

# Welcome

As an organisation we recognise the contribution of our people and the significant difference that all their roles make to our patients.

We are also clear that we need to improve the employment experience that our staff have. Our commitment to our people is making our organisation even better.

One of the ways we've looked to improve employee experience, staff involvement and engagement was through the introduction of our Trust Values.

Our Values were shaped by our staff and patients, to ensure we got them right. After all, values represent the way we want to be.

I'm delighted that so many of our staff took the time to help us shape our Values and to support us to begin our journey to becoming a Values-driven organisation. What's also lovely to see is the way that, in what is a relatively short time since they were launched, our staff have shown they have really embraced them. If I was to stop a number of staff to ask them what our Values are, I'm confident most would know.

Our Values are not just words on a page, they represent what we are about here at SaTH. They represent the behaviours and attitudes that we expect each of us as staff to display when we're at work AND representing our organisation. They are recognised monthly and annually in our Values in Practise Awards which are given to staff who have displayed the Values.

The Values are also the foundations for how we are delivering change in our hospitals through programmes such as Our Leadership Academy, The People's Academy, and the Transforming Care Institute.

As you will have heard colleagues say, you can't experience values; what you actually experience is behaviour and attitudes. That's where this guide comes in, and I'm delighted to share it with you. The guide highlights the behaviours and attitudes we expect each of us as staff to show. I hope you find it useful.

Victoria Rankin  
Workforce Director



Proud To **Care**  
Make It **Happen**  
We Value **Respect**  
Together We **Achieve**



# Our values, behaviours and attitudes

## PROUD TO CARE

Behaviours and attitudes which put our patients and our staff at the centre of everything we do.

We strive for the highest standards of excellence and professionalism in our work

We make people feel valued

We care about the wellbeing of others

We treat patients, their carers and others with sensitivity and kindness

## MAKE IT HAPPEN

What we want to see to ensure that we make it happen.

We take personal responsibility for making it happen

We help empower and support others to take responsibility

We are positive about change and innovation

We do not pass the buck and are solution focussed

## WE VALUE RESPECT

What we want to see to ensure we respect our patients and one another.

We are considerate and respect one another

We are prepared to challenge behaviour that is not respectful

We respect different people's needs, aspirations and priorities

## TOGETHER WE ACHIEVE

What we want to see to ensure we work as a team.

We work together effectively, at every level, to deliver better care for our patients

We support others to achieve their potential

We are open and honest, admitting mistakes and acting with integrity

We value and recognise the contribution of everyone