



Quality Strategy 2023-28

(summary version)

PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



Our Quality Strategy sets out our direction and priorities for the next five years to ensure that we continue to drive quality improvements.

What do we mean by quality?

We want to ensure that our staff are supported to deliver care that is:

✓ Safe

✓ Effective

✓ A Positive Experience

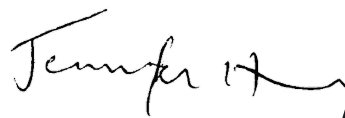
The strategy has been developed through listening to our patients and staff and consulting with stakeholders including Healthwatch Sheffield, Maternity Voices Partnership and South Yorkshire Integrated Care Board.

Our priorities and ambitions have been informed by data, including incidents and complaints, the

National Patient Safety Strategy, and the findings from the CQC inspections.

This strategy is just one part of a much wider programme of quality improvement, both within the Trust and across our Integrated Care System (ICS).

We hope our commitment to improvement and our determination to get things right for our patients, their families and carers is evident in this strategy.



Dr Jennifer Hill
Medical Director
(Operations)



Our values

Our Quality Strategy aligns with our PROUD values which guide how we work and the way we deliver our services. Our values are:

Patient first - Ensure that the people we serve are at the heart of all that we do

Respectful - Be kind, respectful, fair and value diversity

Ownership - Celebrate our successes, learn continuously and ensure we improve

Unity - Work in partnership with others

Deliver - Be efficient, effective and accountable for our actions

Putting our plans into action

The Quality Strategy outlines the guiding principles that will shape our work over the next five years and the steps we will take to put these into practice. It describes our ambitions under three headings: Patient Safety, Patient Experience and Engagement, and Clinical Effectiveness.

Patient Safety

We are committed to providing safe, compassionate care and continuously look at how we can improve patient safety.

Over the next 5 years our priorities include:

- Implementing our Patient Safety Incident Response Plan to deliver improvements that reduce the risk of harm to our patients.
- Continuing to equip our staff with quality improvement skills
- Increasing the number of Patient Safety Partners
- Ensuring we listen to the patient voice in investigations
- Continuing to provide psychological safety for staff.
- Sharing learning and best practice across the organisation in ways that are effective and meaningful.

Improvement programmes enable effective and sustainable change in the most important areas



We have a range of programmes in place which we aim to continue and build upon over the coming years, these include:



Maternity



Falls



Medical records

Patient Experience and Engagement

We believe listening, talking, and responding to our patients, their families and carers should be part of our everyday work.

Over the next 5 years our priorities include:

- Developing a wider range of approaches to ensure accessibility of feedback.
- Increasing opportunities for patient and public representation on working groups and committees.
- Ensuring the views of our patients are reflected in service developments.
- Developing Patient Engagement expertise across the organisation
- Aligning our work with the health inequalities agenda, to improve the experience of those who have the poorest experience of care.
- Using patient stories to bring experiences to life and identify how we can improve the services we provide.
- Involving patients in co-production with curiosity about their experiences and a desire to work collaboratively.
- Providing clear and accessible public information.



Clinical Effectiveness

We believe that our patients' care and treatment should be based on the best available evidence.

Over the next 5 years our priorities include:

- Developing a wider range of approaches to promote the sharing of learning
- Continuing to monitor and review key mortality metrics
- Supporting a culture of safety, continuous learning, and sustainable improvement
- Ensuring we provide timely reporting and actioning of results
- Reviewing best practice guidance implementation.
- Strengthening the links between audit and quality improvement, ensuring that audit data inform new and existing quality improvement programmes



We believe that through implementation of the strategy, we will ensure a focus on priorities for improvement which will have a real impact on the quality of services for our patients.

We look forward to working with our patients, our staff, and our stakeholders to deliver the ambitions set out.

The full version of the strategy is available on our website through the About Us page [click here](#)