

# People Promise



# What's inside?



**We care for everyone**

**[Page 11](#)**



**We know that others are pleased with our work**

**[Page 14](#)**



**We can all have our say**

**[Page 17](#)**



**We are safe and healthy**

**[Page 21](#)**



**We are always learning**

**[Page 27](#)**



**Flexible working**

**[Page 32](#)**



**We are a team**

**[Page 36](#)**



A lot of the **photos** in this document were taken before **coronavirus**.



So people in the photos are close together and **are not social distancing**.

# People Promise

## Welcome to the NHS People Promise



We are **1.3 million** people that work for the **NHS**.



We are **lots** of different people.

We have all kinds of experience and we have done lots of different things.



**We are the NHS!**

**NHS**



The **NHS** is one of the best health services in the **world**.

**NHS**



**Thanks** to **everyone** who plays their part in the **NHS**.



We are proud of:

- the **care** we offer



- the **training** we get



- the **skills** we have



- how much we **care** about doing things well.



We do our **best work** when we work together.



Work can be **stressful**.



Sometimes there is **not enough staff** to do what we need to do.



We need **more time** to:

- **support** each other



- run a very good **care service.**



Our work makes us **very busy.**



We know the **NHS**:

- **gets things done**, even when things are difficult



- has lots of **new ideas**.



We want the **NHS** to be **the best**.



We do this by:

- making sure the **NHS** cares for **everyone**



- sorting out any **problems** **NHS** staff have.



## We care for everyone



We are **kind** and we **respect** others.



Even when work is stressful:

- we always **care for each other**



- we always **care for our patients.**



We do not allow:

- **discrimination**



- **bullying**



- **violence.**



We **report bad behaviour.**



The **NHS** is for **everyone**.



We want the **NHS** to be:

- a place where everyone wants to **work**



- a place where everyone wants to get **treatment**.



**We know that others are pleased with our work**



We know that others are **pleased** with our work because:

- someone says '**thank you**'



- we get an award, maybe for every **10 years** we work for the **NHS**.



Every **NHS job** gets:

- **fair pay**



- a **good pension**



- other **benefits.**



We can take more **time off work** if we choose to.



New **mothers** and **fathers** can have enough time off work when their **baby is born**.



We can get advice from the **Employee Assistance Programmes** about things like:



- **caring** for a friend or family member



- our **money**.



**We can all have our say**



We all feel **safe** and happy to **say** what we think.



If we are worried about something:

- we **speak up**



- we are **listened to**



- we are **supported**.



We can **talk** to our teams about things that we are worried about.



If we find a better way to do something, we will **tell everyone** about it.



We speak up to:

- change our **jobs**



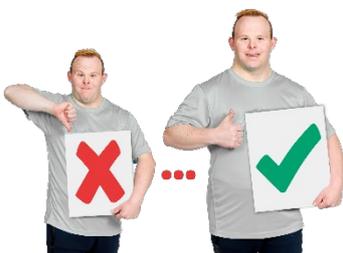
- change **how we work**



- change the **NHS**



- change our **communities**



- make health and care **better** for everyone.



We **listen** carefully to understand what people have to say.



We **help** one another:

- when things are **difficult**



- when things **change**



- to do **new** things.



## We are safe and healthy



We care about:

- making sure people have enough **time** to do their work



- the **work** that people do



- what people **think** about the work they do.



When we work hard and offer very good care, we **look after ourselves and each other.**



It is very important that everyone is **healthy.**



We stay **fit and healthy** by:



- working an **agreed number of hours** every week



- eating **healthy food**



- using services that help us get fit such as:

- the **Couch to 5K app** or



- going to **weight loss groups.**



If we are **not well**:

- we get the support we need



- we have the **time** to **get better**



- we **go back to work** when we are ready.



We can:

- **use health services** when we need to



- **get help quickly** for any health problems we have at work.



We have a **place** we can go:

- to rest and **think about things**



- to get **hot food and drinks**, such as **fresh water**.



We have the **technology** and **equipment** we need to:



- stay **safe**



- run a **very good care service**



- use our **time** and **skills** well.

## We are always learning



There are lots of ways to **learn** and **get better** at your job.



Our **managers**:

- are very good



- **check** our work



- **ask** us for feedback



- have **one-to-ones** and help us to do our best work.



We are **supported** so that we can do well at work.



We get lots of **training**.



We have the **time** and **money** to have training.



We can:

- work in different **health and care jobs**



- have the chance to try another role in the **NHS**, this is called a **secondment**



- get **training** to help us in our jobs



- take part in **research**



- help other staff to **learn**



- **share** what we learn to make health and care services **better.**



Everyone has a chance to **work** for the **NHS**.



We are fair when we **interview** people for **NHS jobs**.



We want **skilled** people from **different backgrounds** to have a career with the **NHS**.



## Flexible working



When you work for the **NHS** you should still have **time** for:

- **family** and **friends**



- **hobbies.**



If you can agree **the hours that work for you** it can make your life and your health better.



**Technology** can help us to work in **new ways**.



Working hours are **flexible** in most jobs.



You should be able to work for the **NHS** and work the **hours** that suit you.



**NHS** jobs are changing to:

- help us **manage** our work



- make sure we get **better support**



- help us carry on doing our jobs for **longer.**



If we care for someone we:

- get **support**



- get **help to go back to work** if we take time off to care for someone.



We can work for the **NHS** again even after we **retire**.



## We are a team

The **NHS** is like **one big team** made up of smaller teams.



Everyone who works for the **NHS** is part of the **team**.



We want to offer **very good care and support** for:

- **people** who use our services



- all **NHS staff** too.



The **NHS** is made up of lots of people working together to **support our patients**.



Working in a **team** we **learn** from each other and **support** each other.



Our work is rewarding because it **makes a difference** to people's lives.



We **support** each other:

- to have **new ideas**



- to **celebrate** when things go well.



- when things are **difficult**.



When we **work together** the **NHS** is the **best place to work**.

**We are the NHS.**

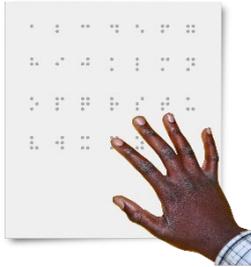


Please email us at:  
[england.ournhspeople@nhs.net](mailto:england.ournhspeople@nhs.net)

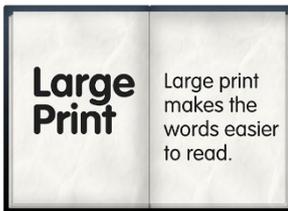


Would you like this document in:

- **audio?**



- **Braille?**



- **large print?**

**RNIB**



Please call the **RNIB** on  
**0303 1239999**.

