



**OUR VISION**  
Excellent, joined up care for everyone

**OUR VALUES**  
Engagement      Innovation      Working in Partnership

**OUR RESPONSIBILITIES**  
Reducing Inequalities      Achieving National Requirements      Sustainable Financial Balance

**OUR PRIORITIES**  
Excellent customer experience & effective outcomes      Proud, motivated & skilled workforce      Collaborative working for all

**OUR COMMISSIONING PRIORITIES**  
Promoting self-care, prevention and personal responsibility resulting in less need for urgent care.      Developing joined up patient centred community services (including mental health) closer to home.      Leading a sustainable health and care system, encompassing workforce, estates and IT.

**Primary Care:**  
To encourage collaboration between practices, to deliver the best services for patients, at the time it is needed.  
To optimise and increase capacity in primary care in order to treat more patients, only going to secondary care when necessary.

**Community Services:**  
To achieve fully joined up and cost effective 7 day services from the acquisition process.  
To increase the number who are proactively case managed to avoid unnecessary hospitalisation and reduce bed based care.

**Urgent Care:**  
To improve access to GP services, in and out of hours, to avoid unnecessary visits into secondary care.  
To increase self-care and proactive case management e.g. diabetes, alcohol.  
To review patient journeys through A&E in order to redesign services to avoid unnecessary admissions.  
To increase the level of pro-active care in residential homes.

**Mental Health Services:**  
To assertively case manage patients in primary care, through integrating mental health into community teams.  
To commission a Single Point of Access to joined up mental health services.  
To improve access to, and patient experience of, psychological therapy and crisis services, especially for children.  
To implement the Local Dementia Strategy.

**Planned Services:**  
To ensure patients are diagnosed and receive a care plan as soon as possible.  
To ensure patients receive the appropriate intervention, in a local setting, avoiding unnecessary journeys to hospital.

**Medicines Optimisation:**  
To review and reduce prescribing variation in all settings.  
To fully utilise gain sharing opportunities with secondary care.

**Children's Services:**  
To ensure children and young people receive joined up services in appropriate settings.  
To encourage young people to be responsible for their own condition in order to prepare for their transition to adulthood.

**Learning Disabilities:**  
To ensure mainstream care for people with Learning Disabilities by commissioning inclusive services.  
To implement actions set out in the Winterbourne View Report.

**WORKSTREAMS & KEY OUTCOMES**

STAYING CONNECTED

PRIDE IN THE ORGANISATION

PATIENT EXPERIENCE

CLINICAL EFFECTIVENESS

SAFETY

LOOKING OUT

RESPECTING & VALUING

HONESTY

OPENNESS

WARMTH

HUMILITY