

Our objectives

Board Item 2.9a

Deliver effective and innovative healthcare services

- Plan our finances well to deliver balanced budgets and sustainable services.
- Invest in equipment and facilities through effective capital planning.
- Deliver digital-first services that are efficient and easy to access.
- Empower our people to improve services and deliver value.

Improve the care experience

- Put patients at the heart of high-quality care.
- Transform patient pathways through research, innovation and continuous improvement.
- Provide safe, accessible care in environments that meet the needs of patients and staff.
- Involve patients and the public in designing and improving our services.



Create an inclusive and kind workplace that promotes health and wellbeing

- The employer of choice across Scottish healthcare.
- A culture of kindness with person-centred experiences for staff and volunteers.
- A collaborative approach to planning a workforce ready for the future.
- A culture of continuous learning, where we take ownership and embrace change.

Improve our nation's health

- Play a unique national role in delivering NHS reform.
- Build strong strategic partnerships to deliver services across Scotland.
- Provide high-quality specialist heart and lung care.
- Providing exceptional, timely planned care for the people of Scotland.