



Dear Applicant,

Thank you for expressing an interest in this role. We welcome applicants who share our passion to join a pioneering and innovative organisation that empowers co-owners to consistently deliver exceptional care for a healthier community.

As a not-for-profit social enterprise, CSH Surrey exists to benefit its local communities.

We are seeking values-driven people with a passion for quality and innovation and this letter is to offer potential employees an insight into our company, the advertised role and on becoming a co-owner of CSH Surrey.

Our vision is **to be a pioneering and innovative organisation that empowers its co-owners to consistently deliver exceptional care for a healthier community**. Our values are integral to this vision:

- **People First** – so that patients, clients and co-owners feel respected and valued as individuals
- **Integrity** – so that patients, clients and co-owners feel listened to and involved
- **Enterprising** – so that patients, clients and co-owners know we focus on finding solutions
- **Exceptional Delivery** – so that patients, clients and co-owners feel safe and assured by our high quality standards.

Our website provides some further information on why our values and behaviours are so important to us: <http://www.cshsurrey.co.uk/work-us/culture-and-values>

Below is CSH Surrey's behaviours framework, which details the expectations of all of our co-owners:

Better healthcare together

Web: www.cshsurrey.co.uk

CSH Surrey
Chief Executive's Office
Leatherhead Hospital, Poplar Road
Leatherhead, Surrey KT22 8SD

CSH's Values and Behaviour Framework

CSH VALUES	PEOPLE FIRST	INTEGRITY	ENTERPRISING	EXCEPTIONAL DELIVERY
Our Commitment As a patient or a co-owner you will feel...	Respected and valued as individuals	Listened to and involved	CSH is focused on finding solutions	Safe and assured by our high quality standards
CSH Standards (behaviours): As a patient you can expect us to...	<ul style="list-style-type: none"> • Be friendly, polite and welcoming • Be attentive and helpful • Be respectful of you and your dignity • Give you choices 	<ul style="list-style-type: none"> • Take time to listen • Explain things and involve you • Communicate honestly, openly and clearly • Be professional and consistent 	<ul style="list-style-type: none"> • Work with you, each other and our partners • Be up to date • Deliver best practice care • Support you in finding a way through 	<ul style="list-style-type: none"> • Employ skilled, competent people • Offer timely access • Provide clean and cared for environments • Support you to reach your potential
Because as co-owners we expect each other to ...	<ul style="list-style-type: none"> • Recognise and value one another • Work as a team • Develop each other • Choose a positive attitude 	<ul style="list-style-type: none"> • Be honest and transparent • Involve and listen to patients and each other in decision making • Be open to feedback • Take responsibility and hold each other accountable 	<ul style="list-style-type: none"> • Be flexible and 'can do' • Be innovative and creative • Make the most of our resources and skills • Work to make a positive difference 	<ul style="list-style-type: none"> • Focus on quality • Proactively plan ahead • Support each other to deliver • Be proud of our successes

Co-ownership

As a co-owned organisation, CSH Surrey's co-ownership model describes what it means to be a co-owner in terms of responsibility, behaviour and opportunities so everyone can positively contribute to the development of CSH Surrey as a great place to work.

Co-owners tell us that recognition and thanks for their efforts and hard work is important. We therefore recognise positive efforts and attitudes through monthly and annual awards that themselves were designed and are run by co-owners. The monthly 'Co-owner Spirit' awards are a chance for co-owners to recognise colleagues who they feel really live by CSH Surrey's values and behaviours.

We hope this is of some interest as you apply for a post within our organisation.

Stephen Cass
CEO

