

Doncaster Community Health (DCH)

Doncaster Community Healthcare (DCH) is the service provision side of NHS Doncaster (formerly known as Doncaster PCT). DCH is now working at “arm’s length” from NHS Doncaster which means that it is one step closer to becoming a separate organisation. As a result, DCH needs to develop its own identity and its own values.

Some work has recently been done by the senior team at DCH to start to develop these but we would like your opinion on whether or not they mean anything to you and they reflect us as an organisation.

We understand that you may not have had much contact with DCH as an organisation, but you may have had contact with our staff, for example District Nurses, Health Visitors, Sexual Health, Podiatry, Children’s Centres, Hawthorn Ward at Tickhill Road, the Dental Access Centre, etc.

With what you know about DCH and the services that it provides, could you please comment on the Mission and the Vision? We would be grateful if you could spend a moment looking these on page 2 and 3, and then answering the questions on page 4.

The **Mission Statement** (in the middle box on p2) defines what the organisation believes itself to be.

The **Vision** is where the organisation wants to be. It has currently been written in terms of how it will feel when we feel we have 100% achieved the Mission. It is written from the perspective of the people who work for DCH, the processes that DCH has in place, and the customers it serves.

We appreciate that, at the minute, these are written a little in management and NHS terms and jargon. However, your comments will help us to further define them both and to understand what work needs to be done to explain these to our patients/clients.

Thank you for your help.

Laura Powell

Patient Experience and Complaints Manager

Doncaster Community Healthcare

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Doncaster Community Health (DCH)

Our Mission and Goals

(What we need to achieve)



Our Mission Statement

To be the number one Provider of choice because our business is sustainable, competitive and excels in the service it provides.

This means we will have:

- Capable and motivated staff who are proud to wear the DCH badge.
- Delivered:
 - Cash Release Efficiency Savings,
 - Integrated Business Plan,
 - Excellent patient/client outcomes as measured by Key Performance Indicators.
- Put in place sound contractual arrangements.
- Grown the profitability of the business.
- Achieved “excellent” in the Care Quality Commission inspection.

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Our Vision

(What it's like having achieved our mission)



People

I'm operational by exception. There is robust challenge and support. We have sound business acumen. We lead by example. Everyone is proud to wear the DCH badge. I feel in control. We know our weaknesses and work on them. We have the best people working for us. I feel bold. We work in a learning environment. I give strong leadership. I spend time planning. We have strong direction. As a senior team we've got a broad range of skills. There's good networking going on. We've got an appropriate OD programme. There's positive stress around. Everyone's skills are matched to the job that they do. We've got the right number of people. We attract and retain people who've got the right ethos for DCH.

Processes

We've been tested....and we excelled. We can benchmark our services against others. We've got appropriate resources for the services we provide (funding, people, etc...). We can evidence how good we are. QUALITY is at the heart of everything we do. We're clear about all our milestones on the journey. We've got a sound infrastructure. We're in a strong contractual position with other providers. We've got good systems and processes. We've got clear roles and will challenge them. We have systems to support continuous improvement. We take a consistent approach. We market and publicise ourselves well. We tell positive stories.

Customer

WOW – others are asking questions about our success. We're taken seriously. We're being approached for services. We're recognised as Directors. We've got strong alliances. Clients ask for DCH. We're visible. People say "I'd like to work with DCH". We provide good quality accommodation in the right local spots. Others sit up and take notice of us. We hear positive DCH stories. We're invited to working groups. We're known nationally for being cutting edge. We deliver world leading services. We have *real* dialogue with stakeholders.

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The Mission:

- Does the mission statement reflect DCH at the current time?
Totally In Part Not at all
- Do you believe that it is achievable?
Totally In Part Not at all

The Vision:

- From your knowledge and/or contact with DCH and its staff, do the values ring true?
 - **People**
Totally In Part Not at all
 - **Processes**
Totally In Part Not at all
 - **Customer**
Totally In Part Not at all

Do you have any other comments that you would like to make about the Mission and Vision statements?

Please return to: Laura Powell, Doncaster Community Healthcare, Park Lodge, St Catherine's, Tickhill Road, Balby, Doncaster DN4 8QN