

OUR CORE VALUE PLEDGES



Our culture; the way we do things defines us as a provider of care and as an employer. Our core values, developed by our employees, reflect the culture we want both for our patients and our employees. To this end our appraisal process will review not just what an employee does but how they do it through our Value Pledges Behavioural Framework.

What is the Framework?

The framework defines the behaviours that we expect all our staff, regardless of job role, to demonstrate for our organisation to turn our vision into reality and to embed our core Value Pledges in all we do.

Why is the framework needed?

To **EXCEL** in Patient Care we rely on individuals and teams working together putting our patients at the heart of everything we do.

The Framework defines who we are; what our patients can expect from us and what we can expect from each other.

What is Compact?

Compact has been launched to help embed our Trust values and set out the behaviour and standards that we expect from you and you can expect from everyone else.

COMPACT TO EXCEL

Organisational Leadership Responsibilities

Effective Open Communication

- Share information regarding strategic intent, organisational priorities and business decisions
- Offer opportunities for constructive dialogue
- Provide regular, written evaluation and feedback
- Provide data from local and national tools on staff and patient experiences such as FFI and staff surveys

Excellence and Safety in all we do

- Recruit and retain the best staff
- Create opportunities to participate in and support research and development
- Support and facilitate learning
- Provide information and tools necessary to improve practice
- Provide a clear quality and clinical strategy

Challenge but support

- Manage and lead with integrity and accountability
- Lead organisational change

Expect Respect & Dignity

- Recognise and value contributions of all staff
- Create an environment that supports and recognises effective team working
- Support career development and job satisfaction

Local Healthcare that Inspires Confidence

- Acknowledge contributions to patient care and the organisation

Your Responsibilities

Effective Open Communication

- Communicate information in clear timely manner
- Request information, resources needed to provide care and service consistent with organisational objectives
- Actively seeking feedback on staff and patient experiences utilising local and national tools such as Friends & Family tests

Excellence and Safety in all we do

- Complies with professional and organisational standards
- Encourage patient involvement in all we do
- Work to deliver a seamless service
- Participate in and support team decisions
- Focus on the efficient use of resources
- Understand and work within the Trust's quality and clinical and strategy

Challenge but support

- Provide and accept personal and professional feedback (including constructive criticism)
- Demonstrate the highest levels of ethical and professional conduct including the duty of candour

Expect Respect & Dignity

- Incorporate clinical and non-clinical staff including managers in team working
- Behave in a manner consistent with team goals
- Participate in and support learning

Local Healthcare that Inspires Confidence

- Implement accepted standards of care and services
- Learn from mistakes and act on patient feedback
- Achieve and maintain optimal patient access
- Listen to and communicate with patients

BEHAVIOURAL INDICATORS

Behaviours We Expect to See

- You comply with professional and practice standards
- You comply with Trust policies and procedures
- You identify and work to resolve conflict with team colleagues
- You address concerns about professional or clinical judgments with colleagues directly and privately
- You communicate with others clearly and directly, displaying respect for their dignity
- You participate in regular behavioural feedback
- You work cooperatively with all colleagues
- You are open and receptive to constructive criticism
- You work within the Trust's quality and clinical strategy

Behaviours We Won't Accept

- You fail to comply with professional and practice standards
- You shame others for negative outcomes
- You use foul or abusive behaviour
- You fail to respond to colleagues' communication
- You arbitrarily sidestep guidelines and policies
- You act in a way that could be perceived as discriminatory
- You threaten a colleague with retribution, litigation or violence
- You criticise staff in front of others
- You are disrespectful or discourteous
- You rely on intimidation to get your own way
- You undermine your colleagues
- You work outside of the Trust's quality and clinical strategy