

**DRAFT WORK IN PROGRESS  
2005/06 BUSINESS PLAN**

**SECTION 2 – STANDARDS FOR BETTER HEALTH**

<b>CORE/DEVELOPMENTAL STANDARDS FOR EACH OBJECTIVE (S4BH reference)</b>	<b>National target or performance management standard</b>	<b>Key milestones</b>	<b>Original risk rating ** and current likelihood of achieving ***</b>	<b>Position at quarterly update including risk update</b>	<b>Lead Director and responsible committee</b>
<b>1. SAFETY</b>					
Incidents					
Child protection					
NICE interventional procedures guidance					
Control infection	MRSA 20% reduction year on year				
Systematic review of all aspects of activities affecting patient safety					
<b>2. CLINICAL AND COST EFFECTIVENESS</b>					
Review of NICE technology appraisals					
Clinical care under supervision and leadership					
Skills and techniques continuous updating					
Clinical audit participation					
Co-operation to meet patients needs	Integrated health and social care				
Patients receiving effective treatment and care					
Needs and preferences					
Seamless co-ordination					
Evidence based practice					
<b>3. GOVERNANCE</b>					
Apply principles of sound clinical					

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and corporate governance					
Support employees to promote openness accountability, efficiency					
Undertake systematic risk assessment and management					
Financial management of resources	Financial balance				
Challenge discrimination and promote equality					
Meet performance requirements	Access targets Cancer targets A&E waits Choice Mental Health targets Reduce DToCs				
Support staff to raise concerns about service delivery/impact on patient care					
Personal development programmes which value staff					
Management of healthcare records					
Undertake employment checks					
Abide by codes of professional practice					
Staff are recruited trained and qualified for rules including mandatory training and professional development					
Research governance					
Integrated governance arrangements					
Working together to ensure principles of clinical governance support quality improvement					

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Ensure clinical leadership and accountability					
Appropriate constituted workforce and skill mix and continuous improvement					
Use of effective and integrated information systems					
Adopt best practice in Human Resources improving staff satisfaction	IWL Practice Plus				
<b>4. PATIENT FOCUS</b>					
Treat Patients with dignity					
Obtain appropriate consent					
Confidential use of patient information					
Complaints and feedback system					
Non-discriminatory					
Responding to concerns					
Food provision	PEAT visits				
Accessible information made available on services, treatment and care					
Patient experience improvement using feedback					
Patients expressing preferences and making choices about care					
Patients with long term conditions are encouraged to develop self care					
<b>5. ACCESSIBLE AND RESPONSIVE CARE</b>					
User and carers views are sought when improving health services					

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All populations are offered equal access and equitable treatment					
NHS choice of access	Choose and Book targets				
Access standards met including emergency access	Ambulance Trust targets				
Plan and deliver care which reflects views and needs of population					
<b>6. CARE ENVIRONMENT AND AMENITIES</b>					
Environments supportive of effective care and optimising health outcomes e.g. privacy					
Environments promoting patient and staff well being and safe and effective and control of infection					
<b>7.PUBLIC HEALTH</b>					
Promoting health demonstrating improved health of community and narrowing health inequalities					
DPH Annual Report					
Local partnerships e.g. Crime and Disorder					
Systematic disease prevention and health promotion activities					
Emergency planning	Major Incident Plan				
Significant public health problems					

\* Objectives 1 to 7 are the strategic objectives which form the 7 domains of Standards for Better Health

\*\* Original risk assessment based on Assurance Framework risk management framework (red, amber, green).

\*\*\* Current likelihood of achieving scored 1 to 5 (with 1 high, 5 low)