

Minor Injury and Illness Service Strategic Vision

Our Vision

To create a seamless and compassionate urgent care ecosystem in Angus, delivering timely, high-quality physical and mental health support close to home, ensuring optimal health and care outcomes for children, young people, and adults—anytime, day or night.

Reasons for change

- Adapting to Changing Service Demands: Evolving needs require flexible, co-located service models to optimise resources.
- Access and Equity Considerations: Tailored solutions are essential to address rural access challenges while balancing resources for high-demand areas.
- Workforce Opportunities: Expanding roles and targeted training will create a sustainable, skilled workforce capable of addressing both routine and complex care.

Our priorities

- Deliver Care Closer to Home and Equity of Access: Provide the right care, by the right person, at the right time.
- Integrated and Collaborative Care: Strengthen collaboration between services and other services for seamless care.
- Workforce Development: Attract, retain and upskill staff to build a resilient workforce.
- Sustainable and Digital Transformation: Leverage innovative technologies to optimise services.
- Prevention and Health Promotion: Empower individuals to manage minor injuries and reduce preventable demand.



Guiding Principles

- Person-Centred: Focus on individual needs and preferences.
- Equity: Ensure fairness in access and outcomes.
- Safety and Quality: Deliver the highest standards of care.
- Sustainability: Create robust, long-lasting services.
- Collaboration: Strengthen partnerships across the healthcare system.

Our Values



What success looks like

- Improved Access: People know how and when to access care tailored to their needs.
- Positive Experiences: More people report satisfaction with our services.
- Integrated Teams: Multidisciplinary teams meet local community needs.
- Proactive Health Management: Increased focus on prevention and self-care.
- Sustainable Workforce: Skilled and valued staff deliver high-quality care.
- Data-Driven Improvements: Services continuously improve through data insights.