LIVING OUT OUR VALUES
a personal guide for our staff

Over a thousand patients and colleagues assisted us in developing a set of values that will help us achieve our ambition of delivering compassionate excellence.

To help us live out those values in our work, we have defined the types of behaviours that will either ensure we meet the high standards we have set, or will mean we miss the mark.

This guide will help you understand how what you do at work and the way that you do it can help us achieve our ambition by demonstrating our values every day.

HOW ARE WE LIVING OUR VALUES?

What we love to see
These are the behaviours and ways of working that demonstrate you are delivering compassionate excellence in what you do

What we expect to see
These are the behaviours and ways of working that we would expect from everyone who works for us

What we don’t want to see
These are the behaviours and ways of working that are not acceptable and will prevent us from delivering compassionate excellence

TO LEARN MORE

Overleaf you will find the full guide to our values and behaviours which is for you to keep and display.

To find out more about Delivering Compassionate Excellence please click below:

ouh.oxnet.nhs.uk/deliveringcompassionateexcellence

Delivering compassionate excellence
VALUES AND BEHAVIOURS

Compassion
Putting patients at the heart of what we do and recognising different needs

You see things from the patient and their family’s perspective and always put their needs first.
You take the time and effort to understand people and their situations and do everything you can to care for them.
You value and acknowledge the experiences of other people.
You go the extra mile for your colleagues and/or patients.

Respect
Encouraging a spirit of support, integrity, respect and teamwork

You recognise everyone as an individual and tailor your approach to meet their particular needs.
You think carefully about how your actions will affect other people and reflect on the impact you’ve had on them.
You make sure that other people understand the importance of respecting and safeguarding people’s confidential information.
You challenge any form of harassment or discrimination you see happening to colleagues or patients.

Excellence
Taking pride in the quality of care we provide for our patients and customers

You strive for excellence in everything you do and inspire and motivate other people to deliver an excellent service.
You celebrate other people’s success and encourage them to strive for excellence.
You collaborate with other people to review performance and quality.
You’re a role model for the organisation and you inspire other people by example.

What we love
You’re a role model for the organisation and you encourage them to strive for excellence.
You celebrate other people’s success and celebrate success with other people.
You collaborate with other people to review performance and quality.
You present a professional approach and appearance.

What we expect
You put the patient and their family at the centre of your work.
You care about people and their situations.
You’re non-judgemental about other people and their experiences.
You support people through difficult situations, listen to them to understand their needs and do what you can to help.

What we don’t want
You tend to focus on your own needs and put them before the patient’s needs.
You sometimes treat others in a way that you yourself wouldn’t want to be treated.
You can be insensitive and judgemental towards colleagues and patients.
You do the minimum required to help other people.

Learning
Learning from successes and setbacks

You’re enthusiastic about learning and development and initiate your own learning opportunities.
You share learning and development with others in your team and beyond.
You encourage others to embrace learning and development opportunities.
You reflect on your mistakes and learn from them. You work alongside others to identify ways to avoid mistakes in the future.
You make the link between what you learn and how it benefits the patient, organisation or colleagues.

Delivery
Delivering high standards of health care for our patients and customers

You consistently deliver over and above what’s expected of you.
You communicate openly and honestly when things go wrong and take responsibility for making changes.
You actively encourage growth in partnership and look for opportunities to develop partnership working with other people.
You encourage and support other people to take responsibility for delivering quality outcomes as quickly as possible.

Improvement
Striving to improve on what we do through change and innovation

You actively seek feedback from patients, colleagues and managers about your work and performance and you value what they say.
You regularly set realistic, fair and achievable targets in your work for yourself and other people and review them regularly.
You’re always thinking creatively and innovatively about work and looking for ways to change and improve practices.
You take responsibility for putting changes and improvements in place to improve patient care and the service we provide.

What we love to see
You put the patient and their family at the centre of your work.
You care about people and their situations.
You’re non-judgemental about other people and their experiences.
You support people through difficult situations, listen to them to understand their needs and do what you can to help.

What we expect to see
You treat everyone the same and don’t recognise people as individuals.
You behave disrespectfully towards other people and don’t think about how your actions might affect them.
You don’t respect other people’s confidential information or try to safeguard it.
You do not challenge instances of harassment or discrimination towards colleagues or patients.

What we don’t want to see
You lack self-awareness and don’t analyse actions that might affect them.
You sometimes treat others in a way that you yourself wouldn’t want to be treated.
You communicate openly and honestly when things go wrong and take responsibility for making changes.
You’re overconfident and unwilling to admit any shortcomings or you don’t share what you’ve learned with colleagues and patients.

Putting patients at the heart of what we do and recognising different needs

You respect and safeguard people’s confidential information.
You escalate your concerns when you see any form of harassment or discrimination or when the problems are addressed.
You don’t challenge instances of harassment or discrimination towards colleagues or patients.
You don’t respect other people’s confidential information or try to safeguard it.

Encouraging a spirit of support, integrity, respect and teamwork

You communicate clearly and respectfully.
You respect and safeguard people’s confidential information.
You don’t respect other people’s confidential information or try to safeguard it.
You don’t challenge instances of harassment or discrimination towards colleagues or patients.

Taking pride in the quality of care we provide for our patients and customers

You do the minimum amount required in your work. You work in isolation from others and don’t share your expertise or ideas with other people.
You don’t share or celebrate success with other people.
You lack self-awareness and don’t analyse your performance at work.
You don’t present a professional approach or appearance.

Health and Safety
Putting patients at the heart of what we do and recognising different needs

You respect and safeguard people’s confidential information.
You escalate your concerns when you see any form of harassment or discrimination or when the problems are addressed.
You don’t challenge instances of harassment or discrimination towards colleagues or patients.
You don’t respect other people’s confidential information or try to safeguard it.

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