

# VISION AND VALUES

## Our Vision

NHS Richmond Clinical Commissioning Group, working with patients, partners and member practices will commission safe, effective health services to continuously improve health outcomes, patient experience and reduce health inequalities in the London Borough of Richmond upon Thames.

NHS Richmond Clinical Commissioning Group will strive to deliver cost effective, sustainable integrated health services for our population in London Borough of Richmond upon Thames.

NHS Richmond Clinical Commissioning Group by developing a culture of quality will ensure that patients are **safe**, have a **good experience**, receive the **best possible treatment**, that everyone is treated with **dignity** and **respect**, especially the most vulnerable in our population.

## Achieving our Vision

To achieve our vision we will:

Use the experience of GPs and health professionals to commission safe, efficient, sustainable secondary, tertiary and community health services;

Ensure the most efficient use of resources to get the best value for patients we work for;

Empower patients and our population to consider the clinical choices and take responsibility for improving their health outcomes;

Engage the local population in the decisions we make;

Work closely with our local health providers, local authority, community and voluntary sectors to secure the best services delivered in the best setting for local people;

Seek innovative ways of healthcare delivery through dialogue with providers and potential providers of healthcare;

Recognise and understand the diversity in Richmond and work to reduce the differences in health outcomes across the Borough;

Make fair decisions based on good practice and sound clinical evidence;

Integrate health and social care services to deliver a better care pathway for patients and avoid duplication.

## **Our values**

*Patient focus* – empowering patients and the population to take healthy decisions and making patients the focus of what we do;

*Quality* – develop and sustain a culture of quality, striving for the best possible care which is delivered safely and effectively with the best possible health outcomes;

*Listening* – to the whole Richmond population through pro-active engagement, clinicians, staff and those who support the CCG in the commissioning process;

*Hearing* – the experiences of the Richmond population, clinicians and staff, responding to their concerns;

*Responding* – to everyone and in particular the most vulnerable in our population;

*Fairness* – in the way we make decisions and go about our business;

*Honest – transparent and accountable* about the decisions we make and how we arrived at those decisions;

*Open* – in our approach to decision-making and encouraging engagement at every step;

*Innovative* – creating the culture and environment that supports continuous learning, recognising good practice and improving practice where necessary and inspiring good ideas.