

Herts Valleys – the six things that matter most:



1. Being: caring and respectful.

This means we.....

- make sure that consideration of the impact on patient care is at the heart of all our decision-making
- treat everyone - including colleagues - with courtesy, listening to and respecting everybody's opinion
- support colleagues and partners



2. Having: ambition courage and high standards.

This means we.....

- do things that are going to make a positive difference to local people
- are optimistic that as a team - with partners and the public - we can change things
- expect ourselves and each other to produce high quality work
- are not be afraid to do things differently to improve patient care



3. Making sure: we are open, transparent, honest and straightforward.

This means we.....

- share our mistakes; and are prepared to say 'sorry'
- acknowledge that mistakes happen – and learn from them
- give each other honest and straightforward feedback
- Celebrate and share good practice when things have gone well.



4. Working: with partners and the public - as a team.

This means we.....

- actively involve partners and local people in planning and decision-making - in genuine partnership
- ask for people's views and act on what they tell us
- explain how we've reached decisions
- co-operate fully and enthusiastically with colleagues in other teams to achieve aims
- appreciate everybody's contribution



5. Empowering and energising: clinicians, staff and local people.

This means we.....

- encourage and support new ideas
- let colleagues and teams get on with projects
- embrace and encourage enthusiasm



6. Learning: to be the best we can.

This means we.....

- understand that we can always do better
- learn from others about how to do things better
- spend time learning new things