

# **‘Supporting Excellence’**

**How can chaplains engage with and contribute to  
Trust priorities and service modernisation?**

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Positive about mental health

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NHS Trust



- 
- **Where the NHS going?**
  - **How is change being managed?**
  - **How could you respond?**

*What?*

# Improving Access

- **Improved emergency care, rapid response**
- **Reduced waiting times**
- **Increased booking for appointments & admission**
- **More & more choice.....**

*With...*

# **Focus On Improving Services and Outcomes for People With.....**

- **Cancer**
- **Coronary heart disease**
- **Mental health difficulties**
  
- **.....and for Older people**

*.....together with*

- **Improving life chances for children**
- **Improving the overall experience of patients**
- **Reducing health inequalities**
- **Reducing drug misuse**

*How?*

# The Planning Framework (the method)

- **Agreeing the capacity needed to deliver plans**
- **Determining the responsibilities of each health and social care organisation**
- **Creating plans that show how improvements will be made and which are based on the involvement of staff and the public**
- **Establishing local arrangements for monitoring progress and NHS performance management**
- **Improving communications and accountability to the public locally**

*How?*

# Monitoring and Performance Management

- **Organisations have their own system of business planning**
- **Each organisation must make arrangements to report to their staff and public on performance**
- **PCT's will hold provider organisations to account for the delivery of services which they have commissioned**
- **SHA's will hold all NHS organisations to account for performance**
- **The Department of Health will hold SHA's to account for the performance of the NHS within their area.**

.....and

**In addition each NHS organisation, working with its local councils and other local partners, will develop plans which show the total increases in capacity in the three key areas of:**

- **Physical facilities**
- **Workforce**
- **Information management and technology**

# Enhancing the Quality and Safety of Services

- **Every patient will choose between four or five providers for hospital outpatient and elective care**
- **Wider choice in primary care and for people with long term conditions**
- **Improved access and responsiveness in primary and urgent care**
- **Shifting more services from secondary to primary care settings**

*continued...*



*Continued.....*

- **Modernise ambulance services**
- **Continuing to speed up access to hospital care**
- **Developing stronger standards and safeguards for patients**
- **Reducing the impact of healthcare associated infections**
- **Improving patient safety**
- **Delivering effective medicines management.**

# The Future...?????

- **New (public) places to access healthcare**
- **Walk-in centres**
- **More on-line help, education**
- **Improved health & wellbeing**
- **Less bed use, more day surgery, minimal invasion**
- **More surgery in primary care**
- **Regional trauma & specialist care**
- **New professional responses**

# The Challenge

- **New Ways of Working**
- **Community v Hospital Care settings**
- **Primary & Home Care**
- **Long Term Conditions**
- **Supporting Choice**
- **Advocacy**
- **Well being**

*.....and so*

## **What you need to be clear about...**

- **What is the business planning cycle and process in your NHS Trust?**
- **What service plans are already under development or consideration?**
- **What is your unique contribution?**
- **What is your strategy and direction?**
- **What benefits can you bring to the modernisation?**
- **Who can you submit your ideas to?**