

*Insert logo of agreed vision*

Our NHS Values		Our Behaviours	
		You will see that we	You will see that we do not
<b>Working together for patients</b>	Patients come first in everything we do. We fully involve patients, staff families, carers, communities and professionals inside and outside the NHS. We speak up when things go wrong.	<ul style="list-style-type: none"> <li>• Provide clear, open, honest &amp; timely information</li> <li>• Keep people in the loop – give regular updates</li> <li>• Work as one team, pull together &amp; include everyone</li> </ul>	<ul style="list-style-type: none"> <li>• Work in silos</li> <li>• Set unrealistic expectations or make false promises</li> <li>• Withhold useful information or forget to pass something on</li> <li>• Put up barriers to communication &amp; team work</li> </ul>
<b>Respect &amp; Dignity</b>	We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life and seek to understand their priorities, needs and limits.	<ul style="list-style-type: none"> <li>• Introduce ourselves &amp; listen to you</li> <li>• Be polite, courteous &amp; friendly – respecting others</li> <li>• Value people’s privacy &amp; dignity</li> <li>• Make eye contact &amp; talk to people directly, using their preferred name</li> </ul>	<ul style="list-style-type: none"> <li>• Put our own priorities before those of patients or colleagues</li> <li>• Be rude, abrupt, shout or insult people</li> <li>• Undermine people’s dignity through actions or words</li> <li>• Avoid people who need help</li> </ul>
<b>Commitment to Quality of Care</b>	We earn the trust placed in us by insisting on quality and striving to get the basic of quality of care – safety, effectiveness and patient experience – right every time.	<ul style="list-style-type: none"> <li>• Are competent &amp; professional at all times</li> <li>• Are open &amp; honest, learning from experience</li> <li>• Are clear about roles &amp; responsibilities, accept responsibility &amp; hold each other to account for our actions</li> <li>• Act on concerns &amp; challenge poor services or behaviours</li> <li>• Seek out best practice and share it</li> </ul>	<ul style="list-style-type: none"> <li>• Let professional registration lapse or fail to keep up with CPD</li> <li>• Absolve responsibility, pass the buck</li> <li>• Wait to be chased</li> <li>• Dismiss new ideas, refuse to try</li> <li>• Turn a blind eye to bad behaviour or poor practice</li> <li>• Ignore research or evidence based practice</li> </ul>
<b>Compassion</b>	We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person’s pain, distress, anxiety or need.	<ul style="list-style-type: none"> <li>• Show care &amp; compassion</li> <li>• Support &amp; empathise with others</li> <li>• Stop to help others, take the time to help</li> </ul>	<ul style="list-style-type: none"> <li>• Make excuses for lack of compassion</li> <li>• Hold inappropriate conversations in public</li> <li>• Use closed body language, show irritation</li> </ul>
<b>Improving Lives</b>	We strive to improve health and wellbeing and people’s experiences of the NHS.	<ul style="list-style-type: none"> <li>• See people as individuals, see the whole person &amp; their individual needs</li> <li>• Be innovative &amp; creative, look for solutions</li> <li>• Support people to reach their potential</li> </ul>	<ul style="list-style-type: none"> <li>• Make it difficult for people to access the right services at the right time</li> <li>• Be judgmental, patronising, making inappropriate generalisations or assumptions</li> </ul>
<b>Everyone Counts</b>	We maximise our resources for the benefit of the whole community, and make sure nobody is discriminated against or left behind.	<ul style="list-style-type: none"> <li>• Understand each other’s skills, roles &amp; responsibilities &amp; respect everyone’s contribution</li> <li>• Encourage people to raise their concerns</li> <li>• Promote &amp; reward innovation</li> <li>• Say thank you when others help us</li> </ul>	<ul style="list-style-type: none"> <li>• Undermine colleagues, back bite</li> <li>• Say one thing and do another</li> <li>• Be disinterested in other people’s aims, skills or ideas</li> </ul>