



“ At UCLH we are well known for the quality of our clinical outcomes and research. We share an ambition to be equally as well known for the experience our patients and staff have, in being cared for and working here.

Over a thousand members of staff and patients have been involved in developing our new values. These will guide everything we do, how we make our decisions, and how we are with patients and with each other.

The links between improved staff experience and better patient experience are clear. As is the evidence that shows a better patient experience contributes to safer patient care and better outcomes. By living up to our values everyday, together we can make this happen.”

Sir Robert Naylor
Chief Executive

Our values, behaviours and standards

How we serve patients and their families, and how we are with colleagues in the Trust and beyond.

safety >

kindness >

teamwork >

improving >



- > Innovate and research
- > Develop through learning
- > Courage to give and receive feedback
- > Efficient and simplified



- > Listen and hear
- > Explain and involve
- > Work in partnership
- > Respect everyone's time



- > Respect individuals
- > Friendly and courteous
- > Attentive and helpful
- > Protect your dignity



- > Deliver the best outcomes
- > Keep people safe
- > Reassuringly professional
- > Take personal responsibility

We strive to keep **improving** <

We achieve through **teamwork** <

We offer you the **kindness** <
we would want for a loved one

We put your **safety** <
and wellbeing above everything

We put your **safety** > and wellbeing above everything

	Love to see	Expect to see	Don't want to see
Deliver the best outcomes	Inspires others to follow best practice. Safely finds better ways to deliver services. Influences team around them to make patient and colleague physical and psychological outcomes a priority.	Promotes / uses recognised best practice (e.g. evidence-based) to ensure consistent, predictable physical and emotional outcomes. Ensures patient and colleague outcomes are prioritised in their day to day work.	Tolerates or engages in practice that is not consistent with clinical and non-clinical best practice. Sometimes prioritises "internal" or other activities ahead of activities that would most benefit patient clinical and non-clinical outcomes.
Keep people safe	Known for promoting vigilance for safety (of patients and staff). Develops and implements safer practices and reduces risk. Encourages others to make safety a priority. Creates an environment where others learn from mistakes.	Follows safe procedures in clinical and non-clinical decision-making. Recognises when things are going wrong and acts/escalates. Learns from mistakes.	Cuts corners and demonstrates a lack of attention to detail. Does not give due consideration to the safety of patients and colleagues.
Reassuringly professional	Is a role model for upholding the reputation of the entire UCLH team around them in all that they say and do. Instills confidence in colleagues and patients with a consistently positive attitude.	Personally acts in a manner that upholds the Trust as a place in which patients and staff can have confidence. Remains calm and in control under pressure. Engages with colleagues and patients to proactively identify and resolve concerns.	Is unaware of the impact of their words and actions on patients and colleagues. Criticises colleagues in front of others. Passes on personal stress to others. Does not pay attention to patients or colleagues.
Take personal responsibility	Positively influences beyond area of defined responsibility to make the experience of patients and colleagues better without undermining others in the organisation. Teaches others through their actions and words about the importance of staying accountable for performance and actions.	Doesn't 'let the ball drop' - sees things through, keeps promises, is accountable for their own performance and actions.	Avoids responsibility. Can be inflexible. Resists others' effort passively - unable to constructively help move past conflict. Looks for excuses and undermines others.

We achieve through **teamwork** >

	Love to see	Expect to see	Don't want to see
Listen and hear	Motivates others by making people feel their views are welcomed and valued.	Listens to others, expresses an interest in what others have to say and engages with their points of view.	Fails to listen or try to understand others' views – talks over people and doesn't allow them to express their opinion.
Explain and involve	Adjusts their communication style depending on who they talking with; goes out of their way to keep people informed.	Uses clear language and checks understanding; explains what is happening and what is going to happen.	Makes little effort to explain; fails to adjust language to audience and situation; creates anxiety or confusion.
Work in partnership	Builds relationships and partnership working with patients and colleagues inside and outside UCLH; inspires teams to achieve more together than could be achieved alone.	Puts the team above local interests – demonstrates commitment to shared objectives; collaborates positively with colleagues; and contributes honestly to discussions.	Puts own needs before others; fails to share information; and expects others to adapt to accommodate them inappropriately. Puts up barriers to working outside team or organisation.
Respect everyone's time	Maintains responsiveness under pressure of competing priorities; and proactively seeks to reduce waits and delays, clearly explaining progress. Influences others to respect others' time.	Sets clear, realistic expectations; does what they have committed to do; is punctual and values other people's time.	Sets unrealistic expectations, failing to manage time effectively, uses busyness as an excuse for persistent lateness and failing to be prepared.

We offer you the **kindness** > we would want for a loved one

	Love to see	Expect to see	Don't want to see
Respect individuals	Overcomes constraints to meet individuals' needs; always maintains sensitivity and patience.	Thinks the best of people. Treats people as valued individuals; is open to different views and ways of doing things.	Is insensitive to the needs / preferences of others; makes inappropriate generalisations about other people; is dismissive of different views / cultures.
Friendly and courteous	Remembers people's names, faces or facts to 'personalise' service; makes others feel special and individual. Intervenes when others do not do this.	Makes eye contact, smiles if appropriate; always introduces themselves and their role and asks permission.	Ignores or avoids people; demonstrates rude, aggressive or impolite behaviour; is inappropriately distant or over-familiar.
Attentive and helpful	Goes the extra mile, putting themselves out for the benefit of others.	Keeps eyes open for people who need help and takes action to help them or to find someone else who can.	Avoids patients or colleagues who need help.
Protect your dignity	Creates an environment of privacy and dignity and is an active advocate for the vulnerable, both patients and colleagues.	Demonstrates awareness of vulnerability; protects privacy; and treats others as equals. Intervenes when others do not.	Demonstrates thoughtlessness or a lack of awareness of others' needs and feelings.

We strive to keep **improving** >

	Love to see	Expect to see	Don't want to see
Courage to give and receive feedback	Proactively seeks and acts on feedback from patients, families and colleagues to help improve their service. Is skilled in giving and receiving feedback to colleagues at all levels. Teaches others to do likewise.	Offers, welcomes and acts on appreciative and constructive feedback; says 'thank you' and 'well done' to others.	Rejects or is dismissive of constructive feedback, and is reluctant to offer feedback or praise to others. Uses their status to block feedback.
Efficient and simplified	Leads change for the better, influencing others and sticking with the problem until a solution is reached.	Cooperates and works with others to change for the better - developing creative solutions to improve quality and efficiency within safe parameters.	Fails to recognise the need for change for the better; shows little interest in alternative approaches; resists change or finds excuses not to try new approaches.
Develop through learning	Is creative in making and taking challenging opportunities for learning development for themselves and others.	Takes accountability for their own performance and seeks out opportunities to learn and improve.	Lack of interest in the value of learning for themselves or others.
Innovate and research	Understands research disciplines and identifies opportunities to build learning to improve service through research.	Seeks out new ideas, assists development of learning through research and helps put findings into practice.	Shows little interest in improvement, or the opportunity to apply new ideas or research to improve aspects of their role.