

Sample scoring matrix

The scoring matrix helps analyse your organisation's existing data against the NHS values to determine levels of professionalism. To use the matrix, add your organisation's relevant scores to the middle section and input positive and negative behaviours you have collected through the surveys against the NHS values. Based on this information score yourself between 1-10.

Unprofessionalism

Professionalism

1	2	3	4	5	6	7	8	9	10

Respect and dignity		Staff sickness absence score	Respect and dignity	
-	Blames other work colleagues/departments for mistakes		Take personal responsibility and am accountable for my actions	+
Commitment to quality of care		Staff retention score	Commitment to quality of care	
-	Appearing unapproachable, disengaged and rude		Listen attentively and respect others in conversations	+
Compassion		Friend and family quartile score	Compassion	
-	Demonstrates insensitivity and a lack of understanding		Committed to working together with my colleagues to improve the patient experience	+
Improving lives		Number of concerns raised via Freedom to Speak up Guardian	Improving lives	
-	Demonstrates an obstructive attitude to change		Help & support colleagues so that we work well together to achieve our team goals	+
Working together for patients		Care Quality Commission score	Working together for patients	
-	Being unsupportive of your work colleagues and working in isolation		Be open, honest and do what you say you will do	+
Everyone counts		NHS Staff Survey score	Everyone counts	
-	Demotivates or offends through criticism and cynicism		Seek out, recognise and value the contributions of your work colleagues	+