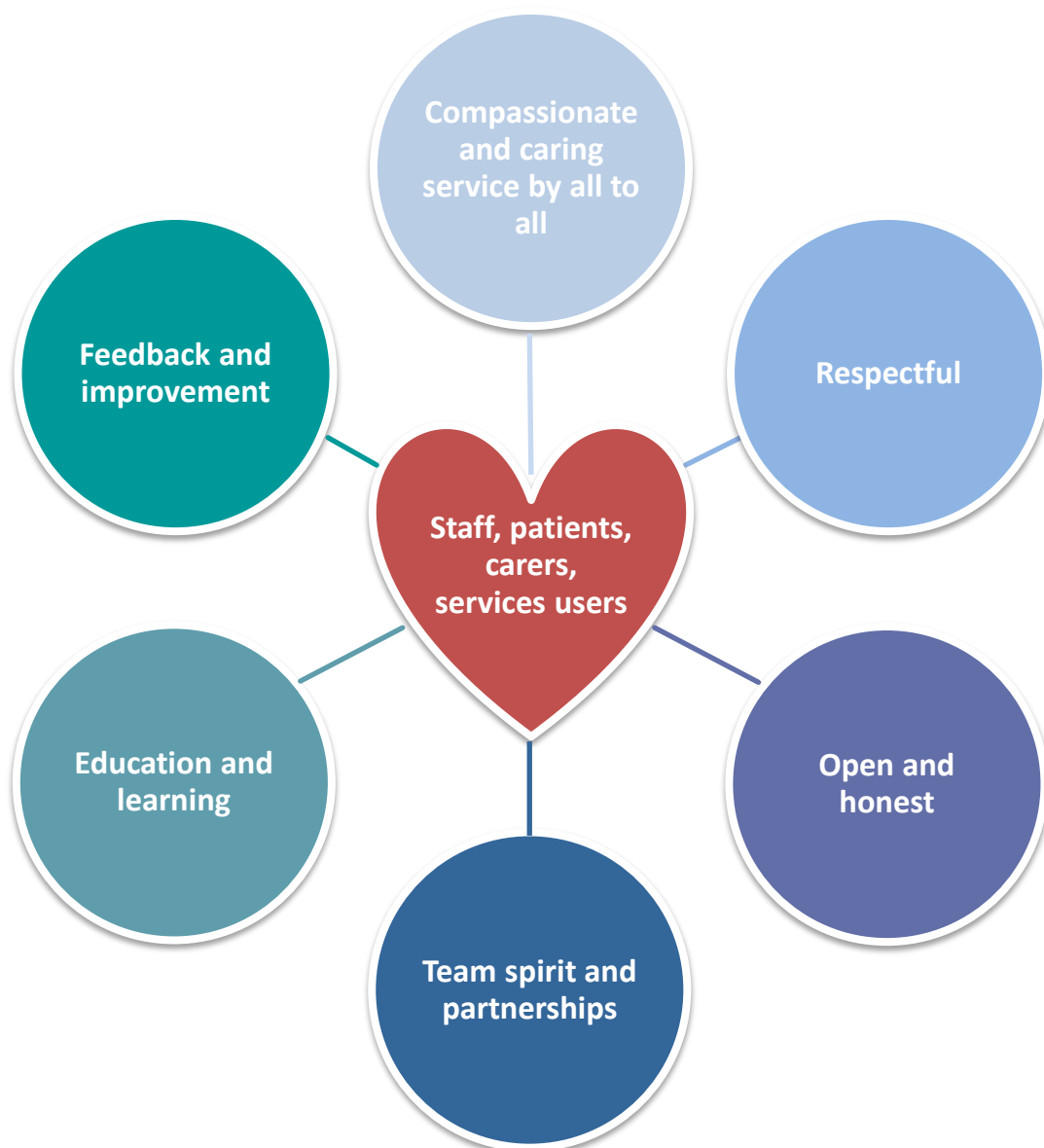


Our Values

Our patients, their carers and our service users are at the heart of everything we do ...



What our values mean

Compassionate and caring service by all to all

- Our patients, carers and service users truly are at the heart of everything we do. We will treat everyone with courtesy and compassion and provide a caring service to everyone we come across.
- We will be approachable, caring and helpful at all times.
- We will take time to actively listen and understand individual's needs.
- We will offer a service with compassion, empathy, understanding and kindness.

Respectful

- We will respect all those who use our service, our colleagues, partners and contractors.
- We will treat everyone as individuals, respecting their needs.
- We will value the views of others.
- We will not discriminate against any of our service users or employees.

Open and Honest

- We will be open and honest at all times, acknowledging that we don't always get things right.
- We will communicate openly and honestly with our patients, visitors and colleagues, respecting privacy and confidentiality.
- We will encourage and support people to speak up when things aren't right.
- We will respond to concerns and complaints in a timely and open manner.

Team spirit and partnerships

- We will work closely as a team to ensure our patients get the best care and treatment possible.
- We will work with other colleagues, our partners and contractors to ensure our service runs smoothly.
- We will give praise where it is deserved to generate a happier workforce and improved morale.
- We will celebrate and recognise personal, team and organisational achievements.

Education and learning

- We will ensure all those employed have the relevant qualifications, skills and experience to undertake their role.
- We will use the skills, experience and diversity of staff to better deliver our objectives and services.
- We will provide an excellent training platform for use by all of our staff.
- We will all take responsibility for our own learning and professional development.

Feedback and improvement

- We will seek, listen and act on *all* feedback – both positive and negative, and use it to inform our service improvements.
- We will share learning across the whole organisation.
- We will embrace change.
- We will actively encourage patient involvement in our Service.