

Our Behaviours

Care with compassion

Respect and dignity

Striving to excel

Professional standards

Working together

<p>What I do</p> <ul style="list-style-type: none"> • I make the care of patients my first concern • I treat patients as individuals and respect their dignity • I am never too busy to care • I ensure I communicate clearly in ways patients understand • I take prompt action if safety, dignity or comfort is being compromised 	<p>What I do</p> <ul style="list-style-type: none"> • I contribute to a positive working environment, and am polite at all times. • I challenge bullying, harassment, and other offensive behaviour • I recognise people are individuals and work to eliminate discrimination • I thank colleagues and celebrate success 	<p>What I do</p> <ul style="list-style-type: none"> • I provide the highest quality service I can • I find ways to improve my performance and learn • I respond constructively to suggestions for improvement • I seek feedback and act on it • I ensure a safe working environment 	<p>What I do</p> <ul style="list-style-type: none"> • I take personal accountability and strive for high standards • I ensure I understand the standards required of me • I plan ahead • I am open, honest and ethical • I role model professional behaviour • I have the courage to do the right thing and speak up 	<p>What I do</p> <ul style="list-style-type: none"> • I recognise and work closely with members of the 'wider' teams I am part of • I am warm and welcoming to new members to the team • I actively and positively engage in 1-2-1 and team meetings • I am clear about what is expected of me and how I contribute to the teams effectiveness
<p>What I do as a leader</p> <ul style="list-style-type: none"> • I ensure high quality care is the top priority • I ensure that high standards of care are provided by my teams • I seek and act on feedback from those who use my services 	<p>What I do as a leader</p> <ul style="list-style-type: none"> • I create a positive working environment • I respect everyone's contribution • I take effective action to eliminate discrimination 	<p>What I do as a leader</p> <ul style="list-style-type: none"> • I lead improvement and innovation • I create a culture of high expectation and ambition • I give staff the confidence to perform to their best of their ability 	<p>What I do as a leader</p> <ul style="list-style-type: none"> • I gain assurance that services are provided professionally • I ensure my staff are appraised developed and have clear objectives • I tackle sub-optimal performance constructively 	<p>What I do as a leader</p> <ul style="list-style-type: none"> • I engage with my team so they have shared objectives, communicate clearly and discuss our effectiveness • I ensure my team works constructively with others • I share learning when something has gone wrong
<p>What I don't do</p> <ul style="list-style-type: none"> • I am dismissive of patients concerns • I pursue interests other than the patient's • I put myself first • I do not apologise when things go wrong 	<p>What I don't do</p> <ul style="list-style-type: none"> • I patronise or undermine others • I am impolite, unprofessional, offensive or bullying • I avoid tackling inappropriate behaviour • I provide no or unconstructive feedback 	<p>What I don't do</p> <ul style="list-style-type: none"> • I ignore or accept poor performance • I contribute to or permit substandard working environments • I block improvements 	<p>What I don't do</p> <ul style="list-style-type: none"> • I avoid taking action • I do not check if I don't understand what to do • I do not admit errors or learn from them • I react defensively to constructive feedback 	<p>What I don't do</p> <ul style="list-style-type: none"> • I work to my own agenda • I am insensitive to the impact of my actions on others • I blame others and avoid ownership when things go wrong