

## Living Our Values: Our Personal Responsibility Framework (Everyone)

We put patients first	We are caring and compassionate	We work positively together	We are actively respectful	We seek to improve and develop
<b>I demonstrate behaviours that support our values</b>				
I am aware of the impact my role has on patient care	I communicate respectfully, openly and professionally, discussing any issues privately and sensitively	I focus on achievements, strengths and what we can do together to promote a positive and energetic culture	I am patient and considerate of other's needs. I accept diversity and difference	I strive to make a difference, improving myself and the service I provide
I always introduce myself using 'Hello my name is...'	I am kind, treating others in a manner that I would like to be treated	I have the courage to speak up and escalate concerns appropriately	I acknowledge others, make eye contact and smile	I reflect on my work, actively seek feedback from others and learn from my experience
I understand how I contribute to patient safety	I actively listen and seek to understand; accepting the need for different communication styles	I am a team player; interacting, co-operating and willingly offering help. I show appreciation for the contribution of others	I am aware of my impact on others and act on feedback	I suggest improvements, support others ideas and I am open to new ways or working
I ensure that patients are central to care decisions	I try to see things from the perspective of others	I promote success stories. I take pride and speak highly of who we are, and what we do	I ask patients and colleagues how they would like to be addressed	I demonstrate a can do attitude and proactively look for solutions
I treat patients as individuals	I am approachable and make myself available for patients and colleagues	I am professional and competent in my approach, and act as a role model	I have the courage to challenge and question inappropriate behaviours	I am open, honest, admit my mistakes and say sorry when appropriate
I work in partnership with our wider community for the benefit of our patients	I treat people as though they matter	I use our resources responsibly, minimising waste and duplication wherever possible	I do what I say I'm going to do	I am flexible and willing to adapt or change my ways of working when needed
I treat patients with respect and protect their dignity	I show compassion for others	I am committed; managing my own attitude and behaviour	I am aware of my body language	I view our services through the eyes of our patients



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Behaviours that do not support our values				
I fail to respond to patient needs	I lack empathy and understanding	I am only concerned with my own needs, ambitions and goals	I use abusive, degrading or foul language	I am complacent and accept poor standards
I make excuses for failing to respond to patients needs	I ignore others needs	I consistently bring my personal problems to work	I am rude, overreact, shout, or act insensitively to others	I have a negative attitude to change
I fail to respond to and report concerns	I act with indifference, insensitivity or unkindness	I am un-cooperative, indifferent to, or avoid helping others	I make judgements without facts and/or act on hearsay	I am not willing to develop self-awareness
I ignore poor standards of care	I lack empathy and understanding towards others' concerns	I fail to accept responsibility for my actions	I ignore unacceptable behaviours and standards	I let other people's attitude/behaviour lower my standards
I fail to understand how I contribute to patient safety	I talk about, or over colleagues as though they aren't there	I play the victim, blaming others when things go wrong	I fail to address concerns with colleagues as they arise	I do not keep up to date to be able to work effectively
I talk about, or over patients as though they aren't there	I make people feel unvalued	I lack self-awareness and fail to notice the effect of my behaviour on others	I gossip or speak negatively about others, hold grudges and demean or demoralise my colleagues	I am defensive and react adversely to constructive criticism



## Living Our Values: Our Personal Responsibility Framework (Team Leaders/Managers/Specialists)

 We put patients first	 We are caring and compassionate	 We work positively together	 We are actively respectful	 We seek to improve and develop
<b>I lead others through my specialist knowledge or by supervising/managing a team and role model behaviours that support our values</b>				
I ensure that every member of my team is aware of the impact their role has on patient care	I consistently act in a positive inclusive manner and value all staff as individuals	I listen to others views and consider these when making decisions	I see all team members as individuals and seek to treat them all fairly	I value team members development, I seek to understand their aspirations, needs and limitations
I encourage others to prioritise patients' needs	I address and manage behaviours that do not value others	I trust others expertise and experience to be able to fulfil their job role	I thank staff for their efforts, show appreciation and use positive language	I explain and involve staff in changes that affect them
I use patient feedback to improve our services	I notice negative or unsettling emotions in the team and act to put the situation right	I seek feedback to ensure my communication demonstrates respect	I actively listen and seek to understand views which are different to mine	I foster an environment where people can learn from their mistakes , identify and seek development
I make sure I am visible and available to patients, visitors and my staff	I demonstrate that the health and wellbeing of my team are important to me	I display open, honest and transparent behaviour	I communicate openly, respectfully and professionally	I will give staff the space and freedom to be creative
I ensure all safety and quality procedures are understood and followed	I 'read' others, and act with appropriate empathy, especially when they are different from me	I acknowledge skills and previous experience that may be valuable for the team	I foster an environment where staff can express their opinions and feel these are considered	I feedback regularly to allow staff to see their part in the organisations success
<b>Behaviours that do not support our values</b>				
I fail to put the patient at the heart of everything we do	I make excuses for poor performance	I take responsibility away from others	I do not address degrading or abusive language	I am not supportive of developing staff
I collect patient feedback and data without using it	I avoid responsibility for the wellbeing of my team	I treat one team member more favourably than another	I disregard confidentiality and act in a way that does not promote diversity	I do not listen or am closed to others ideas for improvement, and ignore feedback and suggestions from others
I fail to engage with other colleagues and parts of the healthcare system	I fail to understand the impact of my emotions or behaviour on colleagues	I speak negatively about the Trust or other departments	I manage by e-mail, avoiding face to face conversations	I do not support staff when they make mistakes



## Living Our Values – Our Personal Responsibility Framework (Expert/Department Lead/Strategic Leader)

 We put patients first	 We are caring and compassionate	 We work positively together	 We are actively respectful	 We seek to improve and develop
<b>I lead others at a dept/service or organisational level through expert knowledge and role model behaviours that support our values</b>				
I ensure patients are central to every decision made at all levels, and support colleagues to see the wider meaning in what they do	As a senior staff member, I act as an exemplary role model behaving in manner that consistently values others	I support a culture where others expertise and experience are valued and trusted	I consistently display open, honest and transparent behaviour	I seek and share knowledge to advise the organisation on best practice, and promote the learning of new approaches and techniques
I help create a culture where concerns can be raised without fear of reprisals	I help create a working environment where people feel cared for and supported	I create a common purpose to unite my team and enable them to work seamlessly together to deliver it	I am approachable and address everyone with courtesy	I actively encourage and support a learning environment
I create a safe environment by allocating the right resources in the right places	I care for my own physical and mental wellbeing so that I create a positive atmosphere for my team and service users	I do not shy away from doing what I know is right “What I allow, I promote”	I champion diversity and seek to ensure all staff are fairly represented	I develop others through succession planning and talent management
I inspire others in tough times by helping them to focus on the value of their contribution	I take positive action for the physical and mental wellbeing of my colleagues	I stand up and support my staff and colleagues in difficult situations	I address long standing issues even if this may be controversial	I listen to patients, visitors and staff in order to understand the impact our decisions have on them
<b>Behaviours we don't expect to see</b>				
I prioritise targets over patient care, or I “tick the box, but miss the point”	I fail to address poor behaviours, or when colleagues use degrading or abusive language	I focus solely on the depth of my area at the expense of the broader service	I fail to act as an exemplary role model for our behaviours by speaking and acting disrespectfully	I tolerate mediocrity
I behave in a way that does not reflect the principles and values of the NHS	I fail to ensure that compassion is central to the care we provide	I push my own agenda without regard to other views	I fail to value diversity	I talk about our vision but do not work to achieve it

