



VISION STATEMENT

**UHS WILL DELIVER A STATE-OF-
THE-ART **OUTPATIENT SERVICE**
DESIGNED AROUND THE PATIENT,
ENSURING THAT EVERY CONTACT
MATTERS AND EMPOWERING
THE PATIENT TO TAKE **CONTROL**
OF **THEIR CARE** THROUGH A
SEAMLESS, CONSISTENT, AND
FLEXIBLE EXPERIENCE.**

PATIENT AMBITIONS

01 EVERY CONTACT COUNTS

UHS will ensure staff feel competent and confident in delivering services which support people in living healthy lifestyle and making positive changes to their own wellbeing and mental health based on the latest research and evidence through a care pathway designed around individual need. We will make best use of patient time by balancing safe quality care with the need to keep up with the increasing number of patients needing to be seen.

02 ACCESSIBLE FOR ALL

UHS will work to deliver outpatient services which are equally accessible to all, from developing our outpatient estate, to improving way finding and utilising a variety of digital platforms and systems designed to meet all users' needs, including those dependent on assistive technology.

03 SEAMLESS PATIENT EXPERIENCE

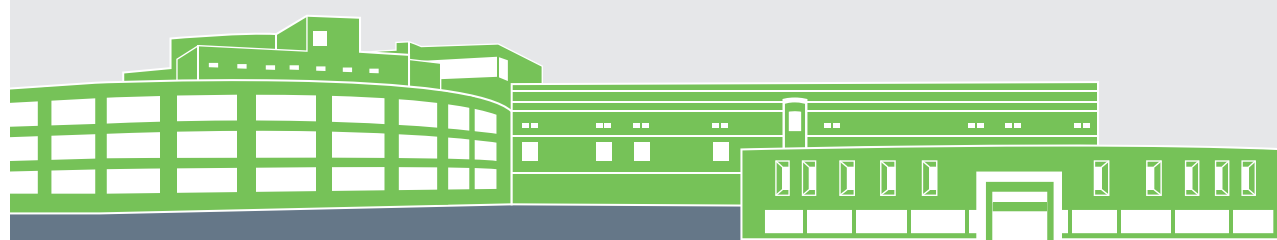
UHS pledge to provide a seamless patient experience in line with what patients have said is important to them. Such as being treated with honesty, compassion, respect and dignity; being communicated with and listened to as an equal; having the right information at the right time to enable the right choices to be made; consistently receiving good care in a supportive, clinically effective and safe environment and delivered in a confident and reassuring way.

04 SHARED DECISION MAKING

People find they are happier with their care and are more likely to stick with their treatment or care plans when they are jointly involved in making decisions with their health or care professional. UHS Shared decision making (SDM) assures an involved conversation from both patients and healthcare professional to discuss the pros and cons of each option, emphasising what matters to the patient based on their beliefs, concerns and expectations.

05 TIMELY CARE

UHS are committed to ensuring patients have access to the outpatient care and the services they require in a timely manner by developing systems and processes which allow effective utilisation of diagnostics services, outpatient appointments, and treatment time.



 **OUTSTANDING PATIENT OUTCOMES,
SAFETY AND EXPERIENCE**