# **Latchford Medical Centre**

# **Strategic Framework**

## **Our Vision**

To build on our tradition of providing **safe, effective, and responsive high-quality primary care services**, while adapting to the evolving needs of our patients, colleagues, and community.

## **Our Mission**

To provide excellent, patient-centered care that improves the health and well-being of our community by fostering innovation, teamwork, and continual improvement.

## **Our Objectives**

1. **Patient Safety and Quality**
   1. Place patient safety, clinical excellence, and quality improvement at the core of all our activities.
   2. Deliver care that is evidence-based, effective, and responsive to patient needs.
2. **Access and Continuity**
   1. Enhance patient access to GPs, promoting continuity of care to build long-term, trusting relationships.
   2. Expand appointment options, including in-person, digital, and telephone consultations.
3. **Workforce Development**
   1. Support and facilitate the personal and professional development of all team members to build a skilled, motivated, and resilient workforce.
   2. Foster a positive, collaborative, and fulfilling team environment.
4. **Collaboration and Partnership**
   1. Work with Warrington CCG, local practices, and community organizations to improve health outcomes for our patients and the broader local population.
   2. Collaborate with care homes and community services to reduce unplanned admissions and deliver proactive, integrated care.
5. **Innovation and Change**
   1. Embrace innovation and digital transformation to enhance service delivery, improve patient experience, and streamline workflows.
   2. Encourage continuous learning, reflection, and implementation of best practices.
6. **Community Health and Prevention**
   1. Prioritize early detection and prevention of disease, reducing inappropriate prescribing, and delivering targeted interventions.
   2. Focus on frailty management to **reduce falls** and improve the quality of life for older, vulnerable patients.
7. **Patient Engagement and Feedback**
   1. Actively listen to and collaborate with patients, using their feedback to adapt and improve our services.
   2. Promote patient education and empowerment to support self-management and better health outcomes.

## **Our Values**

1. **Our Patients:**
   1. Our patients are our first priority. We treat them with dignity, compassion, and respect.
   2. We strive to provide patient-centered care that meets their needs in a professional and timely manner.
2. **Our Colleagues:**
   1. We foster a supportive, collaborative, and inclusive working environment where all team members can thrive.
   2. We value teamwork, integrity, and continuous personal and professional development.
3. **Our Community:**
   1. We are deeply committed to working in the **best interest of our community**, prioritizing health promotion and equitable care for all.
   2. We collaborate with partners and stakeholders to deliver positive health outcomes for the local population.

## **Our Operating Statement**

* **Established 3-Partner Training Practice**
* **Member of South Warrington Primary Care Network (SWaN)**
* Deliver high-quality **PMS (Practice Medical Services)** and enhanced services to our growing patient population.
* Monitor and adapt our workload and service provision to meet demand effectively.
* Collaborate with patients, care homes, and key stakeholders to deliver integrated care that reduces hospital admissions and enhances population health.
* Support and participate in initiatives such as **Quay Healthcare**, to ensure our patients have access to extended access services and additional roles such as Paramedics, Clinical Pharmacists, Physiotherapists and Mental Health Practitioners.
* Maintain a rich educational environment for learners and promote General Practice within Warrington in a positive and proactive way.

## **Our Five-Year Improvement Priorities**

Over the next five years, Latchford Medical Centre will focus on **growth, innovation, and continuous improvement** in the best interest of our patients, colleagues, and community by:

### **1. Enhancing Patient Access and GP Continuity**

* Introduce flexible appointment systems, combining in-person, telephone, and digital consultations to ensure timely access.
* Promote GP continuity for complex cases and vulnerable patients to deliver more personalised care.

### **2. Reducing Inappropriate Prescribing**

* Implement structured medication reviews and prescribing audits to improve safety and effectiveness.
* Provide patient education on medication management and promote alternatives where appropriate.

### **3. Supporting Care Homes and Reducing Unplanned Admissions**

* Strengthen partnerships with care homes to deliver proactive, personalised care.
* Use regular reviews and early interventions to prevent avoidable hospital admissions.

### **4. Reducing Falls by Prioritising Frailty**

* Develop and implement a **frailty assessment program** to identify at-risk patients early.
* Create personalised care plans, including strength and balance interventions, falls risk assessments, and home safety evaluations.
* Collaborate with multidisciplinary teams, such as physiotherapists, occupational therapists, and community support services, to reduce falls and hospital admissions.
* Educate patients and families on the importance of mobility, exercise, and home adaptations to support independent living and fall prevention.

### **5. Leveraging Digital Transformation**

* Enhance the use of digital tools to improve efficiency, including online triage systems, telehealth consultations, and remote monitoring.
* Expand the adoption of electronic health records (EHRs) to streamline patient care and data sharing.

### **6. Promoting Public Health and Preventive Care**

* Deliver initiatives focused on prevention, including vaccination programs, health screenings, and lifestyle advice.
* Collaborate with community partners to tackle local health challenges, such as obesity, smoking, and mental health concerns.

### **7. Supporting Our Team**

* Foster professional development opportunities, including mentorship, training, and leadership pathways.
* Prioritise staff well-being, addressing workload pressures, and promoting a supportive work culture.

### **8. Strengthening Patient and Community Engagement**

* Develop regular feedback mechanisms, such as patient surveys and focus groups, to drive improvements in care delivery.
* Actively engage with the local community to address health inequalities and promote health awareness initiatives.

## **Our Commitment to Continuous Improvement**

We will measure success through:

* **Key Performance Indicators (KPIs):**
  + Patient satisfaction and access rates.
  + Continuous improvement to access.
  + Reduction in inappropriate prescribing.
  + Staff retention and well-being measures.
* **Feedback and Engagement:**
  + Regular patient feedback to identify strengths and areas for improvement.
  + Ongoing staff input and collaboration to optimise workflows and morale.
* **Data-Driven Insights:**
  + Use clinical and operational data to inform decision-making and ensure care is effective, efficient, and patient-centered.

## **Summary**

Latchford Medical Centre is committed to growing, innovating, and improving over the next five years to meet the evolving needs of our patients, colleagues, and community. By prioritising **frailty management** to **reduce falls**, enhancing patient access, and strengthening our workforce, we will continue to provide high-quality, **safe, effective, and responsive care**, ensuring that we work in the **best interest of our community** while supporting the well-being and development of our team.