Behaviour Framework:

How we can expect to be treated while delivering excellent care

The Shrewsbury and Telford Hospital NHS Trust

Partnering

We will work as a team towards a shared vision with patient care at the centre

- We will strive to face challenges as a team with shared responsibility and clear purpose
- We will respect and understand each other's roles and responsibilities
- We will value our colleagues and show that in the way we behave towards one another
- We will act with awareness and consideration of each other's capacity, workload and boundaries
- We will communicate clearly with attention and engagement

Ambitious

We will strive for excellence in everything we do

- We value a culture of improvement and empower people to make positive change
- We will make the change we want to see and recognise our own ability to make a difference
- We will support everyone to reach their potential
- We all set the standards of care and behaviour that we wish to see
- We all take ownership and hold ourselves and others to account

PATIENT CARE

Caring

We care for each other and for our patients

- We will act as an advocate for patients and keep them at the heart of everything we do
- We will act with kindness and empathy, being mindful of our impact on others
- We value the power of diversity and will treat one another with mutual respect
- We will be inclusive, while recognising everyone as an individual
- We will strive to finish our shift together as a team, leaving no one behind

Trusted

We strive for an environment of trust

- Where we can work safely protected by a zero-tolerance approach to racism, sexism, bullying and hatred
- Where we have the confidence to speak up freely, and will be listened to without judgement with all voices being heard
- Where we are trusted to escalate concerns that impact patient and staff safety
- Where we are trusted to lead by example; every member of the team is a role model
- Where we can be trusted to respectfully challenge unprofessional behaviours

PACT
Partnering
Ambitious
Caring
Trusted