

Domain 1: Quality, safety and clinical sustainability

This is about making sure that future services are of the highest quality, they are safe and are sustainable for the future. The following issues have been identified through patient, staff and public involvement as key issues in this domain

- Attracts staff and enhances staff recruitment and retention with better work life balance and development opportunities
- Provides working conditions so that core workforce standards can be maintained and exceeded
- Supports staff health and wellbeing in the recovery from the pandemic
- Removes waste and creates capacity so that there are more opportunities for staff to be involved in clinical research and innovation
- There are safe system risk management processes in place and monitored, for example safeguarding, complaints, complements, patient experience and reflect multi-agency approach where needed for integrated care
- There are clinically safe distances and travel times to access services (including transfer between services) in line with national time access targets and guidance
- There is quick access to the right specialist clinical opinions and diagnostic tests in line with national guidance

Domain 2: Access and patient choice

This is about making sure that future services are accessible for patients and that where appropriate patient choice is maintained. The following issues have been identified through patient, staff and public involvement as key issues in this domain

- Ensures any accessibility challenges for patients, visitors and staff are proportionately addressed including access to out patient appointments via digital
- Delivers more care closer to home when this is safe to do so
- Provides appropriate access to digital appointments and face to face appointments
- Minimise any travel impact for patients, families, staff and visitors.
- Makes access to surgery as soon as possible, helps to reduce waiting times and deliver access to planned care and follow up services in line with waiting time guidance and patient choice
- Helps to address the backlog of operations and diagnostics as a direct consequence of the global pandemic

<p>Domain 3: Equality, health and health inequalities</p> <p>This is about making sure that future services improve equity, health and health inequalities. The following issues have been identified through patient, staff and public involvement as key issues in this domain</p>
<ul style="list-style-type: none">• Make a positive impact on improving people’s health, equality and reducing health inequalities and mitigating inequality risks where they occur.• Must improve and maintain health outcomes for all people that use hospital services.• Must mitigate the impact on health inequalities that have happened as a result of the COVID-19 pandemic
<p>Domain 4: Deliverability</p> <p>This is about making sure that future services are deliverable in the long term. The following issues have been identified through patient, staff and public involvement as key issues in this domain.</p>
<ul style="list-style-type: none">• Ensure there is capacity to accommodate predicted future health needs and projected increase in demand for hospital services• Delivers the correct number/level of staff with right skills and competencies• Provides enough capacity to make sure there is a steady flow of patients across all local hospitals• Provides the best conditions for workforce development plans to implement and sustain new way of working
<p>Domain 5: Future sustainability</p> <p>This is about making sure that future services can be maintained at the future level. The following issues have been identified through patient, staff and public involvement as key issues in this domain.</p>
<ul style="list-style-type: none">• Can be implemented and funded in the long term within available resources• Supports the NHS carbon net zero ambitions• Promotes digital and telemedicine solutions for the future• Complements or is supported by other relevant services and transformational plans across the NHS in the North East and North Cumbria

- Is inline with wider NHS policy such as the NHS Long Term Plan

Domain 6: Infection prevention and control

This is about making sure that future services are planned with infection prevention control in mind which is an evidence based scientific approach and practical solutions designed to prevent harm caused by infection to patients and health workers.

The following issues have been identified through patient, staff and public involvement as key issues in this domain.

- Delivers the best arrangements for infection prevention and control to minimise risk to patients, staff and visitors
- Supports business continuity for planned surgery and diagnostics in the event of future pandemics
- Creates infection controlled areas and supports public confidence in hospital services as safe from COVID-19