

Trust Values and Behaviours Framework



Compassion

We treat everyone with courtesy, compassion, respect and dignity

We demonstrate our compassion to patients, visitors and colleagues by:

- ▶ Being polite and introducing ourselves to everyone we meet.
- ▶ Taking the time to listen and understand their situation.
- ▶ Being approachable, caring and helpful at all times.
- ▶ Treating everybody as individuals and respecting their needs.
- ▶ Giving our undivided attention.



Openness

We act with openness, honesty and integrity in all we do

We demonstrate our openness by:

- ▶ Being honest at all times.
- ▶ Communicating openly with patients, visitors and colleagues, respecting confidentiality and privacy.
- ▶ Apologising and taking steps to learn from our mistakes.
- ▶ Putting in place ways to receive feedback and acting to change things.
- ▶ Speaking out when we see things aren't right and supporting others to do the same.



Learn

We see education, research and learning as central to improvement

We demonstrate our commitment to learning by:

- ▶ Taking personal responsibility for our own learning.
- ▶ Keeping up-to-date with mandatory and professional development.
- ▶ Developing ourselves and others, independent of our job role or profession.
- ▶ Taking opportunities to learn with and from others.
- ▶ Sharing our learning with others internally.



Improve

We are open to change and seek to innovate to improve what we do

We demonstrate our commitment to improving what we do by:

- ▶ Having a flexible approach and can-do attitude.
- ▶ Actively seeking feedback to make changes.
- ▶ Taking personal responsibility to make improvements by suggesting new ways of doing things.
- ▶ Embracing change and supporting others through it.



Partnership

We work in partnership to deliver and improve the services we provide for our patients

We demonstrate partnership working by:

- ▶ Using the skills and experience of staff to better deliver our objectives and services.
- ▶ Working with patients and visitors to improve the services they receive.
- ▶ Working across boundaries to improve the experience of patients, visitors and colleagues.
- ▶ Seeking and adopting best practice from colleagues and other teams within UHCW.



Pride

We take pride in all we do and aspire to do

We demonstrate our pride by:

- ▶ Celebrating and recognising personal, team and organisational achievements.
- ▶ Giving praise and saying thank-you for a job well done.
- ▶ Doing our jobs to the best of our ability to make a difference for patients, visitors and colleagues.
- ▶ Talking positively about the colleagues we work with and the services UHCW delivers.
- ▶ Being professional and working to high standards of practice and behaviour.

Leadership Values and Behaviours Framework



Compassion

We treat everyone with courtesy, compassion, respect and dignity

UHCW Leaders demonstrate compassion to patients, visitors and colleagues by:

- ▶ Being a role model for compassionate care.
- ▶ Taking the time to listen to their team(s) and understanding their different needs.
- ▶ Being approachable and inviting conversation and discussion.
- ▶ Emphasising to their team(s) and others that our work is about putting patients first.
- ▶ Having honest conversations even when there are difficult circumstances.



Openness

We act with openness, honesty and integrity in all we do

UHCW Leaders demonstrate openness by:

- ▶ Leading by example by being honest and open.
- ▶ Acknowledging that we don't always get it right and establishing ways to help their team(s) to learn from mistakes.
- ▶ Taking time to talk to their team(s) and involve them in decision making.
- ▶ Sharing relevant and appropriate information in an open and timely fashion.
- ▶ Taking a stand and constructively challenging when things aren't right; encouraging and supporting their staff to do the same.



Learn

We see education, research and learning as central to improvement

UHCW Leaders demonstrate commitment to learning by:

- ▶ Leading by example by participating in training and development.
- ▶ Sharing knowledge, skills and expertise by developing others.
- ▶ Leading their team(s) to learn on a daily basis.
- ▶ Providing development opportunities for individuals and team(s).



Improve

We are open to change and seek to innovate to improve what we do

UHCW Leaders demonstrate commitment to improving what we do by:

- ▶ Leading by example through trying new approaches and new ways of working.
- ▶ Creating an environment where ideas and suggestions for improvement can flourish.
- ▶ Encouraging their team(s) to challenge the norm and innovate in their approach.
- ▶ Taking a genuine interest in supporting the implementation of good ideas wherever and whoever they are from.



Partnership

We work in partnership to deliver and improve the services we provide for our patients

UHCW Leaders demonstrate partnership working by:

- ▶ Recognising and utilising the expertise of all staff to better deliver our objectives and services.
- ▶ Breaking down barriers to develop and promote relationships between teams and departments.
- ▶ Actively finding opportunities to collaborate internally and externally.
- ▶ Proactively seeking and adopting best practice wherever it is from.



Pride

We take pride in all we do and aspire to do

UHCW Leaders demonstrate pride by:

- ▶ Representing the public face of the Trust and being an ambassador at all times.
- ▶ Giving regular praise, feedback and thanks to members of their team(s).
- ▶ Supporting their team(s) to perform and be the best they can be.
- ▶ Celebrating achievements publically and sharing these widely.



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