**Code of Conduct**

The Trust expects all those employees who are charged with a responsibility for staff and / resources to act at all times in accordance with this Code of Conduct.

**Ethics**

- Put the interests of the patient first
- Act fairly and with integrity at all times
- Encourage and welcome constructive criticism and comment
- Never allow personal interests or conflicts to compromise service delivery
- Take personal and collective responsibility
- Act at all times in a non discriminatory manner and treat others with respect
- Use all resources in an effective, efficient and timely manner
- Ensure all staff are aware of support networks available to them

**Communication**

- Be as accessible and visible as possible
- Work in partnership with staff, patients, the public and external organisations
- Use face to face contact wherever possible

- Ensure that all communications received are **responded to as soon as practicable, never allow them to remain unacknowledged**
- Be honest in all matters, answer questions openly and do not withhold information unless confidentiality so demands
- Be prepared to explain and justify decisions
- Recognise that others may have different opinions and perspectives on issues
- Maintain patient involvement and understanding in their care

**Leadership**

- Delegate responsibility whilst maintaining accountability
- Avoid making commitments that cannot be met
- Provide clarity about levels of responsibility
- Be prepared to lead by example
- Develop teams that are properly equipped to provide services that ensure the health and safety of staff at all times
- Assist employees to maintain a balance between professional and personal life whilst providing excellent care and service
- Be positive by finding ways to get things done rather than creating barriers
- Be creative and innovative whilst maintaining sound financial control

**Performance**

- Set standards that are achievable
- Provide fair, regular and consistent feedback
- Ensure all staff have an annual review
- Use good evidence to develop practice
- Use common sense at all times

**Personal Development**

- Take responsibility for personal development
- Keep up to date with best practice
- Share learning and development with colleagues

**Information and advice for patients**

A Teaching Trust of The University of Birmingham
Incorporating City, Sandwell and Rowley Regis Hospitals
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Employment Charter

This Charter sets down clearly how you can expect to be treated during your employment with the Trust and the standards of behaviour that are expected from you. It should be read together with the Management Code of Conduct.

Personal responsibilities
- Put the interests of patients first
- Be prepared to say when you feel uncertain about your competence
- Familiarise yourselves with all the rules that affect your everyday work
- Treat all patients, their relatives and visitors with respect, recognising that they are customers of this Trust

Equality
- You will be treated fairly and equally in all aspects of employment and professional practice
- You are expected to treat all of your colleagues, patients and members of the public with courtesy
- The Trust will not tolerate any form of unlawful or unfair discrimination directed towards you or directed by you to others
- Maintain patient involvement and understanding in their care

Safe Practice
- At all times you must observe relevant codes of conduct and codes of practice
- You will not be asked to work in any way that contradicts safe practice

Involvement and Engagement
- You are encouraged to get involved in decision making within your department and the wider Trust
- Information will be freely available other than where patient or commercial confidentiality is required
- You are expected to treat information with respect and not use it in any way purposely designed to harm the Trust or fellow employees

Balancing your work and private life
- Wherever possible you will be able to arrange your working patterns to help you balance work and private commitments subject always to the needs of the service
- Any request for changing working patterns will be considered and reasons given where a request cannot be agreed

Concerns and Grievances
- You will be able to, and indeed are expected to, raise with a higher level of management any concerns that you have about:
  - Delivery of services
  - Organisational arrangements
  - Working conditions
- You will not be subject to any criticism or reprisal by doing so providing that your concerns are expressed in good faith and without malice

Resources
- Any equipment you need to undertake your duties safely and effectively will be provided subject only to financial and availability constraints
- In turn you are expected to use such equipment properly
- You are expected to use any Trust resources only for the purpose they are intended

Improving your personal health
- You can expect to have available health improvement facilities for your use at work
- Your work environment will be monitored and where necessary adjustments will be made

Attendance
- You are expected to attend work in accordance with your contract unless illness prevents you from doing so in which case you are expected to follow the agreed reporting procedure

Service Improvement
- You will be encouraged to contribute to plans designed to improve the services we offer to our patients