

Efficient and timely and respectful of others' time	Efficient and safe	E
Reliable and consistent so we are always confident		
Competent and reassuringly professional so we are always safe		
Support and value each other and help people to reach their potential	Respectful and caring	R
Show care and compassion and take time to help		
Treat everyone with courtesy and respect, help people to feel welcome in our organisation		
Keep improving and aspiring for excellence	Aspiring and improving	A
Give and receive feedback so everyone can be at their best		
Set high standards for ourselves and each other		
Work as one team inside our organisation and with other organisations	Communicating and working together	C
Listen and involve people as partners and equals		
Share information openly and honestly and keep people informed		

About our Quality for all values

Quality for all, and our values and behaviours were developed by hundreds of patients, families and members of staff. They set out our ambition for excellent care with the people we serve and with each other. Here's what patients said about our care at the In Your Shoes sessions.

They prepared me for how much pain I would feel and gave me pain relief. Being clear about what I should do meant I didn't worry.

Staff were nice, friendly and had a sense of humour. I was made to feel at ease and felt reassured.

The staff taking blood were happy and jolly and I could tell they enjoyed their job.

We didn't have to wait long for anything. I understood my options and felt confident making a choice.



Quality for all

- Our values and behaviours will shape:**
- The way we plan and make decisions
 - The way we behave with patients, family members and with each other
 - How we recruit, induct, appraise and develop staff
 - How we measure and improve people's experience

- Our shared values and behaviours**
- Communicating and working together
 - Aspiring and improving
 - Respectful and caring
 - Efficient and safe

Our Values		Our Standards	Our Behaviours	
			You will see that we...	You will see that we do not...
C	Communicate and work together	Share information openly and honestly and keep people informed	<ul style="list-style-type: none"> Provide clear, open, honest, accurate and timely information Keep people in the loop – give regular updates Help people to be prepared, are proactive and give information in advance Are transparent about what's possible 	<ul style="list-style-type: none"> Fail to record information accurately Withhold useful information or forget to pass information on Make little effort to explain or prepare people Set unrealistic expectations or make false promises
		Listen and involve people as partners and equals	<ul style="list-style-type: none"> Listen to and hear others' opinions Invite people to ask questions, and answer them Share ideas and choices and involve people in decisions that affect them Talk with (not over) people, use people's everyday language, check people understand 	<ul style="list-style-type: none"> Not allow people to express an opinion, impose views and opinions Be too busy to listen or answer questions Make decisions without involving people wherever possible and listening to others' ideas Talk over people, use confusing language
		Work as one team inside our organisation and with other organisations	<ul style="list-style-type: none"> Work as one team, pull together and include everyone Join things up within and between teams and co-ordinate plans Respect every member of the team as an equal and value their contributions Understand the bigger picture and help each other to deliver 	<ul style="list-style-type: none"> Put up barriers to communication and team working Put our own priorities before patients or colleagues Dismiss other's opinions, criticise colleagues in front of others Let people down by not doing what we say we will
A	Aspiring and improving	Set high standards for ourselves and each other	<ul style="list-style-type: none"> Focus on quality, maintain our high standards and meet expectations Be a positive role model and strive for excellence Take pride in our organisation Act on concerns and challenge poor service or behaviours 	<ul style="list-style-type: none"> Accept poor performance and outcomes Turn a blind eye to bad behaviour, poor standards or unsafe practice in colleagues Be openly critical about our organisation or colleagues to our patients or visitors Dismiss complaints or ignore concerns
		Give and receive feedback so everyone can be at their best	<ul style="list-style-type: none"> Give appropriate, honest and constructive feedback, help each other to improve Celebrate successes, praise a job well done and say thank you Speak up if there is an issue or concern Teach, mentor, coach and develop each other 	<ul style="list-style-type: none"> Be defensive about feedback or reluctant to give feedback to others Focus on the negatives or choose a negative attitude Blame others or foster a blame culture Be disinterested in developing others
		Keep improving and aspiring for excellence	<ul style="list-style-type: none"> Actively seek out improvements and new ways to do things Embrace change and learning, encourage and inspire others to make positive changes Be innovative and creative, look for solutions Seek out best practice and share it, aspire to be the best 	<ul style="list-style-type: none"> Show little interest in applying new ideas or research to improve Dismiss new ideas, refuse to try Focus on what can't be done rather than what's possible Ignore research or evidence based best practice
R	Respectful and caring	Treat everyone with courtesy and respect, help people to feel welcome in our organisation	<ul style="list-style-type: none"> Be polite, courteous and friendly Make eye contact and talk to people directly Treat everyone with respect, value people's privacy and dignity, use people's preferred names Are positive and create good rapport and welcoming environments and atmospheres so that people feel comfortable and at ease 	<ul style="list-style-type: none"> Be rude, abrupt, shout or insult people Ignore people or avoid eye contact Undermine people's dignity through actions or words Use closed body language, show irritation
		Show care and compassion and take time to help	<ul style="list-style-type: none"> Show empathy, put ourselves in others' shoes, make sure people feel cared for See people as individuals, see the whole person, look out for people and their individual needs Stop to help others, take the time to help Be attentive and responsive 	<ul style="list-style-type: none"> Make excuses for lack of compassion Avoid people who need help, make excuses for not helping Be judgmental or patronising, make inappropriate generalisations or assumptions Pass the buck or say "its not my job"
		Support and value each other and help people to reach their potential	<ul style="list-style-type: none"> Support and empathise with others Value people's individual needs Understand each others' skills, roles and responsibilities and respect everyone's contribution Support people to reach their potential 	<ul style="list-style-type: none"> Undermine colleagues, back bite Criticise others' choices Be disinterested in other people's aims, skills or ideas Treat people unfairly or apply standards selectively
E	Efficient and safe	Competent and reassuringly professional so we are always safe	<ul style="list-style-type: none"> Keep our skills and registrations up to date Constantly improve our knowledge and take pride in our personal development Are clear about roles and responsibilities, accept responsibility and hold each other to account for our actions Are aware we are always on view 	<ul style="list-style-type: none"> Let professional registrations lapse or fail to keep up with our CPD Show little interest in learning and professional development Absolve responsibility, pass the buck Hold inappropriate conversations in public
		Reliable and consistent so we are always confident	<ul style="list-style-type: none"> Are safe, calm and reassuring, keep calm in a crisis Keep our promises, follow through and do what we say we will Are thorough and attentive to detail Choose a positive, 'can do' attitude 	<ul style="list-style-type: none"> Say or do things that make others feel unsafe or loose confidence Say one thing and do another Cut corners or pay little attention to detail Moan or be negative
		Efficient and timely and respectful of others' time	<ul style="list-style-type: none"> Prioritise, plan and manage our time and resources well, take action and make decisions Organise processes and services so they are efficient, get it right first time Be on time and prompt Prevent unnecessary delays, help people to find solutions or answers quickly 	<ul style="list-style-type: none"> Wait to be chased Accept known inefficiencies or over complicate processes Keep people waiting unnecessarily or without an explanation, use busyness as an excuse for persistent lateness Make it difficult for people to access the right services at the right time