

At our best, we are a...

Kind, Professional, Positive
Team

Our values and behaviours

More than 1,500 patients and colleagues developed these simple guidelines to how we expect everyone who works here to behave with both patients and with colleagues. They apply to all of us, managers and employees, whatever our role or level...

At our best, we are a...	What we expect	What we won't accept	
 Kind	Friendly and welcoming	Polite, smiles, gives a warm welcome and introduces themselves #hellomynameis	No eye-contact, abrupt, rude, shouts, creates conflict, little empathy.
	Respectful and compassionate	Treats people as individuals, maintains privacy and dignity, promotes equality and diversity, and takes time to do little things that matter.	'Too busy', doesn't act when people's dignity or privacy is compromised.
	Attentive and helpful	Is caring. Gets to know people; notices and asks about people's needs and acts on them.	Is unhelpful, makes people feel left alone, forgotten, unanswered; treats people 'like a number'.
 Professional	High standards	Follows and shares best practice, stays calm and reassuring, always aims for the highest quality. Has high standards of integrity and honesty.	Acts in ways that harm safety or quality, or make people feel unsafe.
	Organised and timely	Responds efficiently and promptly, makes best use of their time.	Keeps others waiting, duplicates work, creates delays or lack of continuity.
	Gives and welcomes feedback	Speaks up and challenges respectfully; welcomes constructive feedback as a way to learn and develop, supports others who speak up about concerns.	Criticises or blames others, is resistant to feedback about their own actions or about quality or safety concerns.
 Positive	Positive attitude	An optimistic can-do approach, focuses on what's 'up to me', takes personal responsibility.	Moaning, negativity, grumpiness and focuses on problems or issues.
	Appreciative and values others	Recognises and praises people's contributions, and takes time to give genuine thanks.	Belittles others, ignores their efforts.
	Pride in my role	Shows commitment to provide the best care or service, and takes ownership for our hospital and the care we provide.	Accepts second best, does or says things that are not in the best interests of our patients and hospital.
 Team	Listens, involves and collaborates	Works together, asks questions, hears, involves, gives choices and empowers others to achieve. Joins up teams and services, shares knowledge / learning.	Works in isolation, makes assumptions, is dismissive, blames or ignores other people or teams. Is not supportive or others. Talks over you.
	Clear communication	Explains clearly in ways different people can understand, ensures people know what to expect, gives accurate and timely information.	Lack of, or unclear explanations, or jargon, leaving others confused.
	Works together to keep improving	Aims for excellence, and is open to change. Always looking for ways to improve themselves or our services; and works with others to achieve that.	Is resistant to positive change, blocks new ideas, looks for reasons why things can't be done.

EXERCISE 1. As a team: (1) Each find one behaviour in the 'green column' and one in the 'red column' you have seen in the team (2) Talk as a team about what you learn from that