

# Step Up To Great – Quarter 1 progress 2024/25



Great Outcomes



Great Care



Great Place to Work



Part of Our Community



## Great Outcomes

For everyone in every community across Leicester, Leicestershire and Rutland (LLR). Tackling health inequalities, working together to ensure there are safe, healthy places for people to live and work are important elements of the integrated care we can provide with others.

To include:

- Patient Safety
- **Access**
- **Research or Innovation**
- Governance



BAF No	Risk Title	Current Score/Direction
01	Without timely <b>access to services</b> , we cannot provide high quality safe care for our patients which will impact on clinical outcomes.	20 --
02	If we do not engage in <b>research or innovation</b> , we will not produce the strength of evidence to provide real transformation of patient outcomes in high quality and safe services.	12 --

	Great Outcomes Progress 2024/2025	SRO	RAG
1	<p><b>Access</b></p> <p>Review, update, revise and implement Trust Access Policy</p>	<p><b>Sharon Murphy</b>  <b>Director of</b>  <b>Finance</b></p>	G
2	<p><b>Access</b></p> <p>Review and where necessary update Directorate Single Operating Procedures (SOPs) to ensure alignment to updated Access Policy</p>		G
3	<p><b>Access</b></p> <p>Align commitment to improving data quality re access with wider Trust work on data quality to ensure consistency</p>		G
4	<p><b>Access</b></p> <p>Ensure effective performance management of waiting times/access targets, consistent with Accountability Framework</p>		G



	Great Outcomes Progress 2024/2025	SRO	RAG
1	<p><b>Research or Innovation</b></p> <p>To support the attainment of Group University Hospital Trust Status to achieve long-term growth in local infrastructure, research leadership within the context of academic partnership.</p>	<p><b>Bhanu Chadalalvala Medical Director/ James Mullins Director of Nursing</b></p>	G
2	<p><b>Research or Innovation</b></p> <p>To ensure continued commitment to participation in high-quality, multi-centre NIHR Portfolio research through the East Midlands Clinical Research Network, and as part of the forthcoming regional research delivery network</p>	<p><b>Bhanu Chadalalvala Medical Director/ James Mullins Director of Nursing</b></p>	G
3	<p><b>Research or Innovation</b></p> <p>Research or Innovation, are dependent on the attraction, promotion, support and retention of the necessary leadership with the passion and belief in evidence driving care. This requires a commitment to capacity building of such leadership across all disciplines.</p> <p><b>Update:</b> Amber rating due to complexity of achievement in challenging financial circumstances. Actions in place to mitigate</p>	<p><b>Bhanu Chadalalvala Medical Director/ James Mullins Director of Nursing</b></p>	A



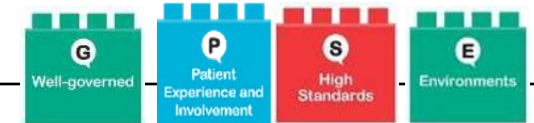


## Great Care

We want every service user and their family to have great care, we are playing our role in that by improving on the areas we know we need to improve on and seeking feedback and learning from our communities on other changes and improvements we can make.

To include:

- **Financial position** - Value Programme NB: this will be reported separately
- Patient experience and feedback
- Resources - sustainable services
- **Environment & Sustainability** – maintain & improve our estate
- Digital
- **Organisational Resilience – emergency preparedness** High Standards



BAF No	Risk Title	Current Score/Direction
03	Inadequate control, reporting and management of the Trust's 2024/25 <b>financial position</b> could mean we are unable to deliver our financial plan and adequately contribute to the LLR system plan, resulting in a breach of LPT's statutory duties and financial strategy (including LLR strategy).	12 --
04	If we cannot <b>maintain and improve our estate</b> , or respond to maintenance requests in a timely way, there is a risk that our estate will not be fit for purpose, leading to a poor-quality environment for staff and patients.	20 --
05	If we do not have appropriate <b>emergency preparedness</b> , resilience and response controls in place, there is a risk that external factors will impact on the Trust, affecting our ability to maintain continuity of services.	12 --

	Great Outcomes Progress 2024/2025	SRO	RAG
1.	<b>Environment &amp; Sustainability</b> To implement the Privacy and Dignity standard our patients deserve with new hospital buildings to meet the Trusts Strategy.	<b>Paul Sheldon</b> Group Chief Finance Officer	G
2.	<b>Environment &amp; Sustainability</b> To provide a high-quality estate that is fit for purpose.		G
3.	<b>Environment &amp; Sustainability</b> To improve public health, sustainability and reduce climate change risks		A
1.	<b>Organisational Resilience - Emergency preparedness</b> To ensure the organization as appropriate emergency preparedness and resilience plans in place	<b>Jean Knight</b> Deputy CEO	G





## Great Place to work

Our 6,500 staff and volunteers provide services through over 100 inpatient and community settings, as well as in people's homes, across Leicester, Leicestershire and Rutland. We want to continue to develop LPT to be a great place to work and be an employer of choice. Having a great place to work helps us all to keep improving the quality of care we can provide.

To include:

- **Workforce**
- **Inclusive culture**



BAF No	Risk Title	Current Score/Direction
06	If we do not adequately utilise <b>workforce</b> resourcing strategies, we will have poor recruitment, retention and representation, resulting in high agency usage.	20 --
07	If we do not lead with compassion, we will not promote an <b>inclusive culture</b> , resulting in unwanted behaviours and closed cultures.	12 --

Great Outcomes Progress 2024/2025		SRO	RAG
1	<p><b>Workforce</b></p> <ul style="list-style-type: none"> <li>• Deliver Equality, Diversity and Inclusion (EDI) Plan - as data informed</li> <li>• Workforce Race Equality Standards (WRES) and Workforce Disability Equality Standards (WDES) action plans include <ul style="list-style-type: none"> <li>• reverse mentoring,</li> <li>• cultural intelligence learning sets,</li> <li>• mandatory diverse interview panels,</li> <li>• increasing listening activities</li> </ul> </li> </ul>	Sarah Willis Director of HR	G
2	<p><b>Workforce</b></p> <ul style="list-style-type: none"> <li>• Agency reduction plan</li> <li>• Continue to maintain quality and patient safety by developing our workforce and reducing our reliance on agency</li> </ul> <p>We are progressing the workforce and agency reduction plan and are making significant improvements against the plan however this still remains a risk for the Trust and therefore is amber</p>		A





Great Place to Work Progress 2024/2025		SRO	RAG
1	<p><b>Inclusive Culture</b></p> <p>Culture, leadership and inclusion programme</p> <ul style="list-style-type: none"> <li>• Co-design improvements in our culture – led by our change leaders and supporting a speaking up and learning culture and wellbeing.</li> <li>• Continue to co-design with our people improvements to our culture, inclusion and leadership in order to create high quality, compassionate care and wellbeing for all</li> <li>• We will continue to embed our Leadership Behaviours</li> </ul>	Sarah Willis Director of HR	G
2	<p><b>Inclusive Culture</b></p> <p>Culture, leadership and inclusion programme</p> <ul style="list-style-type: none"> <li>• Health and wellbeing focus and support</li> <li>• Staff engagement on new trust strategy though group</li> </ul>		G





## Part of the community

With over 76,000 health and care employees in LLR we play an important role in our communities. The actions we take along with other providers, local authorities, universities etc. have a real influence on how we develop our communities. Through our strategy we are committing to think more about the impact on our communities and the decisions we can make to benefit them.

To include:

- **Health Inequalities**
- **Partnerships**
- Transformation and QI



BAF No	Risk Title	Current Score/Direction
08	If we do not <b>work closely with our community</b> , will not provide sustainable place-based services, which will impact on our ability to contribute to social value, and provide the right care, at the right time in the right place.	12 --
09	If we do not strengthen <b>partnerships</b> and build new ones, we will not deliver joined up services which will impact on our ability to reduce <b>health inequalities</b> across our health economy.	12 --

Part of the Community Progress 2024/2025		SRO	RAG
1	<p><b>Partnerships</b></p> <p>Review the current work with other NHS partners, local authorities and other stakeholders and identify areas of work where LPT can work with others to support our sustainable communities through the development of Anchor Organisations and Social Value</p> <p><b>Update:</b> Amber rated as we work through quantifying the impact of our social value.</p>	<p><b>David Williams</b>  <b>Executive Director of</b>  <b>Strategy and Partnerships</b></p>	A
2	<p><b>Health Inequalities</b></p> <p>We will as a member of the local authority and NHS group continue to work to reduce health inequalities in LLR and play a full role in agreeing a plan and implementing that plan to improve equity</p>	<p><b>David Williams</b>  <b>Executive Director of</b>  <b>Strategy and Partnerships</b></p>	G

