

## Message from Angela Hillery, Chief Executive of LPT:

Dear colleague,

I'm sure you will agree that here at LPT quality and safety for all should be our number one priorities. I can clearly see that our staff are working hard to make significant positive progress in these areas, with some really outstanding practice. We know we have more to do. During my first two months at LPT It became clear from feedback that we need to strengthen our **vision and strategy**, to make our direction of travel as clear as possible for everyone.

So we have brought together feedback from staff, service users and stakeholders to evolve our work so far into a clearer trust-wide strategy for all areas: **Step Up to Great**.

Through **Step Up to Great** we have identified key priority areas to focus on together. And we are clear that by doing this it will help us achieve improvements in the quality and safety of our services. It is about making a real and sustainable difference for our patients and supporting our staff to deliver high standards of care every day.

Through this collaborative working we are also building a culture of continuous improvement and learning, supported by a robust governance framework and more sustainable and efficient use of resources. Each priority within our approach is being led by an executive team member and progress is being monitored through our new quality governance framework.

I see this as really positive progress and am also confident that whilst delivering these priorities, we will continue to keep our values of **Compassion, Respect, Integrity, Trust** at the centre of everything we do.

### Our change champions

One of these key areas of Step Up to Great is our culture, leadership and inclusion programme, for which we have recruited over 90 change champions representing staff, volunteers and service users, to undertake wide-scale engagement to understand what works well at LPT and what could work better to improve our culture. This included a stakeholder survey which you may have completed.

One of the priorities identified was to have a clearer vision, as people felt that they didn't connect with our existing one.

We have therefore co-designed a new vision with our staff, volunteers and service users that we all feel everyone can understand and connect with – a shared vision that reflects what we stand for and the type of organisation we aspire to be. Our new vision is:

**“Creating high quality, compassionate care and wellbeing for all.”**

Every word has meaning for us:

**Creating** – shows continuous movement towards

**High quality** – what we are all here to do

**Compassionate** – a key value we all need to have in every interaction

**Care and wellbeing** – inclusive of all our services  
**For all** – inclusive of staff, service users and stakeholders



“Creating high quality, compassionate care and wellbeing for all”



We are currently producing more materials with further detail about this journey but, as a valuable stakeholder for LPT I really wanted to share this with you as soon as possible.

I would be very happy to hear any feedback that you may have.

With kind regards,  
Angela

Angela Hillery  
Chief Executive, LPT

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