

Our Strategy 2021-24

Our purpose:

Our purpose is to improve lives by providing the best possible care to our patients and their families.

Improving lives



Our values:

we're **kind** we're **fair**
we **listen** we **care**

Our strategy is based on:

- Feedback from staff, service users, carers and partner organisations
- The health needs of local people
- The aims of the south east London Integrated Care System
- Our learning from the Covid-19 pandemic

Our three big priorities:



Our building blocks for change:

- 1 Delivering quality management
- 2 Bolstering our service user, patient, carer involvement and co-production
- 3 Creating a safety and learning culture
- 4 Increasing our focus on service inequalities
- 5 Effective partnership working
- 6 Reducing violence, aggression and abuse against our staff
- 7 Increasing digital and remote service delivery
- 8 Making best use of our resources

We will be involving **staff, service users, carers and partners** in our plans to take these workstreams forward. We will report on developments and outcomes through our **website** and **The Ox**.