

# P R I D E

People & Partnership	Reputation	Innovation	Dignity	Excellence
<p>The <b>VALUES</b> that illustrate why we do the things we do</p>				
<ul style="list-style-type: none"> <li>• Putting patients first</li> <li>• Caring with respect, empathy and compassion</li> <li>• Caring for each other</li> <li>• Helping to maintain people's confidence and self esteem</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting and sharing success</li> <li>• Encouraging positive engagement and communication</li> <li>• Being an integrated part of our Local Health Community</li> <li>• Welcoming the community to our Trust</li> </ul>	<ul style="list-style-type: none"> <li>• Being visionary and creative in our solutions</li> <li>• Sharing knowledge for the good of the patient, the service and the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Being respectful to Individuals' needs</li> <li>• Promoting zero tolerance to all forms of abuse</li> <li>• Respecting people's right to privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Delivering the best service that we can give</li> <li>• Striving for excellence in everything we do</li> <li>• Making a habit of always working to high standards</li> </ul>
<p>The <b>BEHAVIOURS</b> that demonstrate our values</p>				
<ul style="list-style-type: none"> <li>• Being team focussed</li> <li>• Being open, helpful and welcoming</li> <li>• Being considerate and courteous</li> <li>• Engaging with families and carers</li> <li>• Listening when people express their needs to us</li> </ul>	<ul style="list-style-type: none"> <li>• Celebrating success</li> <li>• Positively engaging in communication and supporting the flow of information and knowledge</li> <li>• Seeking and sharing information to inform others</li> <li>• Ensuring people feel able to complain if they wish</li> </ul>	<ul style="list-style-type: none"> <li>• Asking for and providing feedback</li> <li>• Supporting a safe environment where ideas can be expressed</li> <li>• Questioning why we do things</li> <li>• Embracing change</li> </ul>	<ul style="list-style-type: none"> <li>• Treating everyone in the way you would like to be treated</li> <li>• Being friendly, helpful and alert to individuals needs</li> <li>• Using gentle, sensitive and effective communication</li> <li>• Acting to alleviate loneliness and isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Acting with professionalism at all times</li> <li>• Embracing learning opportunities and striving to continually improve yourself</li> <li>• Sharing outcomes and learning with others</li> </ul>

