

Theatres Commitment to CARE

This Charter outlines the principles and expected behaviours for every individual working within the Operating Theatre environment. We commit to a culture of safety, respect, fairness, efficiency, and continuous improvement, providing the highest standard of care for our patients and supporting the wellbeing of our people.



**Communicating
and Working
Together**

We will ensure clear, timely, accurate, and transparent communication by:

- Communicating clearly, accurately, and professionally.
- Listening actively and responding thoughtfully.
- Sharing relevant information openly; ensuring no one feels left out.
- Using handovers, briefings, debriefings, and IT systems effectively.
- Promoting open dialogue, ending negative behaviours, and fostering team collaboration.



**Aspiring
and
Improving**

We will promote continuous learning, professional growth, innovation, and high standards by:

- Committing to ongoing professional development.
- Supporting and mentoring students and new colleagues.
- Embracing change, innovation, and evidence-based practice.
- Taking responsibility for our actions and upholding professional standards.
- Modelling visible leadership and responding to staff feedback.
- Engaging in collective problem-solving to improve care and efficiency.



**Respectful,
Inclusive and
Caring**

We will treat everyone with dignity, fairness, and kindness and put patients at the centre of our decisions by:

- Treating colleagues, patients, and visitors with respect, compassion, and courtesy.
- Valuing diversity and inclusion; ensuring everyone feels welcome.
- Speaking and acting professionally — no aggression, gossip, or exclusion.
- Celebrating differences and appreciating each person’s contribution.
- Fostering a welcoming, non-judgmental culture.
- Treating every patient with empathy and ensuring patient-centred care.
- Supporting team wellbeing and recognising good work.



**Efficient
and
Safe**

We will maintain safe, effective, and supportive systems and processes by:

- Following safety protocols (e.g., WHO Checklist) and professional standards.
- Ensuring adequate staffing, realistic list management, and patient flow.
- Providing fair workloads, breaks, and leave distribution.
- Enabling access to necessary resources and IT systems.
- Optimising operations while prioritising safety, care quality, and efficiency.
- Working as a team, sharing workloads and using strengths effectively.
- Supporting staff wellbeing and preventing burnout.