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> 04**2019/20**

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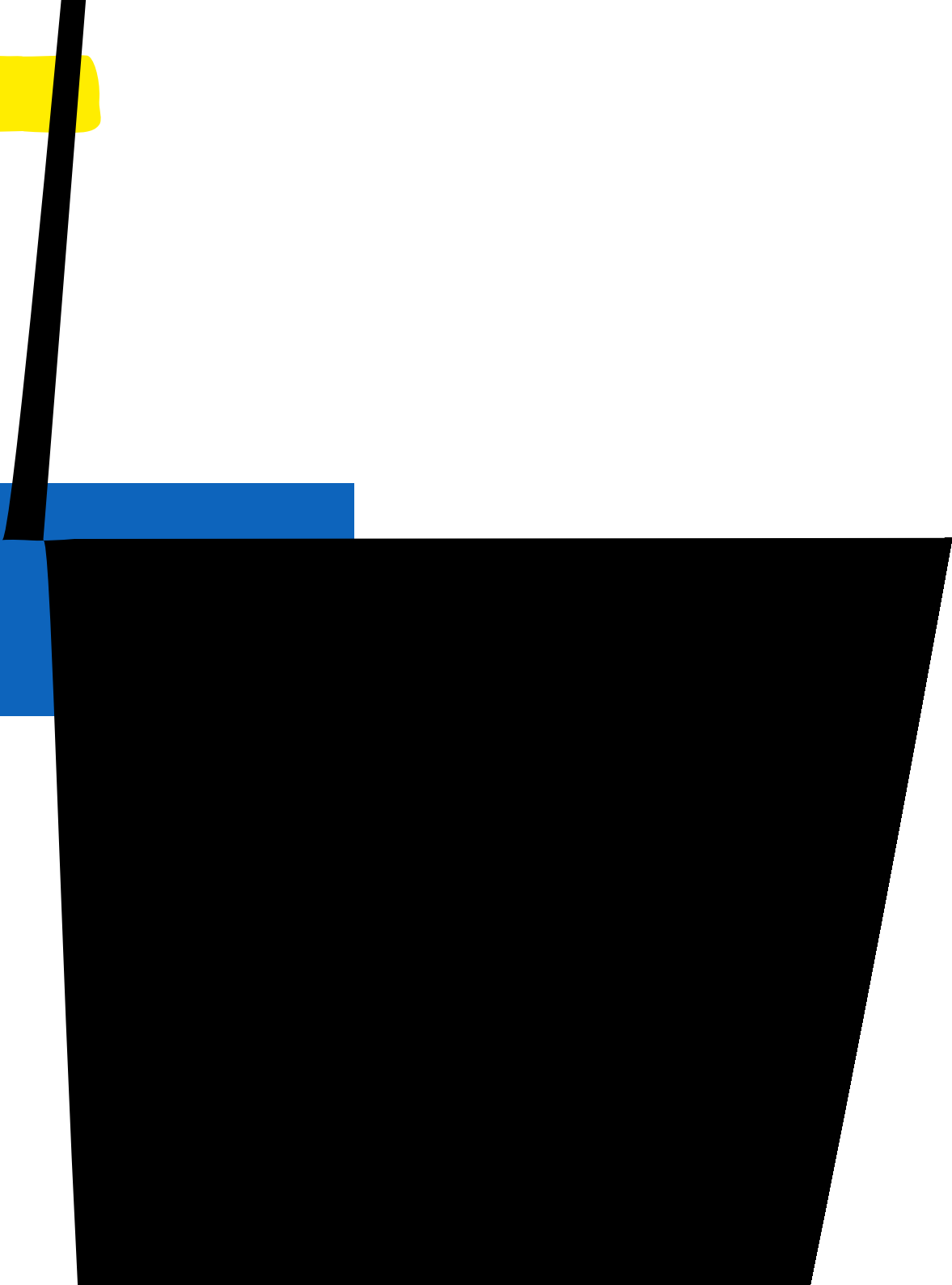
There are three local authorities, 110 GP practices, three Clinical Commissioning Groups (CCGs), three hospital trusts, a mental health provider and an ambulance trust within our geographical area, as well as organisations providing community services and many voluntary and charitable organisations. We have a combined health and care workforce of approximately 40,000 people.

NHS and Local Government organisations across the health and social care landscape in BSW, including partners in the third and independent sectors, recognise that working in partnership to plan and deliver services offers great potential to improve service quality, efficiency and sustainability.

In 2019/20 we will take significant steps to develop our Integrated Care System (ICS),



- ✓ Sustainability of primary care as Primary Care Networks develop ;
- ✓ Delivery of joined up efficient and effective primary, community and social care services, which meet the health and social care needs of our population
- ✓ Primary Care Networks, community services and





Developing sustainable
communities



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Developing sustainable communities



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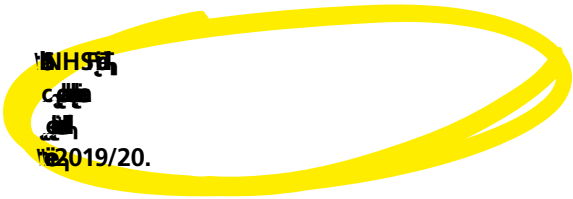


2 [Redacted]
Developing sustainable communities
→

B [Redacted]
Sustainable secondary care service
→

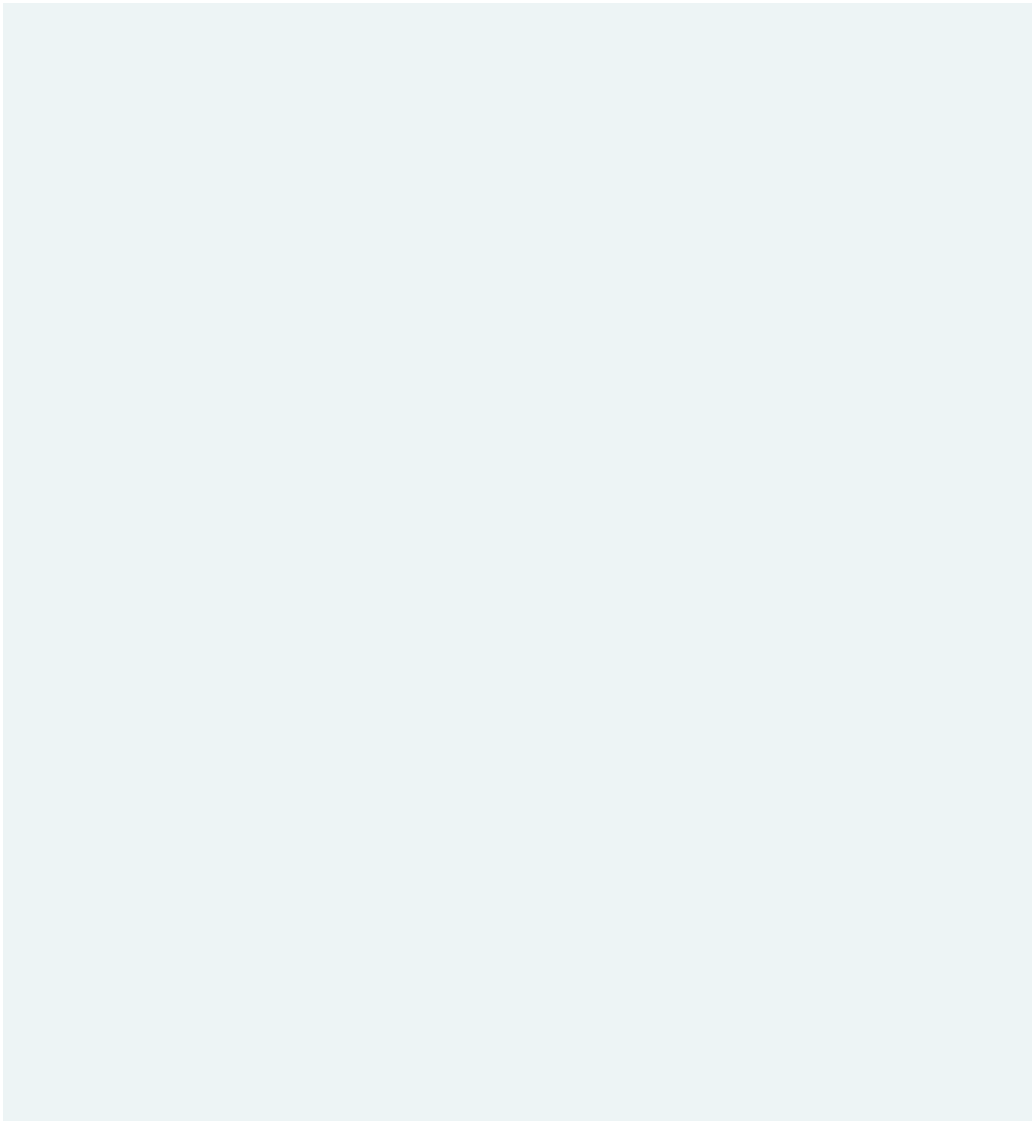
A [Redacted]
Transforming care across our region
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B [Redacted]
Creating strong networks of health and care professionals
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As part of long term improvement

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Equa

Both the STP and NHS Long Term Plan have prioritised the transformation of outpatient services in 2019/20. Trust services will focus on reducing 'Did Not Attend' (DNA) levels we will continue to challenge 'New to Follow Up' appointment ratios and encourage patient initiated follow up appointments.

The Trust plans to deliver the Referral to Treatment (RTT) waiting time standard and improvement plans focus on specialties such as Gastroenterology and Urology where further capacity is required. This will ensure that growing demand for elective care services can be accommodated and the waiting list time is maintained or reduced.

CoPa

The Trust has achieved national cancer standards over recent years despite the continued workforce pressures and rising demand. Our plans are focussed on addressing capacity gaps within gastroenterology, endoscopy and urology. The Trust continues to work with partners to identify longer term solutions that will provide a comprehensive service in a sustainable way. The Trust is aebka2a cererer ovhe



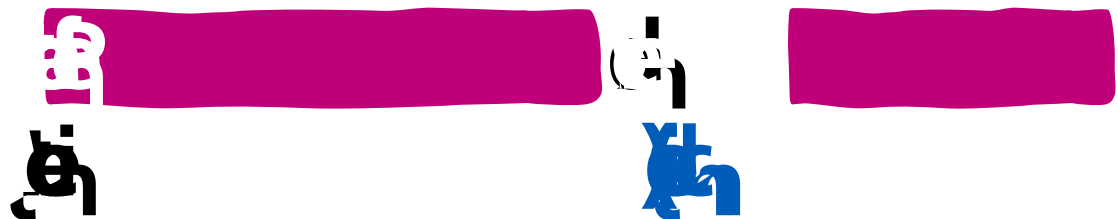
We will treat our patients, and their families, with care, kindness and compassion. We will keep them safe from avoidable harm.

Our quality improvement plan reflects local, STP and national

[Redacted]

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We will treat our patients, and their families, with care, kindness and compassion. We will keep them safe from avoidable harm.

Our quality improvement plan reflects local, STP and national priorities. Our objectives in 2019/20 are:


1

Work with our partners to prevent avoidable ill health and reduce health inequalities




2

Reduce avoidable patient harm by 50% over 3 years (2019–2021)




3

Work with our partners to improve patient flow through the hospital



4

Design new models of care to provide patients with more convenient access to services and make the most of digital care



2

- ✓ Reduce the number of patients who have a fall in hospital that results in a fracture or major harm by 10% – work with NHSI Falls Prevention Collaborative
- ✓ Reduce MRSA bloodstream infections to zero – improvement initiative led by the Infection, Prevention and Control Team
- ✓ Reduce harm from sepsis by improving the number of patients screened for sepsis and treated with intravenous antibiotics within an h1-0.074 -1.703 0.475 -1.116 0.565 c -0.663 0.634 -



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Our quality improvement plan reflects local,

01

Foreword

02

Partnerships and
integrating the
health and care
system

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System priorities

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Objectives and
priorities for
2019/20

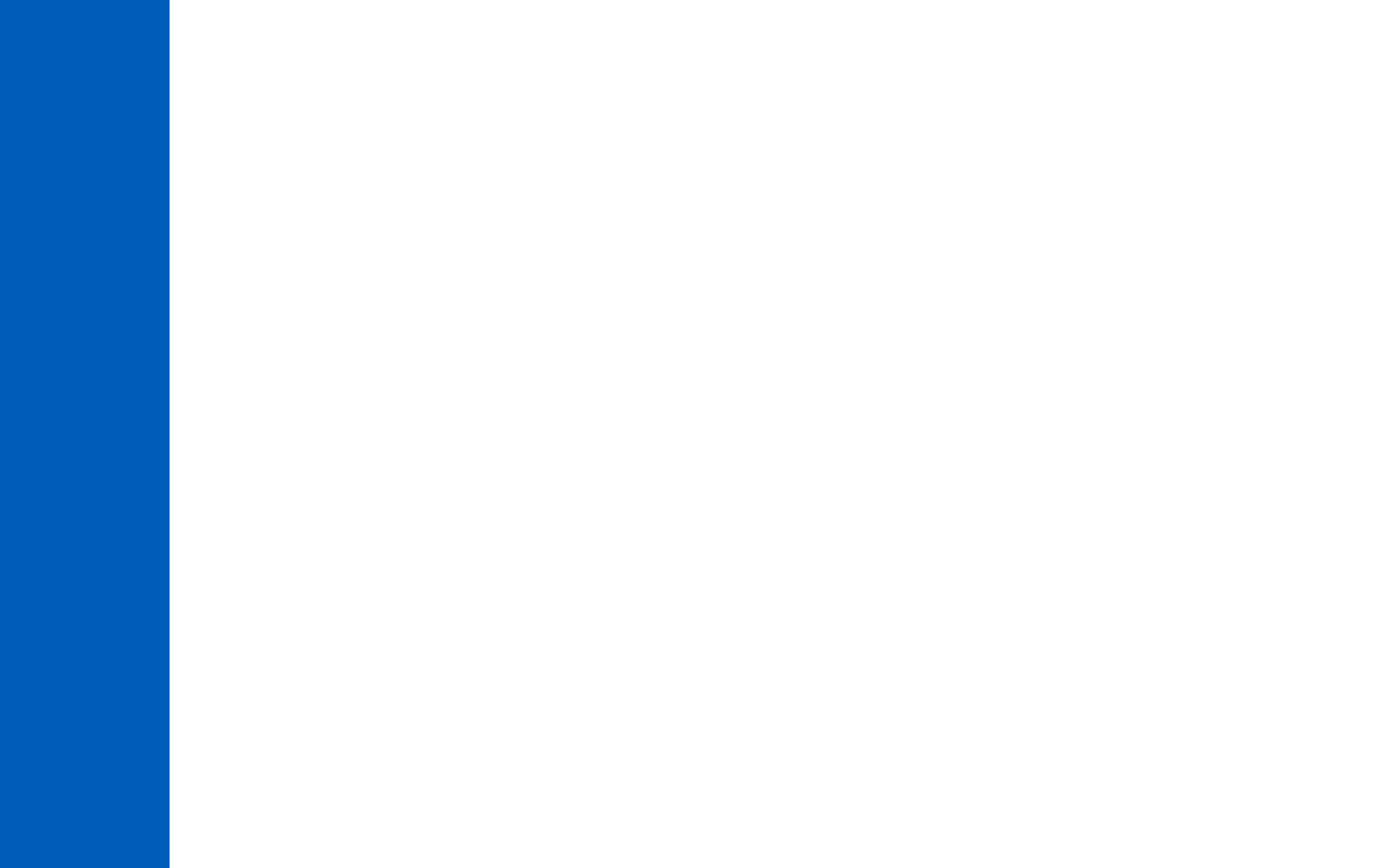
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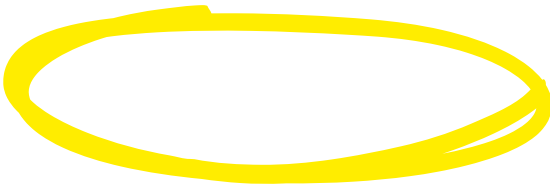
Our quality improvement plan reflects local, STP and national priorities. Our objectives in 2019/20 are:



- ✓ Continue to increase the number of frail older people who are able to go home the same day or within 24 hours of admission – supported by the recently expanded Older People's Assessment Liaison Team
- ✓ Work with our partners to extend our Rapid Access Care of the Elderly (RACE) clinics to other parts of Wiltshire to provide care closer to people's homes
- ✓ Transform the follow-up of cancer patients by designing supported self-management pathways
- ✓ Train more staff and teams in quality improvement methods and provide support to enable them to lead and implement sustainable changes
- ✓ Work with our partners to develop the hospital site as a health and wellbeing campus over the next 5 years

To achieve the Trust's quality priorities and outcomes, we will focus on linking our plans and identified risks on workforce and recruitment, capacity and demand and delivery of the Trust's financial targets.









Salisbury

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