

Gynaecology Strategy

Building an outstanding gynaecology service

Compassionate Aspirational Resourceful Excellent

Executive Summary



What we are looking to achieve

- We will have a physical environment where patients feel comfortable and our staff feel inspired.
- We will deliver equitable care that promotes health and wellbeing
- We will build a future -focused team where staff develop and grow professionally.
- We will simplify the patient journey and ensure a joined up approach across our system

How we will know we're successful

- Patients travel shorter distances to receive care
- We see improvements in patient feedback
- Patients from minority ethnic groups have equal access to care
- Patients receive the right care, from the right team at the right time
- Patients requiring elective and emergency care are seen in a timely way
- We become a department of choice for staff seeking new roles
- We have developed staff skills to meet the need of our patients.
- Staff confidently speak up about their experiences at work.

What we will do

- Work with our system partners to implement women's health hubs
- Streamline referral pathways to improve patient experience
- Using local data to strengthen operational performance
- Support those who advocate for seldom heard communities and patient groups
- Empower patient's to understand and manage their healthcare needs
- Invest in educators and those with line management responsibilities to ensure all staff have clear pathways for personal and professional development
- Develop our academic links through the health innovation partnership

Key enablers

- Informatics: providing accurate data on operational performance
- Estates team: helping to ensure our environment meets our patient and staff needs
- Our Workforce: they need to have the right skills to meet our services needs
- Our system partners: we will work collaboratively to realise our aims

Introduction

Building an outstanding gynaecology service that delivers for the needs of all our community

The Gynaecology service at the Royal Berkshire Hospital provides care across Berkshire and its surrounding areas. We provide comprehensive Gynaecological care to the community within these geographic boundaries, ensuring accessibility and quality care for our patients. We currently deliver services at The Royal Berkshire Hospital, Bracknell Healthspace and West Berkshire Community Hospital. The spoke sites are predominately utilised for outpatient appointments to ensure we deliver care closer to a patient's home. Across all three sites we have provided an average of 26,000 outpatient appointments per year, including day case. At the Royal Berkshire Hospital we offer outpatient, inpatient and day case services and have a dedicated ward called Sonning ward, where we have provided an average of 2000 inpatient procedures per a year.

As a service, the demand for our services has grown significantly, putting a strain on our estates, workforce and patient experience. This has led us to review how and where we deliver service to ensure we are able to provide the highest quality care to our patients. This strategy is aimed to help us focus on the next 10 years for Gynaecology to ensure we continued to develop and grow alongside our service demands to ensure we able to build an outstanding Gynaecology service that delivers for the needs of all our community.

Our vision is to improve Gynaecology care and patient outcomes, support the delivery of equitable care, advance innovation across the local health system and grow a workforce that are driven by excellence. Our Gynaecology strategy will enable us to deliver this.

Our Gynaecology strategy sets out the guiding principles we will follow and the unique positioning we will take in delivering our Gynaecology services to best meet the needs of the community we serve, in line with our Trust Clinical Services Strategy (CSS). Its purpose is to guide how we prioritise our resources, investment, time and attention in pursuit of delivering our vision.

Compassionate Aspirational Resourceful Excellent



Ambition 1: We will have a physical environment where patients feel comfortable and our staff inspired

In our Clinical Services Strategy we said we would...

- Provide a physical environment that supports patients needs
- Reach patients where it's best

For our services, this looks like...

- Routinely delivering services closer to our patient's home and away from the Royal Berkshire Hospital site where clinically and operationally appropriate
- Ensuring all patients are treated in a confidential, private, and suitable environment for care delivery
- Creating an environment that promotes multi-professional working and supports staff well being

We will deliver this through...

- Using the Trust's spoke sites and virtual appointments to deliver services, when they are more appropriate for the patient
- Developing Women's Health Hubs in partnership with our primary care colleagues, to allow for patient treatment earlier and closer to home
- Ensuring patients who attend with Gynaecological emergencies are seen in a environment where privacy and dignity are maintained
- Optimising our current estate to create spaces conducive to team working and problem solving
- Collaborative working with all care groups to enhance the facilities for staff and patients

We will know we're successful when...

- Patients are travelling shorter distances to receive their care
- Improved patient feedback that shows that our patients are happier with their care
- Our teams have a better experience at work, and tell us through many different channels (e.g. staff survey, appraisals etc.) ensuring we engage all staff groups

Ambition 2: We will deliver equitable care that promotes health and wellbeing to all of our community

In our Clinical Services Strategy we said we would...

- Promote wellbeing and adopt a posture of prevention

For our services, this looks like...

- Providing care in an equitable manner and addressing inequalities in access
- Promoting personalised care for our patients
- Making every contact count by providing information and self-management support to improve early diagnosis and future prevention of avoidable illness.

We will deliver this through...

- Developing our population health data in collaboration with our primary care partners to help identify communities with poorer outcomes and target support to those who need it most.
- Utilizing our I.T capabilities to understand the Gynaecology needs for our populations
- Tailoring patient treatment and follow up to suit the patient need, including patient-initiated rapid access and virtual care where appropriate
- Work with the Trust's patient experience team to listen to and engage with seldom-heard groups
- Provide easy access educational materials for health management to help our patients better understand and manage conditions
- Providing opportunistic screenings at routine appointments e.g. cervical screening
- Working with Commissioners to ensure Gynaecology patient voices are heard and needs are met

We will know we're successful when...

- Patients invited to and attending appointments will be reflective of our diverse population and their respective need.

Ambition 3: We will build a future-focused team where staff feel supported to develop and grow professionally

In our Clinical Services Strategy we said we would...

- Prepare our workforce for tomorrow

For our services, this looks like...

- A supportive and integrated team culture where all staff are working together towards the same goals
- We are an attractive place to work, and support agile and innovative ways of working
- We help staff develop in their careers. We ensure they reach their full potential and deliver at the top of their capability

We will deliver this through...

- Creating flexibility in working patterns to balance service delivery with education and training
- Smart use of technology to reduce the administrative burden on our staff, including exploring the use of new technologies such as Artificial Intelligence
- Recruitment, job plans, and development of staff will be driven by our shared strategic priorities to best serve our patients and community
- Supporting a multidisciplinary approach to addressing challenges by utilising the Trust's Improving Together 'Go and see' approach and increasing the number of MDT events to build team cohesion
- Acting upon feedback from exit interviews when staff leave the team
- Ensuring appraisals are meaningful

We will know we're successful when...

- Our teams have a better experience at work, and tell us through the many different channels (e.g. staff survey, appraisals etc.) that we have to engage with all staff groups
- We find it easier to recruit to vacant positions, with our department being an employer of choice in the local area
- Staff are confidently speaking up about their experience

Ambition 4: We will simplify the patient journey and ensure a joined up approach across our healthcare system

In our Clinical Services Strategy we said we would...

- Streamline our services to align with patient needs

For our services, this looks like...

- We will have strong relationships with our Primary Care partners and work together to ensure patients receive the appropriate care in the right place, at the right time, with the appropriately skilled clinician
- Referral pathways across the local healthcare system will meet patient needs in the most streamlined and timely way, ensuring care is delivered as close to the patient as possible.
- Clear and up-to-date information will be available to patients and our healthcare partners about the services we deliver, and patients will know when, where and how to access these services

We will deliver this through...

- Leading on system-wide initiatives that support Women's Health for our population
- Streamlined and time efficient triage processes to ensure patients are seen by the right clinician, in the right place, at the right time
- Working with primary care partners to share best practice and knowledge in Women's Health
- Exploring opportunities to utilise technology, including multi-disciplinary virtual triage and a single platform for patients to access information
- Sharing our data on volume and outcomes of referrals with partners to better target support
- Maximising funding opportunities to deliver better care for our patients

We will know we're successful when...

- Patients receive the care they need earlier following referral
- Patients are directed to the right point of care, first time
- Improved patient feedback that shows that our patients are happier with their care

Delivering our Clinical Services Strategy



Royal Berkshire
NHS Foundation Trust

Clinical Services Strategy							
Principles				Enablers			
We will provide the highest quality care	We will streamline our services to align with patient needs	We will promote wellbeing and adopt a posture of prevention	We will reach patients where it's best	We will prepare our workforce for tomorrow	We will work as a team with our partners	We will build a physical environment that supports healing	We will leverage technology to its full potential
Ambition 1: We will have a physical environment where patients feel comfortable and our staff inspired	✓		✓		✓	✓	✓
Ambition 2: We will deliver equitable care that promotes health and wellbeing to all of our community	✓		✓		✓		✓
Ambition 3: We will build a future-focused team where staff feel supported to develop and grow	✓			✓			✓
Ambition 4: We will simplify the patient journey and ensure a joined up approach across our system	✓	✓	✓	✓	✓		✓

For more information about the Trust, or get in touch or to join the conversation

Website: www.royalberkshire.nhs.uk

Email: foundation.trust@royalberkshire.nhs.uk

Twitter: [@RBNHSFT](https://twitter.com/RBNHSFT)

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Instagram: [@royalberkshospital](https://www.instagram.com/royalberkshospital)

