## Trust Values

<table>
<thead>
<tr>
<th>Care &amp; Compassion</th>
<th>Trust &amp; Respect</th>
<th>Working Together</th>
<th>Inspiration &amp; Innovation</th>
<th>Pride &amp; Achievement</th>
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</thead>
</table>
| We look after our patients, and each other, as we would like to be looked after ourselves:-* Take time to listen to patients, families and carers, keep them involved and informed at every step.  
* Show empathy and compassion, offer reassurance, smile and be friendly.  
* Be vigilant and attentive, take responsibility for ensuring the safety and wellbeing of all those in our care.  
* Protect patients’ dignity and confidentiality at all times.  
* Empower and support individuals to develop confidence and to reach their full potential.  
* Create and sustain a safe, healthy environment in which to work and care for our patients. | We trust and respect our patients and colleagues:-  
* Be polite, honest and non-judgemental at all times when we communicate with each other and our patients.  
* Engage, listen and value the contribution of all.  
* Support all of my colleagues and challenge unacceptable behaviour.  
* Be responsible and accountable for our own actions and their part in collective actions.  
* Understand, respect and value the qualities of individuals and the diversity of those around us.  
* Respect the value of what we have and ensure the wise and responsible use of time, money and resources. | We appreciate and value the role of all our colleagues in patient care and experience and work together towards a common purpose:-  
* Work with our colleagues and our patients to identify and reach common goals and take responsibility for our part in achieving them.  
* We will share information and expertise within the team and between the team and the wider organisation.  
* Demonstrate integrity, consistency and transparency in all decision making.  
* Be clear about what we expect of each other and do what we say we will do, explaining clearly, the reasons why we are unable to do something. | We inspire innovation in all that we do:-  
* Seek innovative solutions to improve the things that challenge us.  
* Build a sense of shared purpose together across our service areas.  
* Encourage and support creativity to generate ideas for on-going success.  
* Create a stimulating learning environment through sharing knowledge and experience with others.  
* Explore and push the boundaries of research, technology and clinical practice to be the very best at what we do.  
* Endeavour to continuously improve and implement positive change. | We take pride in our work and our achievement:-  
* Be professional in our approach and our appearance.  
* Set ourselves high standards and strive to achieve success.  
* Take personal responsibility for doing the very best we can in our roles and for our own development.  
* Being passionate about enhancing our care for our patients, seeing and acting on things that need improvement.  
* Share and celebrate achievement building pride in our reputation.  
* Recognise and be responsive to commercial change to protect and develop our services. |
## Trust Values: Behavioural Framework
### Trust & Respect

<table>
<thead>
<tr>
<th><strong>Expected Behaviours</strong></th>
<th><strong>Aspirational Behaviours</strong></th>
<th><strong>Negative Behaviours</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Our required behaviours</td>
<td>These behaviours are required by employees looking to develop and those in senior and managerial positions</td>
<td>Examples of behaviours that fail to demonstrate ‘Trust and respect’ are outlined below:</td>
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<tr>
<td>You take the time to build effective relationships with stakeholders, colleagues and partners.</td>
<td>You display a clear appreciation of your team’s efforts and support them when there are difficulties.</td>
<td>You are disrespectful, insensitive or unhelpful to patients or colleagues and your manner causes upset to others.</td>
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<td>You are respectful and considerate.</td>
<td>You encourage team members to recognise and value individual contributions.</td>
<td>You don’t say ‘thank you’.</td>
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<td>You understand how your behaviours can be interpreted and consider the impact you have on others.</td>
<td>You involve and gain consensus from those affected by decisions and actions.</td>
<td>You deliberately exclude others from activities when you know they could benefit from being involved.</td>
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<td>You continue to give time to colleagues who need help, even when the pressure is on.</td>
<td>You look to understand other people and their behaviours, and use this knowledge to adapt your approach for effective working relationships.</td>
<td>You make little or no effort to understand things from your patient or colleagues point of view.</td>
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<td>You support the diversity of teams and working groups. You trust colleagues to fulfil their responsibilities.</td>
<td>You are a role model for an inclusive leadership style; respecting colleagues and partners. You instigate changes in behaviour to improve the use of resources.</td>
<td>You allow disrespectful or discriminatory behaviour to take place. You use the Trust’s resources inappropriately, ineffectively and without due care and attention.</td>
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<td>You listen carefully to others – showing that you respect and value their input.</td>
<td>You engage with internal and external partners, making sure a full range of views are taken into account.</td>
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<td>You manage your reaction to situations professionally and calmly.</td>
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<td>You take personal responsibility for delivering services</td>
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