

# OUR VALUES & BEHAVIOURS

Our vision is to provide safe, high quality, seamless services delivered with courtesy and respect.

- Our values and behaviours are at the heart of everything we do. Together they set out how we will put our vision into practice by guiding and influencing how we behave.
- Our values and behaviours were developed by staff, for staff, to help us deliver the best possible care for the communities we serve.
- Regardless of your role at the RD&E you have a responsibility to yourself, your colleagues and our patients to aim to live up to the positive behaviours and try to avoid the negative ones.

## WHAT DOES THIS MEAN FOR ME AND ALL THE STAFF AT THE RD&E?



### FAIRNESS

- I provide the highest standards of care and service treating every individual with compassion, courtesy and respect
- I treat colleagues and patients the way I expect to be treated
- I play my part in reducing inequalities in experience, access or outcomes between different people
- I don't ignore people or fail to listen
- I don't promote personal beliefs and opinions with patients
- I always treat everyone as equals

### HONESTY, OPENNESS & INTEGRITY

- I am open and keep my colleagues/patients informed and explain what is happening
- I accept that difficult decisions have to be made
- I contribute to a climate where the truth can be heard and the reporting of, and learning from, errors is encouraged
- I don't blame others or hide mistakes
- I try to accept difficult decisions even if I don't agree with them
- I don't back away from challenging poor practice and behaviour

### RESPECT & DIGNITY

- I help to maintain privacy and dignity and ensure confidential information is kept safe and secure
- I treat everyone with respect and use **#hellomynameis** when interacting with patients/public
- I value every person as an individual, respect their aspirations and seek to understand their priorities, abilities and limits
- I never forget we are here to provide a service to patients
- I don't criticise colleagues or disagree with them in front of patients and other staff
- I always take others seriously

### INCLUSION & COLLABORATION

- I include my colleagues/patients in actions/decisions that affect their daily working lives
- I encourage colleagues to share their views, ideas, hopes and fears
- I learn from mistakes and ask for support where necessary
- I don't appear unapproachable or moody
- I strive never to be unsupportive of changes or new ideas
- I don't deliberately exclude colleagues