

28th October 2015

**PROUD  
TO MAKE A  
DIFFERENCE**



# JUST 6 WEEKS TO GET READY FOR OUR INSPECTION

We have just 6 weeks to go before our Trust is inspected by the Care Quality Commission.



I know there is a huge amount of work going on to ensure we are prepared to show the Care Quality team the excellent care you all work so hard to deliver on a daily basis. We know from other Trusts that the fundamentals of providing safe, high quality care will be scrutinised by the inspection team and so attention to detail will be very important to ensure your hard work is not perceived less than positively.

Already frontline staff have been involved in developing handy checklists for wards, theatres, outpatients and community services to provide a reminder about the areas which are important to check and take any actions if needed. These will be circulated for distribution to areas through the Nurse Directors.

Last week I wrote to you encouraging you to give your views to the CQC on the fantastic work you and colleagues do each day. This was via an online survey link from the CQC. The CQC have also asked our Trust Members to give their views about our organisation and care using a similar electronic survey. A public listening event is being held on the 1st December where patients who have received care in the last 12 months can give their views in person to the CQC team. The poster below gives more details and you may want to make your patients aware of this if they would like to give their feedback.

Last week we recognised more than 400 members of staff for going above and beyond their duties at the Annual Thank You Award. Amazing acts of compassionate care, superb support from the teams who work tirelessly behind the scenes and quite remarkable innovations and improvements to patient safety, care or experience were showcased. However, I know that every day, there are acts of kindness, care and support given by the thousands of staff who work across our hospitals and community services. Until now there has not been a way of formally recognising this or thanking our colleagues, but from next month all staff will have access to a new simple website which enables you to send a simple e thank you card to a colleague or someone in a different department. Look out for the Little Thank You site and an email with your log on details.

And finally after my last bulletin, a number of colleagues replied to say they felt it would be good to reiterate what we stand for as a team and what PROUD to Make a Difference stands for. I hope the information below is a useful reminder.

Many thanks,

**Andrew Cash - Chief Executive.**

*Andrew Cash.*



## VISION

To be recognised as the best provider of health, clinical research and education in the UK and a strong contributor to the aspiration of Sheffield to be a vibrant and healthy city region.

## VALUES

**Patient-first** - Ensure that the people we serve are at the heart of all that we do

**Respectful** - Be kind, respectful, fair and value diversity

**Ownership** - Celebrate our successes, learn continuously and ensure we improve

**Unity** - Work in partnership with others

**Deliver** - Be efficient, effective and accountable for our actions

## AIMS AND OBJECTIVES



### Deliver the best clinical outcomes

Treat and care for people in a safe environment and protect them from avoidable harm.  
Prevent people from dying prematurely.

Help people to recover from episodes of ill health or following injury.  
Maximise the health of those who use our services.

Enhance quality of



### Provide patient centred services

Treat patients and their families with respect, dignity and care.

Provide the right care in the right place, first time, working in partnership where we need to.

Maximise the quality of the patient experience. Provide patients with choice, giving them greater involvement and



### Employ caring and cared for staff

Treat staff with dignity and respect, encouraging them to take responsibility for their own actions.

Encourage staff to seek feedback from patients, visitors and colleagues.

Develop a culture that promotes positive attitudes and behaviours.  
Employ engaged and motivated staff.



### Spend public money wisely

Maintain financial strength and stability.

Reduce inefficiencies and continually identify more efficient ways of working.

Ensure our services cost less to deliver than we receive in income.

Ensure value for money is considered as part of all decision making processes.



### Deliver excellent research, education and innovation

Become one of the top Research and Development performers in England.

Become a leading centre for innovation, spread and adoption, working with industry to create jobs and wealth.

Lead the development of top quality education and

life for people with longterm conditions. Ensure clinical practice is evidence based.

control over their care.

Move care closer to home where appropriate and evidence-based.  
Develop a vibrant system of engagement within the local community.  
Learn from complaints, compliments and other feedback.

Engage, support and empower all staff to continually improve the services they deliver.

Promote health and well-being for all our staff, their families and the communities they live in.

Provide an environment where staff can achieve their potential and develop their leadership skills where appropriate.

Learn from other health care providers both in the UK and abroad, where appropriate.

training for all staff.

Develop research in all disease areas. Participate in all National Institute for Health Research, other UK and EU grant funding programmes.

## GOT A QUESTION?

email your question to [emma.kirby@sth.nhs.uk](mailto:emma.kirby@sth.nhs.uk) and a reply will be sent back to you as quickly as possible.