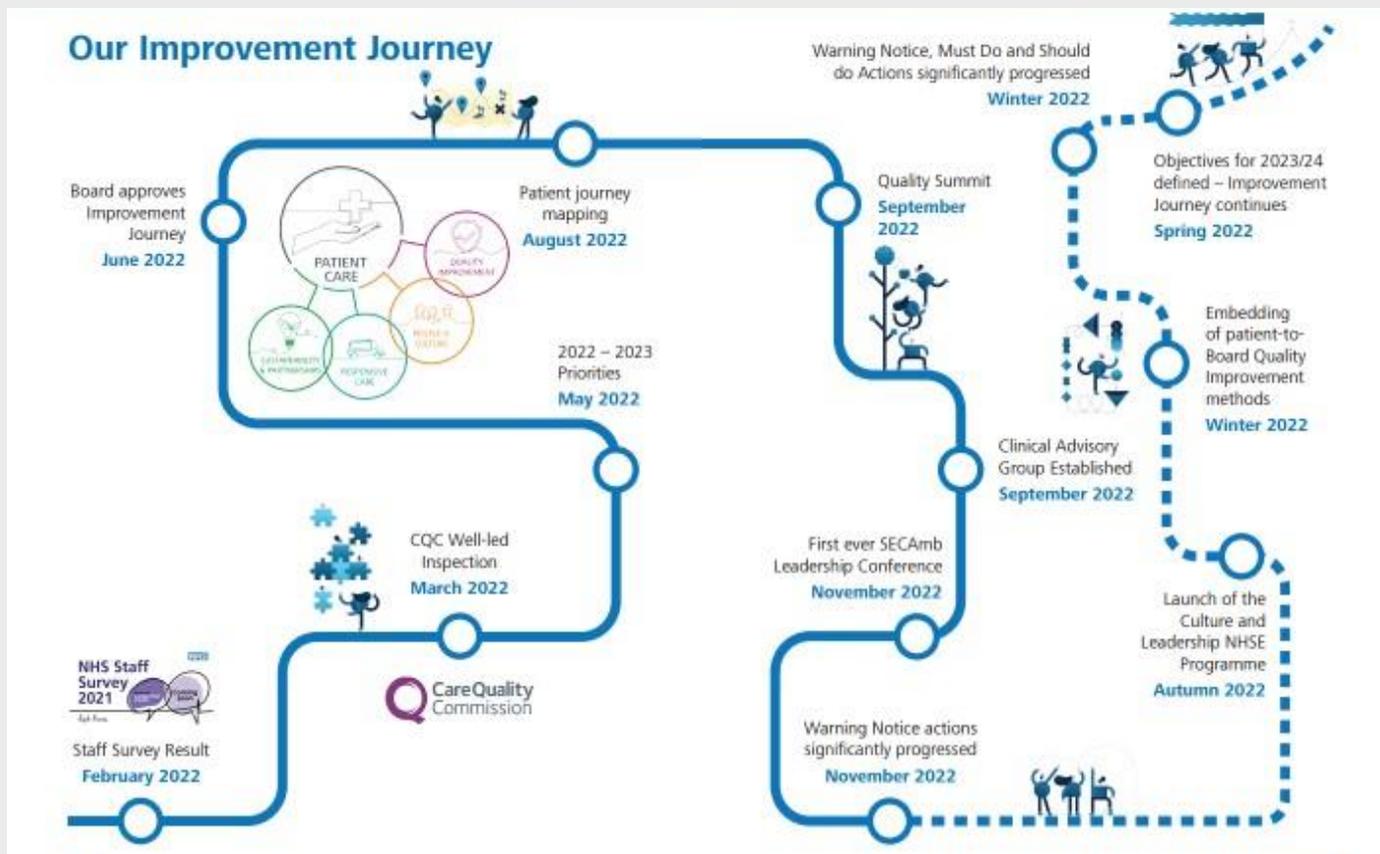**CQC and Improvement Journey 2022/23**

CQC and Improvement Journey (1)

CQC and Improvement Journey (2)

QUALITY IMPROVEMENT

- Better learning from incidents to improve what we do
- Future proofing our medicines management approach
- Creating a better system to identify and share risks and take action in response
- Listening more to our patients & acting on their feedback

RESPONSIVE CARE

- Keeping people safe across the whole patient journey
- Using on-scene time effectively
- Safely enhancing virtual responses to appropriate patients
- Developing smarter dispatch processes
- Making sure we have the right resources in the right place to meet patient need
- Ensuring fleet and estates are right sized and fit for purpose

PEOPLE & CULTURE

- Recruiting the colleagues we need to provide the right service to our patients and ensuring they feel supported to remain with us
- Demonstrating our values every day, with zero tolerance to poor behaviours
- Ensuring our colleagues have the right channels to raise concerns, including FTSU and that action is taken when they do
- Changing how we listen to and engage with our colleagues to improve how we work together

SUSTAINABILITY & PARTNERSHIPS

- Focussing as much resource as possible on front-line care
- Progressing our plans to significantly reduce our carbon footprint
- Growing our voice within the wider NHS system to support improved patient pathways, reduce handover delays and develop new partnerships
- Developing a five-year plan to deliver sustainable, quality care which gives us a clear way forwards