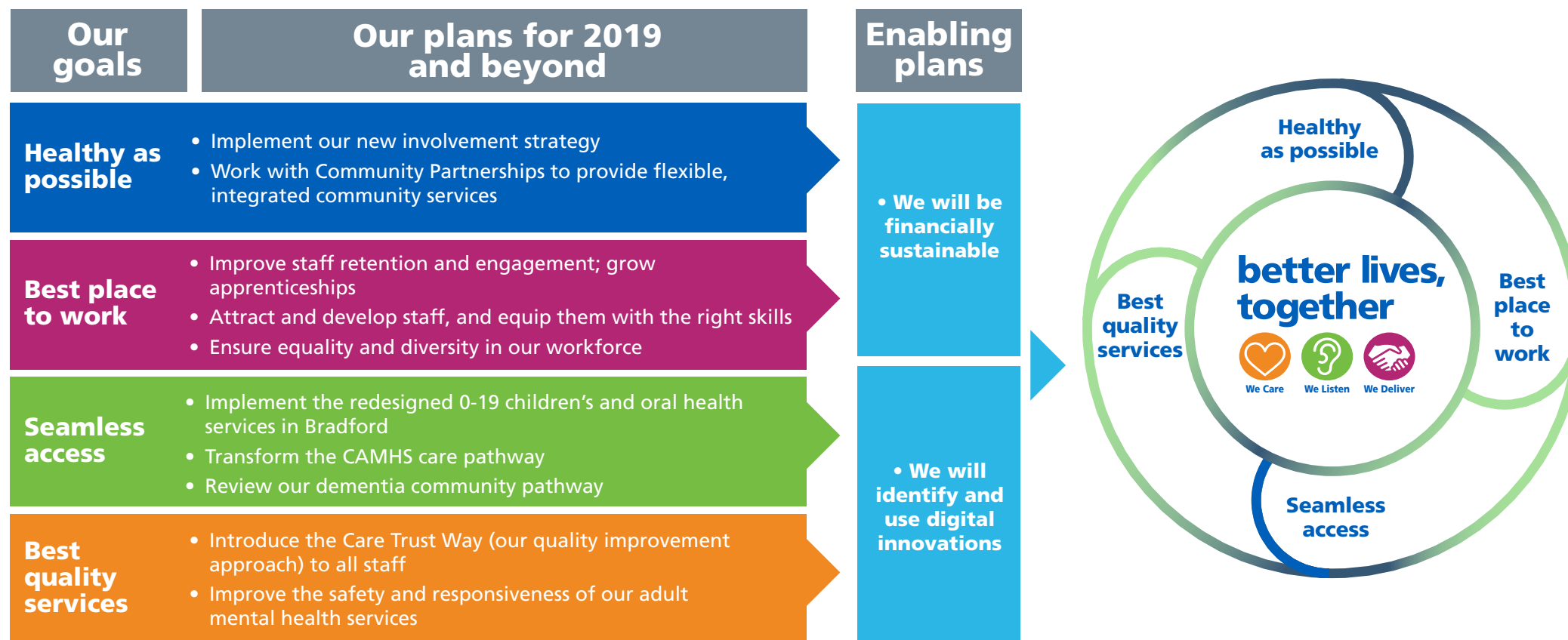


# better lives, together

Our operational plan 2019/20

Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work



**We'll achieve them by**



**Improving**



**Innovating**



**Growing**