

EVERYONE

Lives the Values using the behaviours below

PUT PATIENTS FIRST	TAKE PRIDE IN WHAT WE DO	RESPECT OTHERS	STRIVE TO BE THE BEST	ACT WITH INTEGRITY
<p>I see the patient, client or visitor as an individual and have a warm, approachable manner to help put them at their ease</p> <p>I make eye contact, smile and introduce myself</p> <p>I put myself in the patient, client or visitor's shoes. I take time to listen and understand each person's need</p> <p>I explain my role and why I am here. I inform the patient, client or visitor of the reasons for processes and procedures</p> <p>I involve the patient or client in developing and reviewing their (care) plan</p> <p>I go out of my way to help patients, clients and visitors e.g. I approach people when they appear lost</p> <p>I take responsibility for safety in my working environment</p> <p>I share information appropriately and work with others to ensure the best outcome for the patient or client</p>	<p>I take pride in my personal appearance, wear my ID badge, follow the dress code and see myself as a representative of the Trust</p> <p>I do what is required and encourage others to do the same</p> <p>I focus attention on detail in my day-to-day work. I take time to check that what I do is accurate</p> <p>I am persistent and see the task through to the end</p> <p>I regularly review what I do and how I do it to improve my personal performance</p> <p>I share ideas and practice with other services and educate them in my role, team or client group</p> <p>I take personal responsibility for my own learning</p>	<p>I treat others as I would like to be treated myself e.g. I avoid hurtful gossiping</p> <p>I am aware of and take responsibility for how my attitude and emotions can affect other people</p> <p>I understand that people are different. I pay attention to their different needs so that everyone is treated fairly</p> <p>I ask patients, clients, visitors and colleagues the name they prefer to use</p> <p>I listen to other people's opinions and put my own views forward in a constructive way</p> <p>I turn up on time and prepared for meetings and appointments. I participate and willingly share my thoughts and ideas</p> <p>I protect the privacy and dignity of patients, clients, visitors and colleagues</p> <p>I help and support my colleagues so that we work well together as a team to achieve our goals</p>	<p>I suggest improvements that could be made to the way we do things</p> <p>I frequently ask for, listen to and accept feedback to improve my day-to-day performance</p> <p>I take ownership for resolving problems that I encounter in my work</p> <p>I seek to understand and engage with changes that are happening in my area or team</p> <p>I am flexible and adapt my ways of working when needed</p> <p>I am keen to learn from the skills and knowledge of others</p>	<p>I do what I say I'm going to do</p> <p>I focus on what is right not who is right. I speak up and tell the truth even if there are personal consequences</p> <p>I am open, honest and say sorry when appropriate</p> <p>I admit to mistakes, ask if I don't know or don't understand and learn from my experience</p> <p>I am discreet and sensitive when dealing with confidential information. I challenge others who are not</p> <p>I speak up if there is a risk that deadlines may not be met</p> <p>I prioritise my work, patients or clients according to need or protocols</p> <p>I use equipment, resources and time in an efficient and sustainable way</p> <p>I role model high standards so that people can feel confident in my practice</p>

SPECIALIST / TEAM LEADER

Leads others through specialist knowledge or through supervising a team



PUT PATIENTS FIRST	TAKE PRIDE IN WHAT WE DO	RESPECT OTHERS	STRIVE TO BE THE BEST	ACT WITH INTEGRITY
<p>I make sure I am available to patients, clients, visitors and staff</p> <p>I encourage others to prioritise the needs of patients, clients and visitors</p> <p>I seek patient or client feedback in order to review the quality of service and implement change</p> <p>I work in partnership across departments or organisations in order to deliver the very best service</p> <p>I ensure that all safety procedures are understood, fully documented and followed</p>	<p>I take personal accountability for delivering my own and my team's results</p> <p>I set clear objectives and translate these into specific tasks for myself and others</p> <p>I check colleagues or staff are clear about what they have to do and why they have to do it</p> <p>I give frequent constructive feedback and coach others to help them improve their performance</p> <p>I monitor and review my performance and the performance of others to ensure the highest standards are being achieved</p> <p>I make sure that my team's one-to-ones and appraisals take place</p> <p>I share success stories and experiences and encourage others to do the same</p> <p>I work with others to widen my team's knowledge and skills</p>	<p>I take the time to listen and engage in conversation</p> <p>I focus other people's attention on dignity in caring for patients, clients, or visitors</p> <p>I thank people for their good work and especially when they go the extra mile</p> <p>I encourage staff and colleagues to treat each other as equal but different. I notice when staff are unhappy, stressed or unwell</p> <p>I admit that I don't know everything. I ask for the opinions of others when solving problems</p> <p>I mentor others to support their development</p> <p>I take opportunities to bring people together to share information and best practice and to build relationships</p> <p>I ensure my service is accessible and responsive to the diverse needs of different client groups</p>	<p>I talk to staff and discuss ideas they have for improvement</p> <p>I am proactive in dealing with risks and problems before they escalate</p> <p>I explain why change is happening in a way that people understand and encourage them to treat change as an opportunity</p> <p>I listen to people's concerns and reassure them. I encourage others to overcome challenges</p> <p>I acknowledge that change generates a range of reactions and emotions</p> <p>I act with courage and I will lead change even if I have fears and concerns myself</p> <p>I acknowledge that difficult situations and conflict can occur and I take action to resolve them</p>	<p>I role model the standards that are set out for others in what I say and do</p> <p>I hold others to account for adhering to Trust standards and policies</p> <p>I practise and encourage open and direct discussion. I make sure I am clear and fair and that people know where they stand</p> <p>I regularly review the workload/ caseload with my team and allocate resources based on needs of patients, clients and visitors</p> <p>I promote the effective and sustainable use of resources within my team</p> <p>I am willing to roll my sleeves up if necessary and do not ask anyone to do something I would not do myself</p> <p>I support staff to raise any concerns and make sure they are followed through appropriately</p>

EXPERT / DEPARTMENT MANAGER



Leads at a department/service level through expert knowledge or managerial role

PUT PATIENTS FIRST	TAKE PRIDE IN WHAT WE DO	RESPECT OTHERS	STRIVE TO BE THE BEST	ACT WITH INTEGRITY
<p>I help staff to see how their role and the work of our department contributes to the overall patient experience</p> <p>I encourage staff and colleagues to anticipate the needs of patients, clients or visitors</p> <p>I improve the patient, client or visitor experience by analysing, reviewing and redesigning processes</p> <p>I work in creative partnerships with other organisations to develop seamless services</p> <p>I create a safe environment by allocating the right resources in the right place e.g. equipment, workforce, technology and training</p>	<p>I am proud to promote my service and how it can benefit patients and clients</p> <p>I contribute to the Trust's success by translating organisational objectives into departmental and service goals</p> <p>I promote and encourage an environment of continuous development</p> <p>I ensure that there are team development plans in place and that I identify appropriate resources and monitor progress</p> <p>I spend time with frontline staff to experience and understand the day-to-day running of my operational environment</p> <p>I consistently express an optimistic and 'can do' attitude and encourage others to do the same</p>	<p>I create a working environment where people are encouraged and supported</p> <p>I share my own development needs and learning with others and actively look for opportunities to learn from colleagues and staff</p> <p>I talk things through with people and encourage them to learn from successes as well as from conflict and difficult experiences</p> <p>I go out of my way to ensure that underrepresented groups have access to my services</p>	<p>I improve and develop our service and shape the future of the department</p> <p>I develop a coherent strategy that is understood by staff at all levels</p> <p>I gather information and use this as an opportunity to learn and improve performance</p> <p>I prepare and plan for the future by identifying potential talent and creating succession plans</p> <p>I explain the reasons for high level decisions and strategies that have an impact on the day-to-day work of the service</p>	<p>As a senior staff member, I act as an exemplary role model</p> <p>I am fair and consistent in order to generate trust in staff and colleagues</p> <p>I plan, evaluate and allocate budgets and resources to balance day-to-day service delivery and longer term service improvements</p> <p>I gather facts before making decisions and don't rush to make a judgement</p>

STRATEGIC LEADER



Leads and directs at Trust level

PUT PATIENTS FIRST	TAKE PRIDE IN WHAT WE DO	RESPECT OTHERS	STRIVE TO BE THE BEST	ACT WITH INTEGRITY
<p>I frequently remind staff and colleagues that the Trust's business is all about people</p> <p>I actively build and develop relationships to create partnership with other organisations in order to promote the health of the communities we serve</p> <p>I create opportunities to involve staff, patients, clients, visitors and community groups in the improvement of services and service delivery</p> <p>I distil what is important and adapt the requirements from the national agenda to meet the Trust and its patients', clients' and visitors' needs</p>	<p>I represent the public face of the organisation, promote its Values and act as an ambassador for the Trust and its services</p> <p>I listen to patients, clients, visitors and staff in order to understand the impact that our decisions have on them</p> <p>I take calculated risks and am willing to try different approaches and strategies, even if the outcomes are unclear</p> <p>I seek knowledge from the national and international healthcare system in order to advise the Trust on best practice</p>	<p>I am approachable. I invite conversation, discussion and sharing of ideas, opinions and information across the Trust</p> <p>I celebrate achievement and publicly acknowledge, inside and outside the Trust, the success of individuals, teams and the organisation</p> <p>I encourage the development of Trust-wide talent and look for challenging opportunities for the development of staff inside and outside the organisation</p> <p>I lead and sponsor Trust-wide education and development programmes</p>	<p>I regularly review Trust services. I direct changes to ensure that they are working towards and in line with the Trust's goals</p> <p>I address long standing issues even if this may be controversial</p> <p>I motivate my staff and colleagues by talking about their ideas, thoughts and aspirations for the future</p> <p>I promote learning of new approaches and techniques</p>	<p>I am a model of professional conduct</p> <p>I take full responsibility for my area's reputation and for the decisions and actions of my staff</p> <p>I stand up and support my staff and colleagues in difficult situations</p> <p>I help the service and support staff in navigating through complex and novel situations</p> <p>I am willing to take a stand and challenge colleagues for resources and support to ensure that service delivery and quality standards are being met</p>