

# Trust Values

## Expectations of our staff

All staff	Leaders
<p><b>Friendly</b>                      Patients are always put at ease and made welcome</p>	<p>Listen to colleagues; Encourage everyone to contribute at work; Avoid domination &amp; control</p>
<p><b>Excellence</b>                      The care we deliver has great outcomes for patients</p>	<p>Encourage others to act &amp; lead, with accountability; Deal with poor behaviour and performance of others; Work collaboratively with colleagues &amp; across organisational boundaries</p>
<p><b>Caring</b>                      We put the patient first and are considerate of their needs</p>	<p>Recognise &amp; appreciate the work of others; Give time to support, develop &amp; coach others; Put the patient before yourself</p>
<p><b>Professional</b>                      We apply high professional standards to our work</p>	<p>Share with &amp; involve others in the vision of the Trust; Promote innovation &amp; improvement; Enable debate &amp; creativity</p>
<p><b>Respect</b>                      For our patients and each other</p>	<p>Be honest in your communication with colleagues; Allow different views &amp; perspectives to be heard</p>

*Delivering Outstanding Patient Care*