Our Values

Compassion

We treat everyone with courtesy and compassion.

Pride

We take pride in all we do and aspire to do.

Partnership

We work in partnership to deliver and improve the services we provide for our patients.

Openness

We act with openness, honesty and integrity in all we do.

Respect

We treat everyone with respect and dignity.

Learn

We see education, research and learning as central to improvement.

Improve

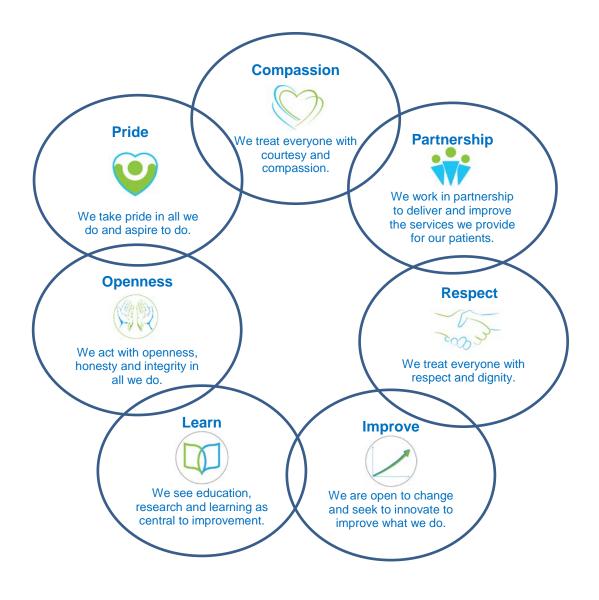We are open to change and seek to innovate to improve what we do.

Our values in action

We live our values in action in our work with patients, visitors and colleagues.

Some of the things you will see include UHCW staff:

- ✓ Being polite and introducing ourselves to everyone we meet
- ✓ Treating everybody as individuals and respecting their needs
- ✓ Being approachable, caring and helpful at all times
- ✓ Communicating openly with patients, visitors and colleagues, respecting confidentiality and privacy
- ✓ Taking the time to actively listen and understand individual needs
- ✓ Being open and honest
- ✓ Having honest conversations at all times
- ✓ Acknowledging that we don't always get it right
- ✓ Speaking out when we see things aren't right and supporting others to do the same
- ✓ Giving praise and saying thank you for a job well done
- ✓ Celebrating and recognising personal, team and organisational achievements
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services
- ✓ Actively working with patients and visitors to improve services
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Taking personal responsibility for our own learning
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Sharing learning with others
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues