



# Thank you...

**your views have shaped our plans for the future**

## What were we asking for views on?

In January 2022, we asked our people, our public and the organisations we work alongside to help us shape the Trust’s plans for the next eight years.

### Who did we speak to?

Over 1300 individuals and organisations gave us feedback, each and every response has been independently analysed and themed.

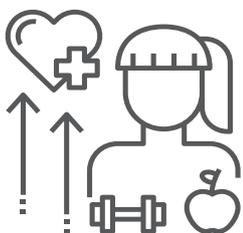
### How were stakeholders consulted?

Through a range of means including: staff engagement sessions, an online survey, meetings and conversations.

**The output from this engagement is reflected in the final Strategy report published in June 2022.**

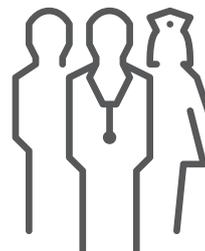
You said (our people)	We did
Support for the vision “To be a national and international leader in healthcare, rooted in our communities”. 70% of our people feel inspired by it.	Ongoing work to explain and demonstrate what “rooted in our communities” really means as the purpose of Local Integrated Care resonated the least* with our people in terms of relating to their role  * resonated with 80% our people respondents.
Support for the three purposes as 84% of our people can relate these to their jobs.	Amend “Regional Centres of Excellence” to “Centres of Excellence” and “Research, innovation and training” to “Research, innovation and teaching”.
Sustainability and Enabling and valuing people were key themes that emerged from the research.	Add two further purposes – one to reflect the fact that the strategy is looking forward and preparing the Trust for the future (Sustainability) and another to demonstrate that our people are the critical factor in the delivery of the vision (Valuing and enabling our people).
A strong recurring theme amongst our people was to be heard and to be more involved during decision-making processes.	Build on the engagement process undertaken and implement systems or a platform where our people can voice their pain points and ideas and see that these are listened to and acted upon. Involve our people in ongoing implementation of Strategy.

You said (our people)	We did
<p>More involvement in changes and decision-making, more opportunities for career progression. A big must on listening and communication.</p>	<p>The Strategy already has a section on Our People and the opportunities it will bring to them. To support this, we will publish our People Plan later this year, focussing on how we support, value and enable our people. We are currently in the listening phase, to gather feedback and data on their experiences to help shape the Plan.</p>
<p>A stronger sustainability message is needed in the Strategy and our role in delivering net zero.</p>	<p>We have added Sustainability as a 4th purpose in the Strategy. This covers sustainability of our workforce, our finances and our environment.</p>
You said (our public)	We did
<p>The need for easier access to care was a recurring theme amongst our people and public. The following factors were rated the most important to the public:</p> <ul style="list-style-type: none"> <li>• Access to the right care when they need it</li> <li>• More services delivered closer to those who use our services</li> </ul>	<p>Ensure the strategy focusses on ensuring that patients receive the right care, when they need it, with more services delivered closer to their homes where appropriate – local integrated care.</p>
<p>Need for clarity on how the Strategy will be achieved as well as the benefits it will bring to our people and public was a recurring theme.</p>	<p>Develop a range of metrics / measures for each purpose and a delivery plan that clearly articulates what will be done , when it will be done, the benefits of doing it and how far we will get in achieving it by 2030 – all in plain English.</p>
<p>Recurring theme that we are not always getting the “basics” right for all patients. Some of the comments mentioned staff shortages, inability to provide good patient care, quicker and easier access to appointments etc.</p>	<p>Understand what we are and are not getting right and address this as a matter of urgency. Deeper analysis of the research findings to further understand the areas of concern.</p>
<p>Reduced range of services available to serve the population of Rugby community, especially urgent and emergency care was a recurring theme.</p>	<p>Undertake further engagement with people living in Rugby to gain a deeper understanding of their views and ideas. Work to understand more clearly the drivers and levers in relation to Rugby e.g. access to services (our public), recruitment and retention (our people).</p>
<p>The Strategy needs to be ‘brought to life’ so that the benefits of the plans for patients and communities are clearly explained.</p>	<p>The top six themes emerging from ‘how can we improve the hospital experience’ are already part of the existing wider strategy. We will report on our implementation of the strategy in an interesting and accessible way on the Trust’s website and publicise the link to our stakeholders.</p>



**70%**

of our people agree that they feel inspired by the vision; **“To be a national and international leader in healthcare, rooted in our communities”**.



**84%**

of our people can relate their job to the purposes set out in the document.



Three areas that the public said were most important to them;

- **Receive the right care when you need it**
- **More health services delivered in locations closer to home**
- **Joined up care with other NHS partners**