

“Our values

guide

Everything We do”

Committed To Excellence

- ✓ We make safety and quality a priority for ourselves and others
- ✓ We go the extra mile
- ✓ We strive to achieve our goals consistently to the highest quality standard, getting the basics right every time
- ✓ We have a positive attitude
- ✓ We set ambitious goals for ourselves
- ✓ We deliver what we promise
- ✓ We work hard to solve problems if things go wrong and make them right
- ✓ We take responsibility for our own performance and for bringing our values to life

“We are committed to excellence in everything we do, striving to be one of the best acute trusts in the country.”

Working Together

- ✓ We are friendly, welcoming, courteous and caring
- ✓ We act fairly and compassionately
- ✓ We are open, honest and candid with others
- ✓ We treat other people as individuals and respond to their needs
- ✓ We respect others' privacy and dignity
- ✓ We listen and ensure we understand
- ✓ We encourage and support colleagues
- ✓ We work as part of one team with colleagues within and outside the Trust in support of patient needs

“We are working together as one team dedicated to meeting patient needs.”

Facing The Future

- ✓ We challenge poor performance in others and expect to be challenged if our own performance is poor
- ✓ We are open to developing ourselves and constructive feedback
- ✓ We change things for the better
- ✓ We make best use of public money by being as efficient as possible
- ✓ We engage with others to improve how things are done
- ✓ We speak up if things could be done in a better way
- ✓ We see change as an opportunity not as a problem

“We are facing the future, continuously improving our performance and adapting services to meet demand.”