

Trust Strategy Edition



Patricia Davies,
Chief Executive

We are proud to launch our Trust Strategy

Myself and the Trust Board are incredibly excited to launch our new Trust Strategy for 2023-2028 and to share with you our key priorities going forward.

A Trust's strategy not only details our priorities and where we'd like to get to, but also helps keep us on the right track to getting there. It is therefore, incredibly important that we are all aware of where we are heading and have the right tools and support to help us to achieve our goals.

As you will see, we have some big ambitions here at ShropCom and we understand that to be able to achieve the priorities of our strategy we need to continue to work hard towards creating a culture where every one of us feels empowered to use our skills and expertise to make a difference - Not only in providing the best possible care for our patients but to make ShropCom a great organisation to work in.

Over the coming weeks and months we will be sharing more about our plans to deliver on our priorities and most importantly how you can all be involved.

The story so far....

As an Exec team we have worked together with senior leaders across the Trust to develop a strategy that reflects our ambitions to keep care as close to home as possible for our service users. And to ensure our organisation is a great place to work for our colleagues.

Our Strategy has been developed to focus on 4 key priorities and over the coming pages we will be sharing with you our plans on how we can all work together to deliver them.

Our Strategic Vision

We will be at the heart of supporting our communities by providing fully connected services - so that everyone gets the **right** care, in the **right** place, at the **right** time, by the **right** people.



"As a Community Trust we we are integral to the delivery of the health priorities of our local community and need to ensure we are continuously improving and learning as we go"

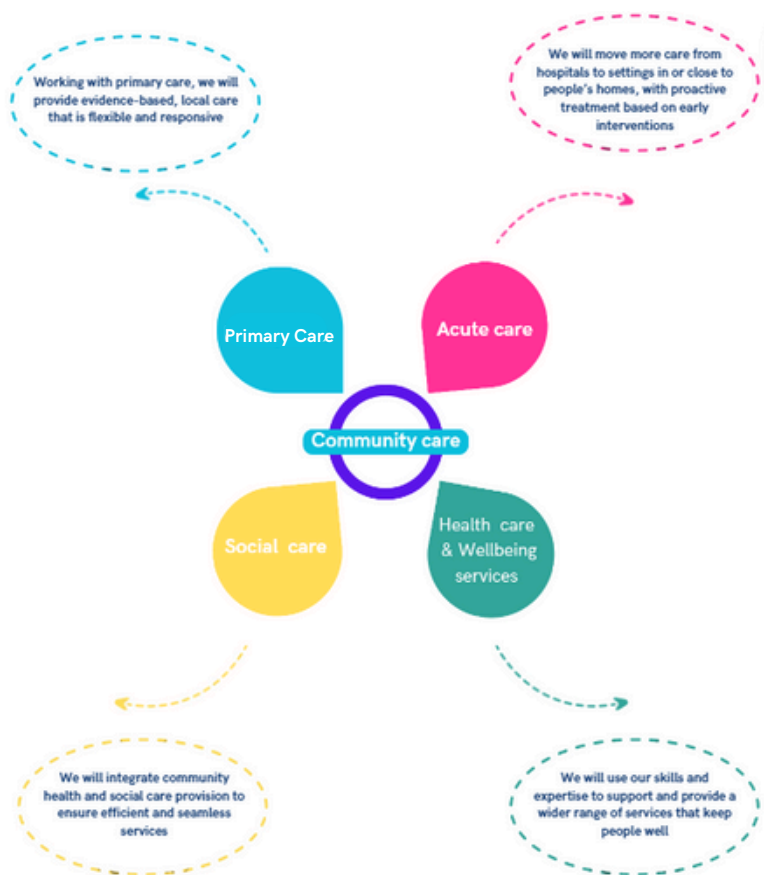
Clair Hobbs, Director of Nursing & Clinical Delivery

Connecting the dots

As a Community Trust we are fortunate to have a wealth of talent and experience across our organisation, with the majority of staff and their families living within the communities we serve. This provides us with both a personal and professional perspective on the health needs of our communities. And enables us to keep a finger on the pulse on how best to join up the dots of health care for our community.

Our Strategy has been developed to enable us to connect these dots by focusing on our 4 key priorities:

- **To keep care as close to home as possible** for our patients, providing proactive treatment based on early interventions.
- **To empower our staff** to use their wealth of expertise to support and provide a wider range of services that answer the specific health needs of our community.
- **To work cohesively** with our primary care partners to provide evidence-based, local care that is agile and responsive.
- **To integrate community health and social care** provision to ensure our services are efficient and seamless.



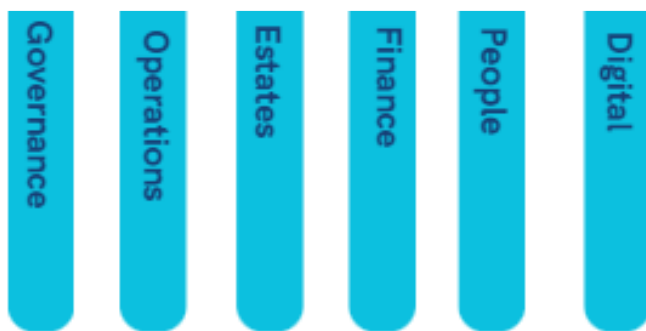
Working together to achieve our ambitions

Throughout the rest of 2024 and into 2025 we will be drawing upon the local care insight and expertise of our staff to support and deliver a wide range of services and doing all we can to keep the care we provide as close to people's homes as possible.



It is a community affair in more ways than one here at ShropCom. Therefore, across our 6 areas of enablers we will be pulling together as a community of fabulous folk to deliver our priorities through our 5 key commitments.

Our Commitment



- 1. Inter-operability:** We will provide connected and seamless services for our patients, that includes end-to-end joined-up technology, processes, structure and governance.
- 2. Integrated care:** We will form strong partnerships, so our patient needs and our staff's ability to perform optimally, always comes before organisational self-interest.
- 3. Locality of provision:** We will provide services as locally as possible, including in people's own homes to minimise both staff and patients need to travel for safe and high-quality services.
- 4. Clinical excellence:** We will better define, benchmark, manage and measure our services to ensure they are demonstrably clinically excellent and continuously improving.
- 5. Committed and engaged people:** We will further develop an environment where everyone is committed and engaged with the delivery of the strategy keeping patients at the heart of everything we do.

Shaping our Future

We all have a role to play



Culture plays an integral part in helping an organisation to deliver it's ambitions and is key to creating an environment where staff are both empowered and enabled in it's delivery. Here at ShropCom we want our culture to provide strong foundations for our future, our staff and our service users.

It is therefore, important that our culture is one that encourages and enables staff to pull together and work cohesively. One that ensures staff feel empowered to use their expertise to provide and develop services. And is one that is agile enough to provide flexibility and speedy responsiveness for staff and service users alike.

With this in mind we have developed a set of cultural characteristics that we are committed to promoting and embodying in our day-to-day working lives. Over the coming weeks you will be receiving further information on our ACE cultural characteristics, how we will be working with you to embody them as a Trust. And the exciting opportunities we have coming up to ensure staff have a voice when it comes to our Trust culture.

Introducing our Cultural Characteristics

To create a healthy staff culture where we all work as one team to deliver our ambitions, we need to ensure we are providing staff with the tools to enable them to be:

Agile

We create simplicity to allow us to be responsive at pace to meet the needs of our community - continuously improving and learning as we go

Cohesive

We work together to deliver our services for our community - acting with integrity, inclusivity and transparency

Empowered

Decisions are made by those with the best information - people have permission to act - safely, quickly and accurately



"We all have such an important role to play in shaping the future of the Trust's services and culture. And, I am really looking forward to working with our fantastic staff to help carve out the next exciting chapter for ShropCom."

Claire Horsefiled, Director of Operations & Chief AHP