



“Our Promise to You”

At County Durham and Darlington NHS Foundation Trust, we are committed to patients being treated with dignity, empathy and respect, which is something that we all want for ourselves and our loved ones.

The following core values are at the heart of the NHS:



Therefore we are challenging our Staff to:

“Think like a patient”

In delivering our care services to you we will:

1. Deliver compassionate care.
2. Be open and honest and have the courage to do the right thing.
3. Deliver safe, effective care and treatment, ensuring a competent, committed workforce.
4. Individualise your health needs, to promote a positive experience of care.
5. Communicate effectively with you in a way that you understand, to help you maintain independence, choice and control.
6. Ensure that you are central to all that we do.

How do you think we are doing?

Email: patient.experience@cddft.nhs.uk

Tel: 0800 783 5774

Please let us know if you would like this leaflet in an alternative format or language.

This Promise, has been developed in consultation with patients, carers, staff, visitors and volunteers.

