

Whittington Health



Core Value	Organisation's Commitment	What we would love to see	What we expect to see	What don't expect to see	How we will implement these
Innovative	We will welcome ideas	I seek out new ideas and ways of working	I am open to new ideas	I deliberately find reasons to not try new ways of working	Staff Innovation Awards
	We are willing to change	When someone makes a suggestion I encourage them	I support new ways of working	I put down people's suggestions	Entry into local, regional & national Awards
	We will make new partnerships	I actively look for good ideas being used elsewhere and think about how they could be used here	I put patients' needs before my own	I take credit for other people's ideas	Commitment to research & innovation projects
	We will keep the best, and change the rest??	I create thinking space	I stop to think about what I am doing on a regular basis	I make life difficult for people who are willing to change I refuse to share information with other people	Investment in establishing strong external partnerships and business relationships Investment in developing increased business development and capacity building



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Compassionate	We will value our relationships	I will strive to look after myself	I treat myself & others with kindness	I am impatient	Values Self-Assessment within appraisal
	We will treat people with kindness	I role model empathy	I take time to listen	I ignore people when they become upset and are vulnerable	Restorative Supervision
	We will look after you	I will go the extra mile for patients and colleagues	I support others to make decisions	I avoid patients or colleagues who need help	Mindfulness
	We will create an environment that fosters privacy and dignity	I try to make people feel special and individual	I take time to talk		Self Management
			I seek to understand others' experiences		Self Care
			I protect patients' & colleagues privacy		Care Planning
			I recognise when people become upset and act appropriately		The Nursing '6 C's' strategy
					'Staff Compassionate' Awards
					"Pick up the phone"
					"Face 2 Face contact"
					"No emails after 7pm"
					"Only 'cc' if you really need to"
					Managers regular 1-1's



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Accountable	We will take ownership for what we do	I know my limitations	I do what I say I'm going to do	I blame others for my mistakes	Trust corporate appraisal – values & leadership self-assessment & objective setting Corporate performance management: at Board, Executive, and divisional Clear Trust organisational structures and roles Robust Trust Executive management & development Investment in business, lean & matrix management 'Staff Accountable' Awards
	We will use what we've got well	I learn from my mistakes and don't blame others	I will deliver to agreed timescales, quality & cost	I refuse to do work that is my responsibility	
	We will use the public's money well	I will work SMART (effectively & efficiently)	I take ownership for what I do	I pass my work onto other people	
	We will learn from our mistakes & not blame others	I will "keep my side of the street clean"	I will use my time well	I cover up my mistakes	
	We will hold others to account		I look after equipment that is my responsibility	I behave aggressively if someone challenges my poor behaviour	
	We will work SMART		I take responsibility for my own actions	I pass on my stress to other people	
	We will be open and honest		When I see wrongdoing, I act and do not ignore it	Uses "busyness" as an excuse for persistent lateness and for not being prepared	
	We will act lawfully				
	We will develop you				



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Respectful	We will treat people fairly	'I celebrate difference'	'I value difference'	I ignore people when they are speaking to me'	Trust Equality & Diversity Policy and active practice
	We will recognise individuality	'I welcome feedback'	'I respect people's time'	I shout at people	
	We will deal with inappropriate behaviour firmly	'I am polite when I speak and write'	'I treat people as I wish to be treated'	I write unpleasant or abusive emails	Adoption of Human Rights Act 1998's FREDA
		I greet people when I see them	'I say thank you'	I criticise and gossip about people behind their backs	Recruitment showing diverse workforce
		'My name is. how are you?'	'When I make mistakes I apologise'	I make unreasonable demands	Diversity events
		I listen and do not interrupt	'I am thoughtful of others needs'	I demand rather than earn respect	'Staff Respect' Awards
		I treat other people's time as valuable	'I think before I communicate'	I am rude	
		I think about how my behaviour affects other people	'I say "hello" and smile'	I am moody and unpredictable	
	If I have a problem with someone I talk to them about it directly	I acknowledge when people make an effort to help me or others	I take credit for other people's work		



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Excellent	We will keep people safe	I am solution focused	Promotes and uses best practice	I put my own personal interest above that of patients and colleagues	'Staff Excellent' Awards
	We will deliver high quality services	I am actively resourceful	I maintain the standards set	I have a sloppy attitude to my work	Trust Quality and Safety performance
	We will keep on (never stop) improving	I seek to exceed the standards set	I join in initiatives to improve care	I don't bother to complete work	Low staff turnover
	People will want to come to us	I seek out opportunities to improve patient care	I keep up to date about issues affecting my work		High quality staff recruitment & retention
	We will learn from our mistakes				Talent Management & Development
					Increased Trust access to services by the local population
					Increased financial income
					Trust models of care seen as exemplars of best practice

