

QUALITY STRATEGY PLAN 2023 - 2028

| ID | Goal | Method | Action | Assignee | Name | Start date | Due date | Last updated | Status | Dependent on | Desired outcome | Enablers | Quarterly update |
|--------|-------------------------------------|---|---|---|------------------------------|------------|------------|--------------|-------------|--------------|--------------------------------|----------|------------------|
| HQS401 | Cancelling Fewer Operations | We will implement reporting measures that closely monitor theatre cancellations for non-clinical reasons and implement processes to minimise cancellations and promote efficient use of theatre capacity | | Service Group Director Morriston and NPTSSG | Kate Hannam Ceri Gimblett | 01/04/2023 | 31/03/2025 | | | | | | |
| | Cancelling Fewer Operations | We will agree yearly performance targets to reduce the number of patients who are cancelled the day before their 'To come in' date. This is not a nationally mandated requirement, but we recognise that the impact of this form of cancellation is equally significant for patients. | | Service Group Director Morriston and NPTSSG | Kate Hannam Ceri Gimblett | 01/04/2023 | 31/03/2024 | | | | | | |
| HQS402 | Reduce Patient Waiting Times | We will develop a series of standards about how we communicate with people while they are waiting for our care | | Patient Experience Manager | Marcia Buchanan | 01/04/2023 | 31/03/2024 | | | | | | |
| | Reduce Patient Waiting Times | Deliver on the patient waiting time goals set out in our Annual Plan | | Deputy COO | Craige Wilson | 01/04/2023 | 31/03/2024 | | | | | | |
| | Reduce Patient Waiting Times | Change the way we deliver chronic condition management to increase prevention and early intervention in order to reduce the impact of chronic conditions on people's lives | | Deputy COO | Craige Wilson | 01/04/2023 | 02/04/2024 | | | | | | |
| HQS403 | Sustainability | We will include Green Quality Improvement in our quality improvement training programme | Included within revised training programme | Quality Improvement Manager for Training | Emma smith | 01/04/2023 | 31/03/2024 | | Not started | | | | |
| | Sustainability | Promotion of the Green Team programme and improvement projects that reduce environmental impact | Green Team information on QI intranet pages | Quality Improvement Manager for Training | Emma smith | 01/04/2024 | 31/03/2025 | | On-track | | increase in the number of QI | | |
| | Sustainability | Agree a set of measures to assess the environmental impact of our quality improvement work | Development and agreement of measures | Quality Improvement Data Manager | Emma smith | 01/04/2025 | 31/03/2026 | | Not started | | Measurable improvements in our | | |