

OUR VALUES

OUR BEHAVIOURS

How we are with patients, families, carers and colleagues

What we want to see from individuals *and* teams...

What we don't want to see from individuals *and* teams...

Kind and caring

Welcoming

- We will smile, be friendly, welcoming, polite and approachable

- We will not be abrupt, rude, show aggressive behaviour, shout or bully

Put people at ease

- We will put others at ease, be patient, calm and reassuring

- We will not ignore people or fail to offer support and we won't leave people scared and anxious

Value other people's time

- We will make time for people, consider their needs and make people feel comfortable

- We will not be 'too busy', in a rush or say we can't make time for others

Compassionate

- We will be kind, compassionate and look out for others

- We will not make people feel stupid, belittled or treat people as an inconvenience

Respectful

Understanding

- We will put ourselves 'in other people's shoes' and show empathy and understanding

- There will be no hierarchy, no egos, no lack of understanding for other's needs

Attentive and helpful

- We will be helpful and attentive to the needs of others, protect people's dignity and respect people's time

- There will be no poor planning and inefficiency, we will not waste people's time or keep people waiting

Respectful

- We will value everyone as an individual and treat people equally and fairly

- We will not put people under pressure or show favouritism, not be unfair or leave people feeling disempowered

Appreciative

- We will recognise people's strengths, say thank you and celebrate success, empower and bring out the best in others

- We will not blame and criticise or make judgments or assumptions. We will not take people for granted or forget to say 'thank you'

Trust and integrity

Listen

- We will take time to listen to and consider other people's views

- We will not ignore other people's views or ideas or be dismissive of other's opinions

Clear communication

- We will communicate honestly and openly, offer clear explanations, keep people informed and updated

- We will not have unclear communication, a lack of transparency or give misleading or contradicting information

Teamwork

- We will involve others, work as a team, share information and follow up

- We will not make decisions in isolation and fail to communicate with other teams / services

Speak up

- We will seek and give feedback, encourage and support people who speak up

- We will not make people feel afraid to speak up and constructively challenge or reject feedback

Personal responsibility

Positive

- We will be enthusiastic, positive, pro-active and have a 'can do' approach

- We will not be negative, moan, complain, and we will not 'sit back'

Professional

- We will be professional, consistent, a role model and lead by example

- We will not be unprofessional, inconsistent or lack pride in our work

Excel

- We will take ownership and responsibility for providing a safe and excellent service

- We will not pass the buck, say 'it's not my problem' and fail to deliver on our promises

Keep improving

- We will be committed to learning and improving and developing ourselves and others

- We will not put up barriers to new ways of learning and doing things