Patients first
Respect
Always improving

Northumbria Healthcare
NHS Foundation Trust

Trust Compact

What can staff expect from the trust

Patients First

- Communicate openly and honestly and do the right thing for patients and each other.
- Follow the standards and procedures to ensure patient safety.
- Provide support to help each other stay fit and well.
- Use best practice and new treatments to provide outstanding care to patients.

Respect

- Work well together as a team and express gratitude.
- Respect everyone and their differences and understand how it feels to walk in 'each other's shoes'.
- Share information clearly and on time.
- Support staff to speak up and listen to what they say.

Always Improving

- Be open to new ideas and better ways of working.
- Give training to help staff learn and grow.
- Provide the tools and equipment needed for the job.
- Look at flexible working options when possible.

What the trust expects from staff

Patients First

- Give safe, high-quality care.
- Follow standards and best practice guidelines.
- Look after your own health and wellbeing.
- Make sure patients can use services in a fair and timely way

Respect

- Be thoughtful and professional.
- Respect differences and speak up if something is wrong.
- Share information clearly and on time.
- Raise concerns in a polite and respectful way.

Always Improving

- Help make services better for everyone.
- Share your skills and learning with others.
- Be open to new ideas and better ways of working.
- Take part in training and keep learning.