

# Our Values



# Our values in action

**We live our values in action in our work with patients, visitors and colleagues.**

**Some of the things you will see include UHCW staff:**

- ✓ Being polite and introducing ourselves to everyone we meet
- ✓ Treating everybody as individuals and respecting their needs
- ✓ Being approachable, caring and helpful at all times
- ✓ Communicating openly with patients, visitors and colleagues, respecting confidentiality and privacy
- ✓ Taking the time to actively listen and understand individual needs
- ✓ Being open and honest
- ✓ Having honest conversations at all times
- ✓ Acknowledging that we don't always get it right
- ✓ Speaking out when we see things aren't right and supporting others to do the same
- ✓ Giving praise and saying thank you for a job well done
- ✓ Celebrating and recognising personal, team and organisational achievements
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services
- ✓ Actively working with patients and visitors to improve services
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Taking personal responsibility for our own learning
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Sharing learning with others
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues