

Strategic Framework



Woking & Sam Beare
Hospice and Wellbeing Care

Your care | Your choice | Your way

A patient-centred charity delivering specialist palliative care for people with advanced life-limiting illnesses.

Quality

The delivery of consistently high quality services across all aspects of the organization

Strategic Objectives:

The achievement of **high levels of compliance** against all recognised quality indicators / Key Performance Indicators

The **timely provision of accurate data** in order to assure the quality of decision making

The quality of **external “messaging”** that accurately reflects our service delivery in order to maintain and enhance our reputation

Access

The facilitation of access to clinical services and data by optimising capacity and systems and by raising awareness

Strategic Objectives:

The **optimisation of operating systems and patient pathways** to maximise overall capacity and to improve access to services and data

The **raising of awareness** [through the provision of meaningful data] amongst service and system users [especially in hard to reach communities]

Process

The optimisation of operational processes and of the opportunities for collaboration and the use of technology

Strategic Objectives:

The introduction of **new, more efficient and effective models of working** that measure outcomes and eliminate “silo” practices

The introduction and utilisation of **new / alternative technologies** to support new models of working and communicate with [and manage] our stakeholders

Workforce

The development of a workforce that is sustainable and “fit for purpose”

Strategic Objectives:

The optimisation of an investment in **development, training and education** that will nurture and retain our workforce [Employees and Workforce Volunteers], maximise satisfaction and enhance our reputation

The development of a [“recognise and reward”] reputation as an **“Employer of Choice”** offering new, flexible, innovative and measurable ways of working [and reward] that will attract and retain quality candidates

Sustainability

The assurance of long term clinical, financial, reputational and environmental sustainability

Strategic Objectives:

To assure the long term sustainability of clinical provision by maintaining / enhancing our **role as specialist hub and our relevance within Integrated Care System**

To assure the long term sustainability of service provision by **robust focus on all Health, Safety and Environmental issues**

To assure the long term financial sustainability of the organisation, to **address issues around “Going Concern” and to develop adequate levels of Reserves** though a focus on:

Income assurance [NHS funding / Charitable giving]
Cost Management

Quality

Access

Process

Workforce

Sustainability

Vision | Mission | Values