



# Our Strategy

Our vision:

*“Helping local people  
live longer, healthier  
lives”*

Our vision is the thing that motivates us to come to work each day, and is a clear statement of what we want to see now and in the future.

Whittington Health sees itself as being at the 'heart of the community' in Haringey and Islington, employing over 4000 staff many of whom are local. As such, in partnership with patients, service users and other organisations, we want to begin to have an even greater impact on the health and wellbeing of our whole diverse population and reduce inequalities, through more joined up, improved services, prevention work and health advice and education.



# Our Values

We believe that our shared values are crucial to constantly improving the way we behave as a team.

## Our values guide how we act



### INNOVATION

We will welcome ideas, be willing to change and to make new partnerships.



### COMPASSION

We will value our relationships, treat people with kindness, look after each other and create an environment that fosters privacy and dignity.



### ACCOUNTABILITY

We will take ownership for what we do, use the public's money well, learn from our mistakes, hold others to account and be open and honest.



### RESPECT

We will treat people fairly, recognise individuality and deal with inappropriate behaviour.



### EXCELLENCE

We will keep people safe, deliver high-quality services, keep on improving and learn from mistakes.



### EQUITY

We will deliver services to patients and provide opportunities to staff that achieve outcomes which are fair and in line with our I.CARE values.

What we do:

*“We lead the way in  
the provision of  
excellent integrated  
community and  
hospital services”*

Whittington Health is an “integrated care provider”. This means we provide community and hospital services in a joined up way to 500,000 people living in Islington and Haringey as well as other London boroughs including Barnet, Enfield, Camden and Hackney.

We don’t just want to provide these services as they always have been, but rather we want to lead the way across the country, creating innovative ways to integrate teams across the organisation and with our partners in the council, primary care, mental health and the voluntary sector.

We also provide several specialist services to broader geographies such as our community dentistry services in 10 boroughs of London and our internationally recognised Michael Palin Centre a specialist speech and language service which receives referrals from around the world.

Our organisation has a highly-regarded educational role. We teach undergraduate medical students (as part of UCL Medical School), nurses and therapists throughout the year, alongside providing a range of educational packages for postgraduate doctors and other healthcare professionals.

# Our Objectives

Our objectives tell us how we will achieve the vision in partnership with our patients and service users:

Deliver outstanding safe, compassionate care

Empower, support and develop engaged staff

Integrate care with partners and promote health and wellbeing

Transform and deliver innovative, financially sustainable services



Within each of these objectives we have set out more specifically what we mean and what our ambition is:

**Deliver  
outstanding  
safe,  
compassionate  
care**

**Deliver outstanding safe, compassionate care in partnership with patients**

- Partner with patients to deliver outcomes that matter to them through the co-design of services and the objectives set out in the quality account.
- Ensure timely and responsive care that is seamless between services.
- Improve patient experience through delivery of the patient experience strategy ambitions.
- Continually learn through our Quality Improvement strategy, building a curious workforce that strives to use evidence.

**Empower,  
support and  
develop  
engaged staff**

**Empower, support and develop an engaged staff community**

- Provide outstanding inter-professional education and inclusive, fair development opportunities.
- Focus on the health and wellbeing of staff including improving the environment.
- Be the employer of choice recruiting, retaining and recognising the best.
- Create a kind environment of honesty and transparency where all staff are listened to and feel engaged.
- Promote great leadership, accountability and team working where bullying and harassment is not tolerated.

**Integrate care  
with partners  
and promote  
health and  
wellbeing**

**Integrate care with partners and promote health and wellbeing**

- Partner with social, primary, mental health care and the voluntary sector around localities to make an impact on population health outcomes and reduce inequalities.
- Improve the joining up of teams across and between community and hospital services.
- By working collaboratively, coordinate care in the community to get people home faster and keep people out of hospital.
- Prevent ill-health and empower self-management by making every contact count and engaging with the community and becoming a source of health advice and education.

**Transform and  
deliver  
innovative,  
financially  
sustainable  
services**

**Transform and deliver innovative, financially sustainable services**

- Transform patient flows and models of care (outpatients, same day emergency care, community localities, children's pathways).
- Reduce system cost and improve clinical productivity and financial literacy everywhere.
- Transform our estates and IT to enable new ways of working.







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