

Values and Behaviours

Communication

that's respectful,
personal, honest
and helpful

Excellence

always striving
to be the best
we can be

Kindness and Understanding

so that we feel
supported and
enabled to do
our jobs

Working Together

to get the best
outcome for
patients

Fairness and Transparency

in our decisions
and actions



Getting the best outcome for patients

We value

Communication

that's respectful, personal, honest and helpful

We value Communication because it is the bedrock of effective teamwork and high quality patient care

Do's

- ✓ Do communicate with civility and courtesy
- ✓ Do share information openly and in a timely manner
- ✓ Do use email thoughtfully - think about whether a phone call or short meeting would be better
- ✓ Do try to resolve differences constructively
- ✓ Do communicate with everyone with equal consideration

Don'ts

- ✗ Don't be aggressive, shout, be rude, use bad language even when busy or under stress
- ✗ Don't be obstructive or keep information to yourself that others need
- ✗ Don't ignore other people's pressures and deadlines when making and responding to requests
- ✗ Don't avoid difficult or uncomfortable conversations
- ✗ Don't be dismissive of others

Getting the best outcome for patients

We value

Kindness and Understanding

so that we feel supported and enabled to do our jobs

We value Kindness and Understanding because it is what our patients need from us and what we need from each other

Do's

- ✓ Do take time to understand a situation before judging
- ✓ Do respect the differences of individuals
- ✓ Do recognise and praise people when they do things well
- ✓ Do consider other people's stresses and pressures and ask how you can help
- ✓ Do behave considerately and professionally

Don'ts

- ✗ Don't jump to conclusions about people
- ✗ Don't treat anyone with less respect or courtesy because of their race, gender, age, sexual orientation or disabilities
- ✗ Don't only give feedback when something goes wrong
- ✗ Don't use your own stress as an excuse for poor behaviour
- ✗ Don't bully or intimidate

Getting the best outcome for patients

We value

Fairness and Transparency

in our decisions and actions

We value Fairness and Transparency because it builds trust and confidence in each other and for our patients

Do's

- ✓ Do reward people only on merit
- ✓ Do ensure decision-making is transparent and equitable
- ✓ Do treat everyone consistently regardless of role or seniority
- ✓ Do raise concerns and resolve them professionally and openly
- ✓ Do ensure that requests are reasonable and your response to that request is reasonable

Don'ts

- ✗ Don't demonstrate favouritism or prejudice
- ✗ Don't avoid explaining how a decision has been reached
- ✗ Don't show less respect to someone of a lower grade
- ✗ Don't ignore the concerns of others or imply there will be retribution if someone challenges you
- ✗ Don't make unreasonable or unachievable demands on others

Getting the best outcome for patients

We value

Working Together

to get the best outcome for the patients

We value Working Together because patients expect seamless care and more effective team working improves clinical outcomes

Do's

- ✓ Do respond promptly and appropriately to requests from others
- ✓ Do demonstrate your understanding of each other's goals and work together to achieve them
- ✓ Do recognise the skills and commitment of all our colleagues
- ✓ Do spend time frequently and regularly as a team to talk about how the team is performing and to find solutions to issues
- ✓ Do take a joined-up approach to planning and working across boundaries

Don'ts

- ✗ Don't fail to deliver what you've committed to
- ✗ Don't allow yourself and your team to work separately from other teams
- ✗ Don't disregard the views and experience of others on the basis of their role, grade or experience
- ✗ Don't work as a group of individuals rather than as a team
- ✗ Don't work in isolation of other teams

Getting the best outcome for patients

We value

Excellence

always striving to be the best we can be

We value Excellence because as professionals we should always try to do the best job we possibly can

Do's

- ✓ Do always challenge with the intention of making things better (i.e. with positive intent)
- ✓ Do empower and trust the people best placed to support decision making
- ✓ Do always look for, and be receptive to, innovative and better ways of doing things
- ✓ Do role model our standards of behaviour regardless of position
- ✓ Do show active commitment to your own and other people's learning and development

Don'ts

- ✗ Don't look for negatives without first looking for positives
- ✗ Don't micro-manage when others are capable of delivering without you
- ✗ Don't ignore or fail to learn from things that aren't working as well as they could
- ✗ Don't ignore feedback about the impact of your performance
- ✗ Don't let behaviour we consider to be unacceptable to go unchallenged

Getting the best outcome for patients