



Behaviour framework

Values in the NHS Constitution



WORKING TOGETHER FOR PATIENTS

What we expect to see

- Courage to speak up and escalate concerns appropriately
- Patient involvement and understanding of the care pathway
- Respect for colleagues
- Honesty when things go wrong
- Involvement of patients and families in care provision
- Ownership and accountability
- Effective and clear communication
- Consulting others in decision making
- Awareness of cultural needs
- Including patients in decision making
- Actively listening to patients' feedback
- Acknowledgement of mistakes
- Working as part of a team to support others and improve service provision
- Working together across teams and departments
- Selflessness
- Challenging of inappropriate behaviour
- Taking responsibility
- Sharing of knowledge and new ideas
- Identifying mistakes and learning from them
- Making constructive challenges
- Being open to challenge from others
- Not placing blame on others

What we do not expect to see

- Allowing feelings to impact on how you behave towards patients and colleagues
- Patients having limited involvement with care and clinical decisions
- Lack of compassion and empathy
- Being uninterested
- Silo working
- Blaming others
- Putting individual agendas before patients/colleagues/teams
- Making decisions for patients
- Ignoring/ covering up mistakes
- Excluding patients and families
- Being disengaged
- Patients being ignored/spoken over
- Dismissing others' opinions
- Making decisions that disregard patients' views
- Lack of awareness
- Isolating groups
- Not asking for help/advice



RESPECT & DIGNITY

What we expect to see

- Use of appropriate language
- Respect for differences
- Keeping promises
- Transparency and honesty in care and delivery
- Respect towards colleagues and patients
- Being welcoming and friendly
- Listening to patients, family and colleagues
- Honesty and openness
- Empathy
- Consulting with individuals
- Cultural awareness
- Treating others as they wish to be treated
- Acknowledgement of good behaviour
- Listening and turning that into action
- Support of patients' expectations
- Seeing things from another person's perspective

What we do not expect to see

- Inappropriate/offensive language
- Making promises you can't keep
- Lack of communication
- Disrespectful behaviour
- Bullying or harassment
- Patients/families/colleagues being ignored or treated unfairly
- Individual needs not being met
- Rude behaviour
- Patronising behaviour
- Discrimination
- Not listening
- Talking about people as if they're not there
- Patients being treated as inferior or incapable

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EVERYONE COUNTS

What we expect to see

- Taking time to listen
- Taking time to understand
- Appropriate, efficient and effective use of resources
- Accountability
- Encouraging everybody to have a voice
- Saying hello and introducing yourself
- Saying thank you
- Acknowledgement of efforts and successes
- Seeking out of feedback
- Encouragement of ideas
- Appreciation that this may be a new experience for the patient –not treating them as routine
- Fairness, inclusivity and resourcefulness
- Making sure family and carers are involved in decisions
- Patient-centred care
- Appreciation that everybody counts regardless of age, race and ethnicity
- Everyone making a difference to patient care
- Sharing feedback with others
- Celebrating of colleagues' success
- Proactively seeking out and supporting patients/staff who find it difficult to voice their needs
- Sharing learning
- Positive reinforcements
- Valuing everyone's differences

What we do not expect to see

- Discrimination
- Ignoring of colleagues
- Ignoring of patient/family needs
- Lack of engagement with patients/ staff who may find it difficult/ uncomfortable to speak out
- A one size fits all approach
- Working in a silo
- Unwillingness to change
- Disregarding others' opinions



COMMITMENT TO QUALITY OF CARE

What we expect to see

- Taking personal responsibility for your actions
- Recognition of your own limitations
- Continued learning to make constant improvements
- Using mistakes as learning opportunities
- Taking the initiative to act and not leaving it to others
- Encouragement of and response to feedback
- Sharing of ideas for improvement
- Ensuring patients have a voice
- Observing processes e.g. quality, checklists, whistleblowing
- Clear accountability
- Continuous reviewing of practices
- Ability to work across boundaries
- Encouragement of excellence
- Openness to improvement and change
- Working to the best of your ability
- Asking questions in order to understand
- Having the confidence to challenge/ speak up

What we do not expect to see

- Aversion to change and complacency in service delivery
- Blaming of others
- Acceptance of poor practice
- Negative patient experience
- Complaints
- Taking of short cuts
- Poor attitude
- Ignorance
- Turning a blind eye
- Focus on quantity rather than quality
- Not reporting of/raising concerns
- Negative attitude
- No accountability

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COMPASSION

What we expect to see

- Treating others as you would expect to be treated
- Kindness to yourself and others
- Taking the time to care
- Engagement with and listening to patients and their family
- Understanding and support for a diverse patient group
- Consideration of patients as individuals and acknowledging diversity
- Valuing all contributions
- Caring and believing in what you do
- Self-awareness and shared awareness of preconceptions
- Empathy and understanding
- Help for others in everything you do or say
- Listening to how others are feeling
- Putting patients first
- Compassion
- Active listening
- Going the extra mile
- Friendliness
- Showing you care
- Acting according to individuals needs
- Seeking and building of patient relationships

What we do not expect to see

- Abrupt behaviour
- Letting your mood affect how you treat patients and colleagues
- An insensitive approach and communication
- Being unapproachable
- Task focused, not people focused, behaviour
- An uncaring attitude
- Disrespect
- Disregard for patients' feelings
- Belittling of patients' feelings/ opinions



IMPROVING LIVES

What we expect to see

- Focusing on positive outcomes and service users
- Giving patients a voice
- A collaborative approach
- Acting on feedback received
- Embracing change
- Understanding of the impact/ value of your role
- Working to improve things
- Trying to make a difference
- Actively seeking change/ improvements
- Seeking new ideas/ways of working
- Listening to and acting upon feedback
- Taking responsibility
- Professionalism
- Making life easier for colleagues
- Being supportive
- A focus on early prevention
- Embracing innovation
- Embracing change
- Motivation to make a difference
- Support for others to make a change

What we do not expect to see

- Ignoring needs and requests
- Blaming of others
- Reactive rather than proactive behaviour
- Resistance to change or improvements
- Negativity
- Lack of motivation
- Lack of engagement
- Doing the bare minimum