



together

we will

...deliver the best quality and safest care to the communities we serve

Our values and behaviours

caring
for everyone

Acting with kindness, compassion and empathy with everyone

Being friendly, welcoming, approachable and remembering the simple things like a greeting and a smile

Being considerate of the needs of others

Listening to ideas, opinions, thoughts and feelings of others

Taking personal responsibility and accountability for the care that you deliver

respect
for all

Being honest and open, including honesty about what we can and cannot do

Being polite and professional with everyone, introducing ourselves by name, saying please and thank you

Listening to patients, families and colleagues

Respecting cultural and individual differences

Ensuring we treat everyone the way we would want to be treated ourselves and dealing with poor behaviour

embracing
teamwork

Working within and across teams to provide the best possible quality of care and experience for our patients, families, carers and colleagues

Communicating effectively within teams

Recognising the value of everyone's role, contribution, skills and abilities

Supporting colleagues within the team when needed

Engaging in opportunities to develop and grow the team

committed to
improvement

Actively seeking new ways of working to enable improvement

Working together to improve services for our patients, families and carers

Taking personal responsibility and ownership of things that need to improve

Being positively receptive to change and improvement

Celebrating our achievements