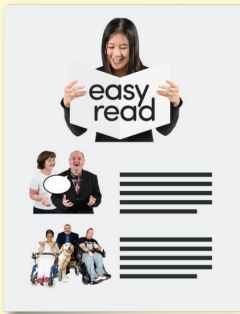


# Our plan to make our services better 2025 to 2030



**Easy read booklet**



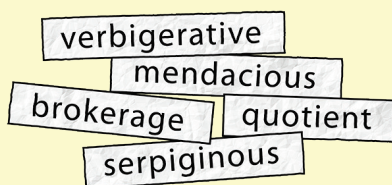
This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

# words

Some words are **black and bold**. This means we think they are difficult words.

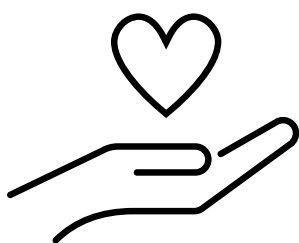


**Black and bold** words are thicker and darker. We explain what they mean in a box like this.

# Who we are and what this booklet is about



We are **NHS Borders**. We give healthcare services to people in the Scottish Borders.



We want to make sure we always give people the best care we can.



We asked our staff and the people we care for how we could make our services better.



This booklet tells you

- what people said.
- our plan to make our services better.

# What people said



People said different services do not work together.



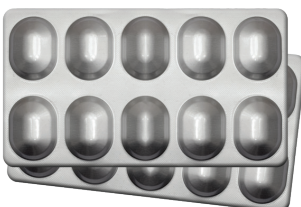
People said they have to wait a long time to get help.



People said we take too long to **diagnose** and give **treatment**.



**Diagnose** means find out what is wrong with someone.



**Treatment** is when someone is given what they need to get better.



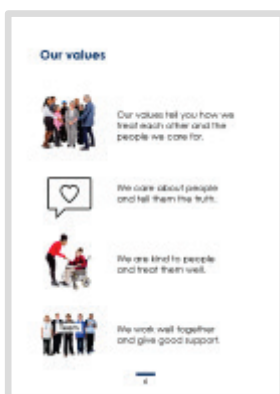
The people we care for said they have to explain what is wrong many times before they get help.



People said they want more help to stay healthy and well.



Our staff said they want to find better ways for different teams to work together.



The next page tells you about our **values**. They are an important part of our plan.

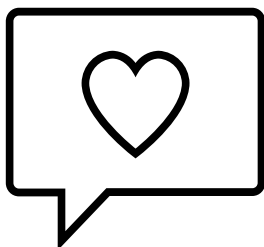


Our **values** are what are important to us.

# Our values



Our values tell you how we treat each other and the people we care for.



We care about people and tell them the truth.



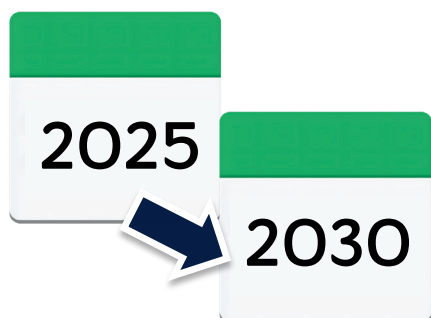
We are kind to people and treat them well.



We work well together and give good support.



# Our plan



Our plan tells you what we will do from 2025 to 2030 to make our services better.

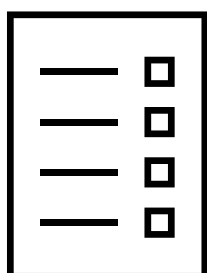


It tells you about all the changes we will make.



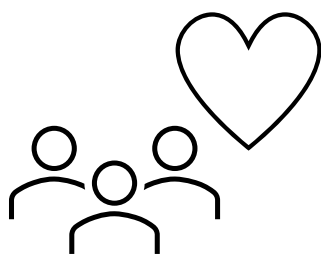
Our changes will affect how we

- treat and train our staff.
- give people care.
- work and make decisions.



The rest of this booklet tells you about our plan.

## Our staff



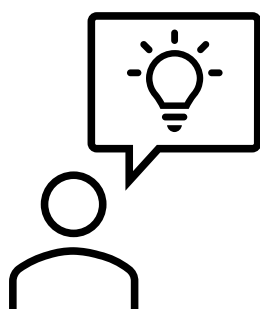
We want our staff to know they are important and they belong.



We want to support our staff so they can help people in the right way.



We will help our staff to learn about themselves and how they can help us meet our goals.



We will let our staff make their own decisions and find their own ways to work better.

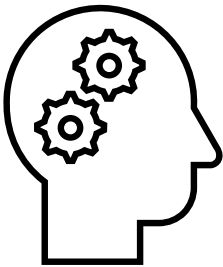


People like managers will support staff to make their own decisions.

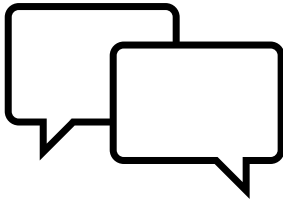




We will train our staff so they can give people the best help possible.



We will help our staff learn new skills and make sure they have the time to learn them.



We will give staff **feedback** so they can keep getting better at what they do.



**Feedback** is when you tell someone how they did so they can get better.

## Our care



We will help people to stay well and live healthy and happy lives.



We will work with different teams to give people **joined-up care**.



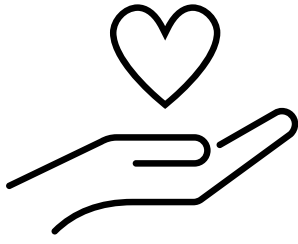
**Joined-up care** is when teams work together to share their skills and what they know.



Joined-up care helps people to get the care they need from different teams.



We will make it easier and quicker for people to get care.



We will always give people the best care we can.



We will help people look after themselves and get support nearby, so they do not need to go to hospital.

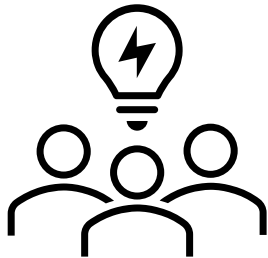
## Our work



An important part of our work is how we make decisions about care.



We want it to be clear about how we make decisions.



We want to hear ideas from different teams, so we know what everyone thinks.



We want teams to agree on a decision that is best for everyone.

# What we will do in the next year



By June 2025 we will

- know what our goals are for how we will make our services better.
- change how our staff work together so they can help make important decisions.

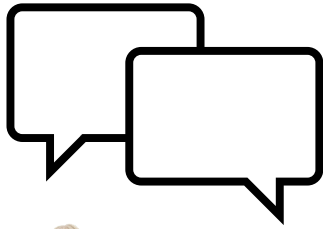


By September 2025 we will

- have a plan for how our staff will care for people in their local areas.
- talk to our staff about our values to make sure they agree with them.
- think about how we spend money and use **resources**.



**Resources** are things the NHS need to help people. They are things like staff and buildings.



By November 2025 we will

- talk about and plan how we will make our goals happen.
- make sure our staff work together to give people the best support.
- agree on clear and fair rules about how staff work and treat each other. This will make the NHS a better place to work.

By the end of 2026 we will

- save money that we can use to work better and help us fix any problems that might happen.
- make sure all staff have the right training and have feedback from their manager.
- always tell staff and teams when they do something well.



# What will happen next



We want to keep talking to the people we care for.



We want to make sure our plan helps them.



We want to make sure we understand their needs and what is important to them.



We will listen to what people think and make any changes that we need to.

# Thank you for reading this booklet



The full version of this document is called

**“NHS Borders  
Organisational Strategy”**