provision with identified health needs of our local population.
- Become a leading regional hospital in the provision of care and treatment for older adults.
- Optimise access to emergency care.
- Innovate to grow capacity and capability around surgical services.

### Our People



#### What this means?

Creating an inclusive, welcoming and engaged culture.

#### Principal measure

Over 80% of colleagues would recommend the hospital as a place to work in the NHS staff survey and staff feel recognised and rewarded.

#### Objectives

- Attract, develop and retain the best available talent, aligned to our organisational ambition.
- Build a culture of 'The Good Hope Way', where people can thrive and be their best.
- Maximise the potential of our people by investing in their futures and harnessing their skills to transform our services.

### Our Potential



#### What this means?

Building our impact in research, development, education and innovation.

#### Principal measure

50% increase in the number of patients and staff active on a research programme.

#### Objectives

- Build a hospital-wide culture of research and innovation, where everyone feels able to participate.
- Develop an infrastructure to enable pioneering models of care and innovation to flourish.
- Embed a more agile and able learning environment.

### Our Place and Population



#### What this means?

We work with our community and partners to enable more patients to manage their care in the community.

#### Principal measure

Reduction in patients with long-term conditions admitted to our hospital and an increase in patients accessing community provided services.

#### Objectives

- Work with our health system locality partners to increase levels of proactivity in managing long term conditions.
- Work with our partners, our people and our patients to facilitate appropriate urgent and emergency care (UEC) attendance.
- Build our reputation as a cherished community asset, where people know that they are always in safe hands.

### Our Performance



#### What this means?

Making the most of all our resources to deliver the best quality care and value for money.

#### Principal measure

Meeting NHS Quality and Performance Standards and working within our financial means.

#### Objectives

- Reduce financial deficit to achieve maximum value for money.
- Maximise the useability of our estate and prepare it for the delivery of future services.
- Build a hospital-wide approach to sustainability.



Building healthier lives

