

OUR PURPOSE

To improve the health of our population and deliver healthcare services that meet the needs of the Borders community.

OUR ORGANISATIONAL OBJECTIVES AND PRIORITIES

Reduce health inequalities and improve the health of our local population.

- Work with partners and the public to create services, environments and communities that support people to be healthy, safe and promote physical and mental health and wellbeing.
- Enable people to choose positive health behaviours through lifestyle change and support them to improve their physical, emotional and mental wellbeing.
- Focus work and services on reducing inequalities, in particular within the most deprived communities of the Scottish Borders.
- Continue to promote uptake of screening opportunities and immunisation programmes.
- Raise awareness of early signs and symptoms of health conditions.

Provide high quality, person centred services that are safe, effective, sustainable and affordable.

- Provide the safest care possible for patients, their families and carers and our staff.
- Plan and deliver healthcare services in keeping with the quality standards and values of NHS Scotland and NHS Borders, and provide the quality of care we would wish for ourselves, our family and friends.
- Ensure people are cared for in a setting that best meets their clinical needs and keeps them safe.
- Increase the care we provide in a community setting and as a result reduce the need for care to be provided in hospital.
- When hospital care is required, ensure the patient's journey is as smooth and brief as is appropriate to be safe and effective.
- Increase the use of digital technology as a way to help staff deliver services that meet the needs and circumstances of our patients.
- Offer a range of options enabling people to access services that meet the needs and circumstances of our communities.
- Ensure that all interventions are appropriate, realistic, fully understood and the result of shared decision making between the patient and the service provider.
- Make the best use of our resources, to ensure we provide value for money and return to financial balance by April 2023.

- Actively seek and use the views of, patients, their families, carers, the community and our staff to design and deliver services that best meet their needs, and communicate the actions we take as a result of the feedback received.

Promote excellence in organisational behaviour and always act with pride, humility and kindness.

- Build a culture of continuous learning and improvement.
- Be a centre of excellence for the training and development of our current and future workforce.
- Treat all individuals with dignity and respect, valuing diversity of all kinds and exhibit zero tolerance of prejudice and discrimination.
- Create a positive employment experience which encourages the retention and recruitment of excellent staff.
- Develop our workforce to provide care by the most appropriately trained person.
- Provide effective leadership by example.
- Be open and honest with one another, and be accountable and responsible for our own actions.
- Celebrate the successes and achievements of staff and share best practice across our organisation.
- Engage with staff, hear what is important to them, act on the feedback we receive and keep them informed of our response.

To implement our objectives we intend to:

- Increase investment in Primary and Community health and care services to deliver care as close to home as possible.
- Work closely with the Integration Joint Board, Scottish Borders Council, the third sector and other partners to deliver the best possible health and social care for the people of the Borders.
- Be agile and innovative in our thinking, decision making and actions.
- Provide community alternatives to hospital care so that we can safely reduce the number of people who need to be admitted to hospital.
- Provide local acute care on the BGH campus except when the service cannot be safely and sustainably provided by NHS Borders.
- Provide services from a reduced number of NHS sites and beds and use a proportion of the resources released to support our investment in health and social care community services.
- Increase our use of digital technology to benefit people and support changes in our services.
- Reshape our support services to maximise the level of resources invested in front line care.

- Prescribe medicines in line with evidence based care and ensure the most appropriate and cost effective interventions are provided.
- Focus on prevention and early intervention to improve the physical and mental health and wellbeing of the people in the Borders and reduce health inequalities.
- Focus on the renewal of the health and wellbeing of our communities following the impact of Covid-19.
- Change the skill mix of our workforce by transforming roles to meet current and future needs and provide care by the most appropriately trained person.

OUR VALUES

CARE & COMPASSION | QUALITY & TEAMWORK

OPENNESS, HONESTY & RESPONSIBILITY | DIGNITY & RESPECT