



Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust



We lead by example and
role model the **DBTH Way**
and our **We Care values**

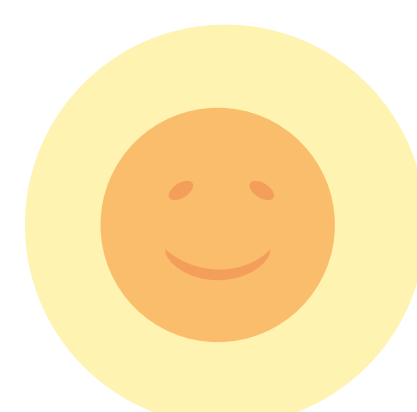
We are



Kind



Inclusive



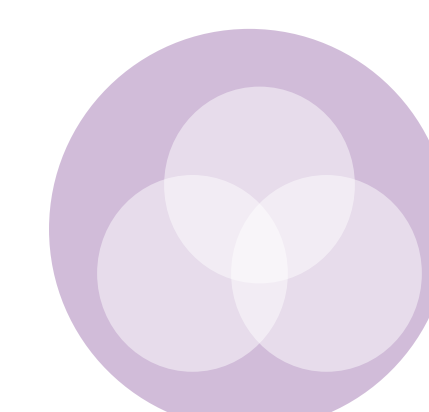
Person centred



Empowering



Accountable

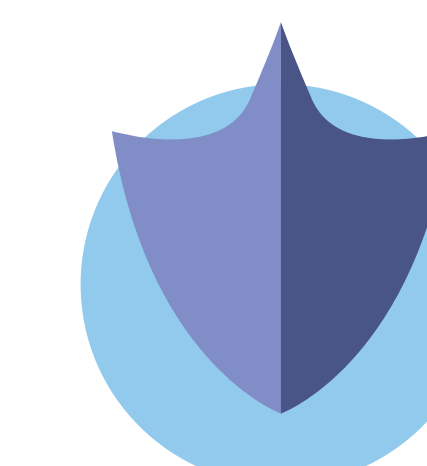


Collaborative

We show



Attentive listening



Integrity and honesty



Courage and positivity

We Care values

We always put
the patient first

Everyone counts –
we treat each other
with courtesy, honest,
respect and dignity

Committed to
quality and
continuously
improving patient
experience

Always caring and
compassionate

Responsible and
accountable for our
actions – taking
pride in our work

Encouraging and
valuing our diverse
colleagues and
rewarding ability
and innovation

These are examples of behaviours we would expect to see and those we would not expect to see from all leaders and colleagues living the **DBTH Way** and our **We Care values**...

We Care values

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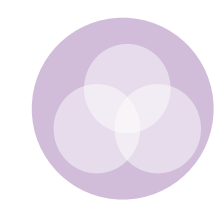
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We always put the patient first

What we expect from people

- Greeting patients and others with ‘Hello my name is’
- Recognising and seeking the expertise of the patient and carer
- Ensuring patient safety and experience is the top priority
- Ensuring patients are active participants in decisions about their care
- Involving patients to ensure risks are assessed and reviewed in planning and delivering care
- Speaking up when things go wrong and to suggest improvements
- Advocating for those who cannot voice their opinion or beliefs
- Looking for solutions and being flexible to meet the needs of patients and carers
- Collaborating with patients when investigating and learning from incidents and complaints

What is unacceptable from people

- Speaking about the patient and not listening to the patient
- Complaining or having unprofessional conversations in the presence of patients and visitors
- Taking a one size fits all approach to patient care
- Not acting on concerns when they arise
- Not gaining consent or rushing care causing detriment or harm
- Blaming patients or carers when complaints/incidents occur
- Referring to a patient by their diagnosis or bed number
- Letting your mood affect how you treat patients and colleagues

Everyone counts – we treat each other with courtesy, honesty, respect and dignity

What we expect from people

- Treating all people with dignity, respect, kindness and recognising them as individuals
- Saying please and thank you
- Praising more than criticising
- Only making commitments that you know you will keep
- Actively seeking to develop others
- Being polite and courteous in all communication, including on social media, even in disagreement
- Giving constructive feedback at the right time with the intent for the receiver to learn from it
- Always making people, including patients, feel welcomed
- Speaking to the person directly before emailing potentially difficult or upsetting news

What is unacceptable from people

- Micromanaging others or being too controlling
- Using your position to gain privilege
- Gossiping or creating tension in the workplace
- Casting blame and fault on others
- Using barriers to distance yourself from others
- Not collaborating or seeking the views of others
- Doing the bare minimum
- Shouting at or being rude towards people
- Arriving late for work
- Not checking in with colleagues and team



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Committed to quality and continuously improving patient experience

What we expect from people

- Always using mistakes and incidents as learning opportunities
- Taking initiative to act and not leaving work for others to do
- Taking responsibility for our actions and behaviours
- Recognising our limitations and seeking support when needed
- Following NICE guidelines and best practice
- Frequently evaluating systems, processes, practices and local guidance
- Willingness to work across boundaries and departments
- Constructive questioning when things are not working
- Asking patients and families what would make their experience better

What is unacceptable from people

- Being resistant to or opposing change
- Accepting poor practice
- Not reporting incidents or raising concerns
- Doing what is convenient rather than what is right
- Not addressing concerns and complaints when they arise
- Failing to assess patients' pain and comfort with every interaction
- Ignoring the evidence or data presented
- Doing things just because that is how it has always been done

Always caring and compassionate

What we expect from people

- Person-centred, respecting the individual and recognising their unique qualities
- Seeking and building of relationships built on trust
- Focusing on the needs of others and showing empathy
- Offering a helping hand
- Being there to listen attentively and with curiosity to others
- Role modelling self-compassion is as important as showing kindness to others
- Having difficult conversations in private environments
- Using emotional intelligence appropriately to the situation and showing self-awareness

What is unacceptable from people

- Showing abrupt behaviour to others
- Allowing your mood to affect other people in a negative way
- Using an insensitive approach or communication, including on social media
- Being unapproachable
- An uncaring attitude
- Disregard for patients' and colleagues' feelings
- Belittling of patients' and colleagues' feelings or opinions
- Intentional behaviour seeking to harm, hurt or intimidate people
- Setting unrealistic or unfair targets or expectations

Responsible and accountable for our actions – taking pride in our work

What we expect from people

- Taking personal responsibility for our actions and behaviour
- Always behaving in line with the DBTH Way
- Delivering on time, doing what you say you will
- Holding others to account for their behaviour and deliverables
- Having difficult conversations appropriately when they are needed
- Paying attention to detail and quality of your work
- Being an ambassador for DBTH
- Sharing the vision and objectives of the team

What is unacceptable from people

- Saying one thing and doing another
- Not talking about issues that affect patient care and experience
- Leaving overdue or incomplete actions open without challenge
- Allowing poor practice or behaviour to continue unquestioned
- Setting unrealistic or meaningless objectives
- Not investigating when things are not right or when things go wrong
- Not learning from mistakes or issues
- Making excuses instead of seeking solutions

Encouraging and valuing our diverse colleagues and rewarding ability and innovation

What we expect from people

- Valuing individual diversity, different perspectives and people in all roles
- Collaborating with those whose views and voices are not often heard
- Being open to ideas, including those outside of DBTH
- Actively supporting the development of our people
- Giving credit where it is due
- Recognising and praising others
- Supporting others to make a change
- Fostering a culture of creativity with a 'can do attitude' in teams

What is unacceptable from people

- Taking credit for the work of others
- Taking a one size fits all approach
- Excluding the contribution of others
- Rushing or bulldozing decisions and actions
- Assuming silence means there is agreement, without checking in with people
- Applying the same solutions repeatedly when they aren't effective
- Excluding ideas or views of others based on their academic/career history or background

