

*Our Vision: Aspiring to provide **Brilliant** care to One + All*

Goal 1

Brilliant Care

Always providing safe, effective and compassionate care, where we listen and learn to provide an excellent patient experience and reduce avoidable harm

Brilliant

Care Pledges

1. We provide care that is consistently safe and avoids harm.
2. We are open and honest with people about their care.
3. We listen and learn from patients, their families and carers and treat them with compassion and respect.
4. We provide clinically effective care, which minimises delay and the amount of time people have to spend in our care.
5. We work with our health and care system to improve the health of our community.
6. We provide an environment that is clean, safe and welcoming.

Goal 2

Brilliant People

Working together in a supportive environment to attract, develop and retain brilliant people

Brilliant

People Pledges

1. We provide great leadership and support to help colleagues be the best they can be.
2. We create a safe environment so colleagues feel supported to speak up.
3. We make sure colleagues receive feedback to know how they are doing.
4. We provide development to help colleagues learn and grow.
5. We provide an environment that supports colleague safety, health & wellbeing.
6. We are true to our values and create a brilliant place to work.

Goal 3

Brilliant Improvement

Instilling a culture of quality improvement where everyone feels empowered to make changes for the benefit of our patients

Brilliant

Improvement Pledges

1. We ensure that everyone has the capability and capacity to pursue quality improvements for our patients.
2. We use innovation and digital technology to improve the quality, experience and cost of our care.
3. We are growing the Trust's national reputation for excellence in research and development.
4. We make good use of the resources that are available to us.
5. We celebrate achievement and will create a culture that enables continuous improvement.

Our Values

Care + Compassion

Pride + Achievement

Inspiration + Innovation

Trust + Respect

Working Together

***Brilliant* Care**

Always providing safe, effective and compassionate care, where we listen and learn to provide an excellent patient experience and reduce avoidable harm

1. Develop the foundations of a brilliant safety culture through a) Improving our patient safety information; b) Implementing an ambitious avoidable harm reduction programme; and c) Developing patient safety knowledge and capability across the trust.
2. Ensure 90% of our patients receive their planned care within 18 weeks of referral.
3. Implement Ward Accreditation across outpatient and interventional areas.
4. Begin the development of our Clinical Centres of Excellence within Cornwall, supporting our services to develop a reputation for excellence in clinical care and patient feedback.
5. With our partners, realign services within our Integrated Care System so we become the lead provider for Urgent and Emergency Care pathways.

***Brilliant* People**

Working together in a supportive environment to attract, develop and retain brilliant people

1. Demonstrate our values through our behaviours, making it consistently clear what should be expected from our colleagues and from the organisation.
2. Implement our Being Brilliant Leadership programme.
3. Support our colleagues to speak up through increasing the number of Freedom to Speak Up Champions.
4. Roll-out an improved appraisal process which considers not just achievement against objectives, but also values and behaviours.
5. Support Care Groups to develop sustainable workforce plans through our new People & Organisational Development Transformation Board.
6. Expand our health and wellbeing offering.
7. Develop our flexible working and flexible rostering programme.

***Brilliant* Improvement**

Instilling a culture of quality improvement where everyone feels empowered to make changes for the benefit of our patients

1. Embed the Quality Improvement Hub and new Brilliant Improvement Board governance across the trust.
2. Appoint to the Associate Medical Director for Quality Improvement, to strengthen our clinical leadership around QI.
3. Train and assign a QI ambassador for every team in the Trust.
4. Develop and roll out an in-house quality improvement training programme.
5. Develop our Digital Strategy.
6. Deliver our key year 1 milestones on the Brilliant Improvement programme.
7. Build a reputation as centre of excellence for QI in the NHS and share our successes and lessons from our QI activities at national and regional forums.