

Our vision is to be the premier integrated cardiothoracic healthcare organisation in the country.

For 2012/13, we have set ourselves some ambitious goals in order to achieve our vision and mission of providing excellent, compassionate and safe care for every patient, every day. These focus on 10 change programmes and each Directorate has provided its own contract for how it will deliver these. Here are a few examples of some of the work we will be undertaking this year:

Clinical Excellence

- Focussing on how we continue to improve quality and safety
- Delivering our national, regional and local targets, e.g. CQUIN

Patient and Family Centred Care

- Embed a family centred care model
- To have contracts of care in place for at least 75% of patients
- Roll out a process of 'Shadowing' to identify service improvements

Services

- We will continue to develop the tertiary services we are able to offer to patients and develop new integrated services

Finance

- Thanks to our cost improvement programmes, we are able to invest £7.1 million to relocating and refurbishing Oak and Day Wards and building a new Research Centre.

Research and development

- Work with the Royal Brompton & Harefield NHS Foundation Trust and Imperial College on the joint Institute of Cardiovascular Medicine and Science

Stakeholder management

- To develop campaigns to enhance reputation and awareness with identified stakeholders
- Responding to the changes emerging from the Health & Social Care Act 2012

Charitable funds and volunteerism

- Deliver significant charitable funds to reinvest in patient, family and staff benefits
- Continue to develop the role of the volunteer

Education

- Develop an education strategy in order to maximise the potential of LHCH staff

Staff

- Ensure there are year on year improvements to the staff survey results
- Achieve a sickness absence target of 3.6% or less
- Implement a Trust-led talent management system

Information technology

- Implement the year 1 plan for electronic patient records, which will change how we provide care so staff have more time to spend with patients