

## Our new strategy

Our vision is to provide outstanding care, every time, for our patients, staff and the communities we serve.

To help us achieve this we have published a new strategy for 2019 to 2024.

This document is a brief summary of our new strategy and what we plan to achieve over the next five years. For a copy of the full strategy document, go to [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk).

St George's is a great organisation, with a proud past and a bright future. However, the way healthcare is provided is changing, and we need to respond differently to the changing needs of our local population.

Our new strategy will help us to improve care for patients, and improve the working lives of our 9,000 staff.

Our new strategy will also help guide the decisions we make, and the areas we have chosen to invest in and develop.

Of course, our priority is to provide the best care possible for our patients, and our new strategy does not change this.

It will, however, give everyone connected with the Trust – including patients, staff, communities and those we work with – a better understanding of what we want to achieve in the future.



## How we developed our strategy

We've been talking to hundreds of staff members and patients to help us develop our new strategy.

This strategy has been shaped by our staff, patients and local communities – with more than 500 people attending 26 events over the past year.

We've also held meetings with local GPs, patient groups, trade unions and clinical and management teams at the Trust.

This period of listening to different people has been vital. We've heard people's honest views about us and the services we provide, including what we do well and where we need to improve.

Despite the challenges of recent years, everyone at St George's has the desire to succeed and achieve great things.

Your support is a vital part of our success, and the priorities set out in our strategy have been shaped by you.

You've helped us create a strategy that builds on our strengths and the progress we have made, while also setting out a plan for the next five years.

## Our strategy for 2019-2024 Delivering Outstanding Care, Every time



St George's University Hospitals  
NHS Foundation Trust  
**SHN**



## The reason for this new strategy

This new strategy supports our vision to provide outstanding care, every time, for patients, staff and the communities we serve.

We have agreed four priorities that will drive what we do and influence the decisions we will take over the next five years.

### Our four priorities:

#### Strong foundations

To provide outstanding care, every time

#### Excellent local services

To provide excellent local hospital services for the people of Wandsworth and Merton

#### Closer collaboration

To work with others to provide health services for people across south west London

#### Leading specialist healthcare

To provide specialist healthcare for the people of south west London, Surrey, Sussex and beyond

Information about what this means for individual services is in the full strategy document on our website at [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

## How we will monitor the progress we are making

We have already started work to make the priorities set out in this strategy a reality for our staff and patients.

This includes specific initiatives such as:

- improving our outpatient services
- increasing access to same day emergency care
- working with other hospitals in our region to tackle staff shortages in particular specialties.

Our new strategy was published on 23 April 2019 and the decisions we make in the future will be linked to the four priorities set out in this summary.

There will also be a number of supporting strategies in place, based on the priorities set out in this document. Those strategies will be essential for tackling the financial, operational and quality challenges we face. The supporting strategies relate to the quality of our services, our hospital buildings, digital technology, clinical research and workforce.

We will continue to listen to patient and staff opinions about our strategy through existing forums and meetings, so that the strategy becomes a vital part of decision-making and providing services.

We will also clearly communicate the progress we are making, and make sure that our successes and challenges are shared and widely publicised.



## Further information

### Full strategy document

The full version of our strategy is on our website at [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

The full strategy describes each of our priorities in more detail, and what they mean for individual services we currently provide.

### For staff

You can download extra copies of this summary and the full strategy document from our intranet homepage.

You can also read about our strategy in one of the many channels we use to communicate with staff.

### For patients and others with an interest in healthcare

As well as the full strategy document, our website at [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk) will also have the latest news and developments relating to our new strategy.

You can always keep in touch using social media.

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# Delivering outstanding care, every time

## Our strategy for 2019-2024

**Our vision is to provide outstanding care, every time for our patients, staff and the communities we serve.**

We have agreed four priorities that will drive what we do and influence the decisions we will take over the next five years.

### Strong foundations

**To provide outstanding care, every time**

- We will provide outstanding care, every time
- We will provide the right care, in the right place, at the right time
  - We will invest in our staff
- We will manage our funding and spending, and invest in our future
  - We will improve our buildings and hospital estate
- We will make sure our staff and patients have access to the digital technology and information they need, when and where they need it

### Excellent local services

**To provide excellent local hospital services for the people of Wandsworth and Merton**

- We will provide planned care that fits around our patients' lives using the latest technology
- We will provide more same day emergency care

### Closer collaboration

**To work with others to provide health services for people across south west London**

- We will work with our partners to provide care closer to patients' homes
  - We will work with neighbouring hospitals to make sure patients get the care they need
- We will work with others to meet the changing needs of our ageing population

### Leading specialist healthcare

**To provide specialist healthcare for the people of south west London, Surrey, Sussex and beyond**

- We will continue to be the main provider of specialist services for our region, including as the major trauma centre
- We will be a major centre for cancer, children's and neuroscience services
  - We will take part in commercial opportunities that enable us to invest more in NHS care
  - We will develop tomorrow's treatments, today, through innovation, research and training