



## OUR NHS PEOPLE PROMISE

We are 1.3 million strong. We are all walks of life, all kinds of experiences. We are the NHS.



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**This is a promise we must all make to each other – to work together to improve the experience of working in the NHS for everyone.**

The themes and words that make up Our People Promise have come from those who work in the NHS. People in different healthcare roles and organisations have made it clear what matters most to them, and what would make the greatest difference in improving their experience in the workplace.

For many, some parts of the Promise will already match their current experience. For others, it may still feel out of reach. We must all pledge to work together to make these ambitions a reality for all of us, within the next four years.

The people best placed to say when progress has been made are those who work in the NHS. From 2021 the annual NHS Staff Survey will be redesigned to align with Our People Promise.

**The NHS is an extraordinary, world-class service – thanks to every single one of us who contributes to it. Our service, training, skills and commitment are admired across the world. Together we have achieved the extraordinary - and together we continue to do so.**

We feel the pressure of workload and not always having enough colleagues. We all want more time to support one another and provide great care. And we are often so busy with the daily demands of our work that we lack the time and energy to find new and better ways of doing it. But we know that the NHS always rises to the challenge, and we have seen its resilience, teamwork and innovation.

We want to continue to bring out the very best in one another – inspiring each and every person and unleashing potential. We do this by making the culture of the NHS one that's compassionate and inclusive, and addressing our workforce and workload challenges.

## We are a team

The NHS is first and foremost one huge team. Regardless of our role, experience or background, if we work for the NHS, we are part of that team. We are united by a desire to provide the very best care and support not just to those using our services, but to each other.

We're also part of a growing team, with people from many different professions and roles, working together in a flexible way to respond to the changing needs of our patients. Being in a diverse team gives us a chance to learn from each other's experience, specialisms and skills, working with a shared purpose.

Our work is fulfilling – it makes a real difference and is rewarding. We give one another the space to innovate, we support each other when times are tough, and we take time to celebrate successes, small and large.

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### We work flexibly

Our work doesn't mean we have to sacrifice family, friends or interests. Predictable working patterns and hours, that we have a say in agreeing, make a real difference to our lives and our wellbeing. That's why we have access to new rostering technology that lets us take more control over when we work.

We can work flexibly, doing whatever work pattern fits our needs, regardless of the type of role we're in. As a modern and model employer, flexible and less than full-time working isn't a barrier to progress in the NHS – it is commonplace.

As more people are recruited to the NHS across many areas, and roles are adapted to make everyone's workload more manageable, we feel better supported and the demands of work are more sustainable.

And if we have unpaid caring duties, we are supported and helped to return to work if we take time off to look after someone.

We are able to come back to the NHS even after we retire, if we still want to contribute our expertise.

### We are always learning

Opportunities to learn and develop while working for the NHS are plentiful. Our management and supervision are first class – with regular reviews of workload, and opportunities for two-way feedback and appraisals – to ensure we are able to realise our potential.

We are supported to invest in our careers, through formal and informal training, to reach our personal and professional goals. We have the time, space and funding to do this.

The many career options mean we can experience a variety of health and care settings, skills and practice, and progress to different roles. There are opportunities to take advantage of shadowing and secondments, coaching and mentoring, and contribute towards research and teaching. We exchange our skills and knowledge across the local health and care system, and beyond.

We all have equal access to opportunities – with fair and transparent selection processes that attract, develop and retain talented people from all backgrounds.

### We are safe and healthy

We're considerate of each other's time and mindful of each other's workload and the physical and emotional impact this can have. While we may choose to go the extra mile to deliver exceptional care, we still look after ourselves and each other.

Wellbeing is our business and our priority. We stay mentally and physically fit and healthy through working hour limits, healthier food choices and access to schemes to help us stay in shape.

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And if we're unwell ourselves, we are supported to get the help we need, take the time to recover, and return to work at our own pace.

Our occupational health and wellbeing services are there for us when we need them, with rapid access to help with work-related mental and physical injury and illness.

We have clean safe spaces to rest and reflect, and access to hot food and drinks, including fresh water. These are the basics, but they really matter and can't be underestimated.

We have the technology and equipment we need to keep us safe, deliver the best possible care, and make the best use of our time and our skills.

### **We each have a voice that counts**

We all feel safe and confident when expressing our views. If something concerns us, we speak up, knowing we will be listened to and supported. Our teams are safe spaces where we can work through issues that are worrying us.

If we find a better way of doing something, we share it. We use our voices to shape our roles, workplace, the NHS, and our communities, to improve the health and care of the nation.

We take the time to really listen – beyond the words – to understand the hopes and fears that lie beneath them. We help one another through challenges, during times of change, and to make the most of new opportunities.

### **We are recognised and rewarded**

We are recognised and appreciated – whether a simple thank you for our day-to-day work, or formal recognition for our dedication, such as every decade of service to the NHS.

We have a fair salary, competitive pension, and an attractive package of extended benefits, whatever our role.

We have more choices. We can buy and sell unused holiday and arrange unpaid leave, if this is what we'd prefer. We also enjoy enhanced maternity and shared parental leave.

We have access to employee assistance programmes for advice and support on issues like caring responsibilities and financial wellbeing.

### **We are compassionate and inclusive**

We are kind and respectful. We all feel the pressure at times, but we care for each other, as we care for our patients. We don't tolerate any form of discrimination, bullying or violence, and call out inappropriate behaviour.

We are open and inclusive. We understand, encourage and celebrate diversity, making the NHS a place where we all feel we belong.

**Together we make the NHS the best place to work. We are the NHS.**