

Values and Behaviours

These are the values that will guide everything that we do and how we behave towards our patients, their families, carers and our colleagues

Working together	Everyone counts	Making a difference
I help and support my colleagues so that we work well together as a team to achieve more than we could alone.	I involve patients, carers and their families in every aspect of their care.	I strive to remove barriers to promote the best possible patient care.
I am aware of and take responsibility for how my attitude and emotions can affect other people.	I understand people are different. I pay attention to their different needs so everyone is respected and treated fairly.	I recognise and celebrate success with colleagues and say thank you.
I share information appropriately and work with others to ensure we achieve the best possible outcome.	I protect the dignity and privacy of everyone I work with.	I take personal responsibility for my own learning.
I am flexible, organise my time effectively and respect the time of others.	I listen to and value other people's opinions and put forward my own views constructively.	I work with others to introduce change for the better and make continuous improvements.
I take time to learn from the skills and knowledge of others.	I make eye contact, smile and introduce myself.	I seek to understand and engage with changes that are happening in my team and work area.
I frequently give constructive feedback to others and encourage others to feedback to me.	I demonstrate care and compassion and put myself out for the benefit of others.	I take ownership for resolving problems that I encounter in my work.
If I see something, I will have the courage to say something.	I do what I say I am going to do.	I welcome opportunities to learn and actively share that learning with others.
I am honest and open, I admit to mistakes and say sorry. I ask if I don't know or don't understand.	I role model our values by my behaviour so people have confidence in what I do.	I regularly think about what I do and how I do it to improve my personal performance.
I make safe working a priority.	I use clear language and keep people informed.	I take pride in what I achieve.

