

Highlights of our year 2023-24...

We are proud of our strong partnerships and collaborative working. None of the highlights below were achieved in isolation – whether it's GP practices, NHS trusts and pharmacists, our Provider Collaborative, local authorities and voluntary sector or others, everything we do is stronger because it's done in partnership.

Together we have:

Launched key plans to turn our ambitions into reality...

<p>Joint Forward Plan sets out how the NHS will deliver Better Health and Wellbeing for All strategy</p>	<p>Working with partners to develop new quality strategy to tackle common causes of unsafe care with a culture of openness and learning</p>	<p>New People and Culture Plan outlined how we will deliver our ambition to be the best place to work</p>	<p>New Housing, Health and Care programme launched with our partners to help people be healthy, live well and stay independent in their own home</p>

Improved access to primary care services...

Delivered 39,000 Pharmacy First consultations in the first 11 weeks – most in England	Invested £3m to retain, stabilise and protect NHS dentistry
£1.3m Committed £1.3m for urgent dental services in Darlington and Carlisle	Supported practices to tackle the '8am rush' – with better access through the NHS app and improved telephony
30,000 women had quicker access to UTI treatment through the community pharmacy scheme – saving £1.2m on GP appointments	

Fairer healthcare for women and girls...

Launched our women's health programme
Held our first ever women's health conference
Invested £600,000 in three new women's health hubs in Sunderland, Gateshead and North Cumbria

Managing winter...

Invested £1m in extra care navigators in emergency departments	Extra work to prevent falls and admissions caused by frailty	Invested £1.5m in 42 hubs helping people with respiratory illnesses
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Worked to be the best at getting better...

7,000 members have joined Boost, our learning and improvement community
Launched a discharge and safe transfer of care collaborative to improve the safety, experience, and outcomes of patients

Improved health and care for patients...

- Invested £2m in alcohol care teams – now in all our NHS trusts

- £9m new Urgent Treatment Centre opened at James Cook University Hospital

- Worked to improve health through digital care, including a three-year digital diagnostics programme led by the Provider Collaborative

- Worked with our ambulance trusts to improve Category 2 ambulance performance by 10 minutes year on year

- Supported 9,000 people waiting for surgery through Waiting Well scheme

- Invested in early mental health help and support through voluntary, community and social enterprise organisations
