

Our GOSH Values

Our Values and Behaviours are here to guide the way we work and every decision we make, creating an environment to deliver exceptional care. Here are the behaviours we expect to see from all staff at GOSH:



Respect

We treat everyone with respect, kindness and equity.

Listen and respond



- Listen without interrupting during conversations.
- Check understanding by summarising key points back to the speaker.
- Respond to questions or requests as promptly as possible.

Be kind



- Smile when you see someone – show we're welcoming and receptive.
- Be polite and courteous to everyone- you never know what is going on under the surface.

Value differences



- Seek views from people with different experiences.
- Adapt your approach to meet varying needs to treat people as individuals with differing needs.
- Challenge exclusionary behaviour.

Act with integrity



- Admit mistakes and take action to address them.
- Handle information in line with confidentiality and governance agreements.



Collaboration

We work together to deliver safe, consistent, patient-centred care.

Work across Teams



- Involve colleagues early when planning work and solving problems.
- Share the resources and information you have with other teams.

Refuse silos



- If you haven't heard back from a team or person about a request, go and speak to them- let's proactively address communication barriers!

Include others



- Invite contributions from all involved parties before decisions are agreed.
- Create opportunities for quieter voices to be heard.

Support your colleagues



- Offer help if you see someone struggling.
- Give constructive feedback focused on improvement- it's together we get better.



Curiosity

We stay curious to drive innovation that delivers exceptional patient outcomes.

Reflect and learn



- Create an environment where people can reflect and learn without blame.
- Build on success by driving discussions of what could be done differently in the future.

Use evidence and data



- Draw on research, data, professional expertise and lived patient and staff experience.
- Use evidence and data to inform decisions and improve outcomes.

Seek clarity



- There are no stupid questions! If you're not sure, someone else probably isn't either
- Confirm your understanding of agreed actions, deadlines and outcomes.

Explore and understand



- Challenge established ways of working and test new ideas
- Seek to understand the rationale behind the status quo and challenge where appropriate

Our new values reflect who we are as an organisation and who we want to become.