



Belfast Health and
Social Care Trust

Corporate Plan

2026–2031



Our plan for Belfast Trust for the
next 5 years.

About Belfast Trust



Belfast Trust health gives and social care to people in Belfast.

We also give **specialist care** across Northern Ireland.

Specialist care means expert care for people with more complex health needs.



We give care in hospitals and **community services**.

Community services include

- ✓ health centres
- ✓ care in your home
- ✓ more help to live well and safely



A lot of people work for Belfast Trust.

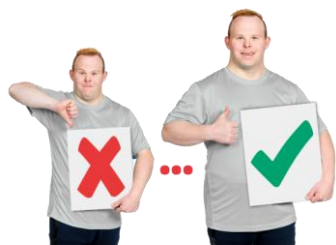
Many of our staff have specialist skills and experience.





Patients, service users and carers are at the centre of everything we do.

We listen to each person and give them the care and support they need.



We listen to patients, service users, families and carers.

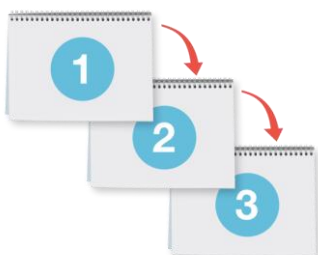
Their ideas help us make our services better.

Our plan



This document explains our **Corporate Plan**.

This is the plan for the Belfast Health and Social Care Trust for the next 5 years.



It tells you

- what Belfast Trust wants to do
- how we will make services better.

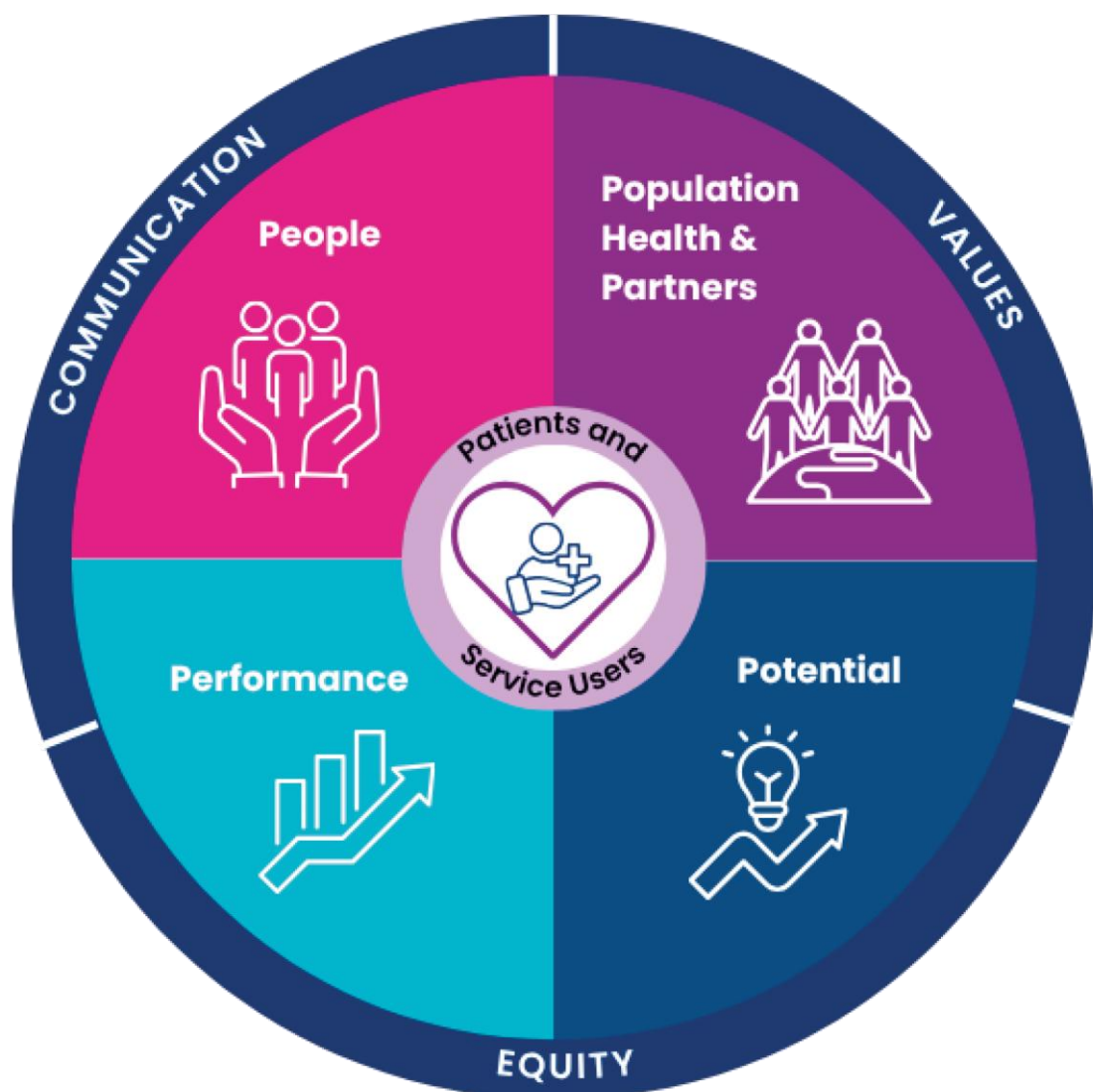
Our 5 Priorities



Our plan focuses on 5 important areas.

They are

1. Patients and service users
2. People
3. Population health and partners
4. Performance
5. Potential



Patients and service users

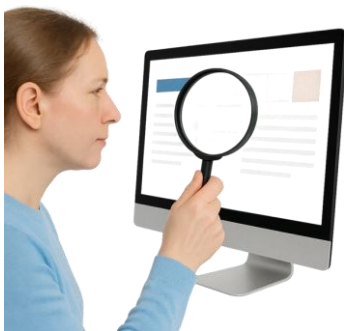


We want to be caring and open about what we do and how we work.

What we will do



- Include patients, service users and carers in decisions to help make services better.



- Make services easier to find and use so people get the right treatment and support to stay well.



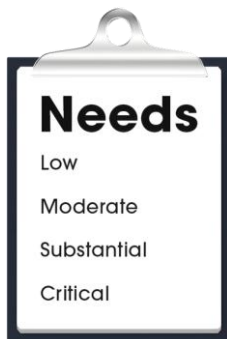
- Communicate clearly and listen to feedback.



- Use technology to help people manage their health and get care at home.



- Give more care at home or in the community so people do not need to go to hospital.



- Give people the care they need.



- Learn from feedback and complaints.



- Help people live healthier lives.

How we will know we are doing well



- ✓ Shorter waiting times.



- ✓ Good feedback from patients and carers.



- ✓ Safer services and better patient experience.



- ✓ More people using digital services and **My Care**.

My Care is a free and safe app that helps you see some of your hospital health information online.

People – our staff

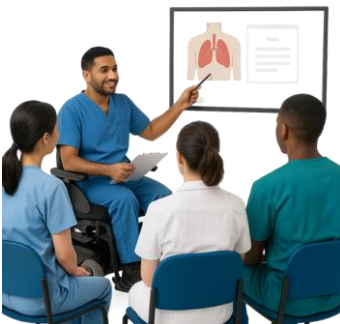


We want kind, professional and respectful staff.

What we will do



- Support staff health and wellbeing.



- Give staff training and development.



- Plan so there are enough skilled staff to give good care now and in the future.



- Make sure staff follow Health and Social Care values.



- Employ and support staff from different countries and backgrounds.



- Make sure there are enough staff to give safe care.



- Celebrate staff successes.

How we will know we are doing well



- ✓ More staff going to work and not having to take time off.



- ✓ Good feedback from staff.



- ✓ Staff feeling safe and respected.



- ✓ More staff successes being celebrated.



- ✓ Less violence and aggression towards staff.

Population health and partners



We want to work with partners to make the lives of people in our communities better.

Partners include GPs, pharmacists, carers, charities, councils and other organisations.

What we will do



- Work well with partners to
- ✓ make the health of communities better
- ✓ and report on community health.



- Give more care in local communities.



- Educate and support communities to stay healthy and stop getting ill.



- Help people plan for their future care.



- Give clear information and support to communities.



- Safely share patient information between partners that work together.

How we will know we are doing well



- ✓ Less people needing hospital care.



- ✓ More people living healthy, longer and independent lives.



- ✓ Good feedback from patients, service users and carers.



- ✓ More care being given in the community.

Performance



We want to give safe care that works well.

What we will do



- Check how well our services are working.



- Listen to patients, service users and staff.



- Use information to make our services better.



- Share information and learning between Trust teams and partners.



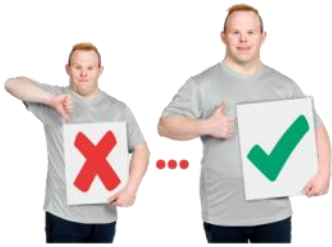
- Give leaders training to help make services better for everyone.



- Make sure our services meet **national standards**.

National standards are rules that help services give safe and good quality care.

How we know we are doing well



- ✓ Services getting better over time.



- ✓ Good feedback from patients, service users and staff.



- ✓ Less missed appointments.



- ✓ More people will be able to use **Patient Initiated Follow Up**.

Patient Initiated Follow Up means people can ask for help from hospital when they need it.



- ✓ Doing the things we must do by law.

Potential



We want to use creative new ideas to make our services better.

What we will do



- Work with universities and others to make sure we use our resources well.



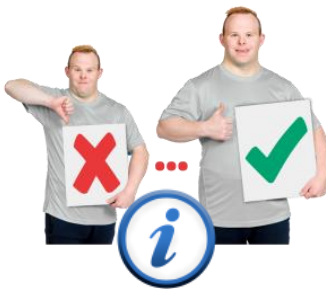
- Use technology to make care better.



- Support staff to share new ideas that are safe to try out.



- Help people make healthy choices and stay well.



- Use information safely to make our services better.



- Celebrate staff and team successes.



- Be more environmentally friendly.



- Develop more services that help people get care at home.

How we know we are doing well



- ✓ Strong partnerships with universities.



- ✓ Staff feeling confident and supported.



- ✓ New ideas making care better.



- ✓ More people getting safe care at home.



- ✓ More technology helping people and staff.

Making our plan happen



Every year we will look at our plans to check

- what is working and
- where changes are needed.



We will work with our

- ✓ patients
- ✓ service users
- ✓ carers
- ✓ staff
- ✓ and partners.

We will get their feedback.
This will help us give better services.



Working together



Excellence



Openness & Honesty



Compassion