

Aneurin Bevan University Health Board – Plans and Priorities

Aneurin Bevan Health Board's vision to provide Excellence in Healthcare means striving for excellence in everything that we do. This has resulted in a track record of delivering high quality patient experience and given us a great basis to achieve even more over the next two to three years.

In close association with our health and social care partners we're working to provide everyone in the communities we serve with the best quality health services. More and more of you are telling us that we're treating you well and providing you with the care you need.

Our Vision and Values

Throughout everything we do, we have a set of values that guide the way we work with each other, our patients, and our stakeholders, to achieve excellence in healthcare.

- Delivering caring and compassionate services.
- Actively listening and responding to our patients and our staff.
- Striving for excellence.
- Working in partnership.
- Valuing the contribution of all staff

We're proud of what we've achieved so far. But the journey towards our aim of achieving **excellence** in everything we do is continuing and we are confident that we have the people and skills in place to achieve our vision.

To achieve our vision of providing Excellence in Healthcare we are committed to continually improving:

- The **quality and safety** of care for our patients.
- **Access** to the care we provide.
- The healthcare journey for our patients by improving **flow** through our hospitals and local health and social care system.
- The **experience** of our patients while they are in our care.

Together we have:

- Built a reputation for making things happen and pursuing improvement across the organisation
- Delivered change and listen to your experiences of what works best .
- Demonstrated improvements in quality
- Delivered new services and challenged some of the traditional ways health services have been delivered – we have challenged ourselves to be innovative and deliver changes that have been tested and work elsewhere.
- Shown that we can make a difference on public health priorities for the local population.
- Demonstrated year on year improvement in our financial outlook - creating a more stable financial environment for the Health Board

Over the next couple of years, we will be focusing on six areas to make sure that you, our patients, visitors and carers, remain at the heart of everything we do.

Improving Health and Well being

Our **Healthy Future Strategy** sets out how we will work together, as individuals, families, communities and public service providers to improve population health and reduce health inequalities.

Every one of us, has a vital part to play, you have contact with lots people on a daily basis, and many chances to offer them simple and timely advice on how they can improve their health and wellbeing. With your help we will “**Make Every Contact Count**”.

Strengthening Primary and Community Care

Experience elsewhere tells us that strong and accessible primary care services improve the health of the population and ensures that healthcare resources are used to best effect. Our **Neighbourhood Care Network Strategic Plan** makes clear how primary care and community services will develop over the coming year and beyond to strengthen these services. Ensuring that more people receive their care in primary and community settings is **the** fundamental pillar of a sustainable health care system.

Improving Patient Experience and Health Outcomes

We will continue our commitment to making sure all patients have the highest quality experience whilst in our care, developing even stricter measures this year to make sure that all patients receive first class care at every stage of their healthcare journey – be it primary, community, mental health / learning disability and/or hospital services.

Deliver Sustainable Services

Our **Clinical Futures Strategy** sets out our vision of a primary care led NHS, supported by community resources, including local hospital services. It also identifies the specialist and critical care services that will be concentrated on a single hospital site. The new hospital, planned for Llanfrechfa Grange, could be opening its doors in 2018/19, if Welsh Government gives approval to carry on with our plan. In the meantime, we all need to work together to develop plans which ensure patients can receive safe and reliable services.

Improving Integrated Services for Older People

One in six Gwent residents are over 65 years, and the numbers of older people in our communities are continuing to grow. It is important that these people have reliable access to the services and support they need to remain healthy and independent as long as possible.

We will redouble our efforts to strengthen and develop more care in the community. We will streamline and simplify assessment of needs, access to services and co-ordination of care across our primary, social care, community, and hospital services. Our older people deserve to receive the right care at the right time, in the right place. **Together we can make this happen.**

Effective Commissioning

We are a public body with responsibility to get maximum benefit for our population from the goods and services we acquire or provide. We spend £170M each year on services provided outside of Gwent. We have the skills to provide many of these services directly to our patients

and will concentrate on strengthening our services (for example streamlining, increasing capacity) to do this.

Commissioning is the process of specifying, securing and monitoring services, those we provide ourselves and those we buy from others, to meet individuals' needs. Our ***Aneurin Bevan Health Board Commissioning Plan*** identifies the priority areas for action. It sets out our approach to reviewing, redesigning and commissioning services.

How will we measure how successful we have been in achieving our vision?

- National Fundamentals of Care Audits.
- Reduction of harm.
- Complaints and Compliments.
- Death Rates.
- Unnecessary hospital admissions.

Visit the [Aneurin Bevan University Health Board website](#) for further information.