



Hull University
Teaching Hospitals
NHS Trust

STAFF CHARTER (VISION, VALUES AND GOALS)

Remarkable people.
Extraordinary place.



OUR VISION: 2016 - 2021



Great Staff - Great Care - Great Future

**Remarkable people.
Extraordinary place.**

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly . We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.



Remarkable people.
Extraordinary place.

CARE

WHAT WE EXPECT TO SEE

- You should be polite and courteous at all times
- Have compassion, kindness and respect for patients and colleagues and their feelings
- Be welcoming and friendly – smile, say hello and introduce yourself to patients and staff
- It is important that you listen to patients and colleagues and prioritise time to spend with them
- Empathy and a consideration of the impact our decisions and behaviours have on both patients and staff
- A positive attitude and pride in our work, our appearance and the organisation which we represent

WHAT WE DON'T EXPECT TO SEE

- Patients and staff being treated as inferior or incapable
- Letting your mood affect how you treat patients or colleagues
- Bad-mouthing colleagues and other teams/depts
- Ignoring people
- Belittling the opinions of others
- Arrogance
- Negativity
- Offensive language
- Shouting
- Bullying or harassment
- Spreading malicious rumours

WHAT YOU CAN EXPECT

The Trust commits to providing you with a positive working environment where you can expect reasonable steps are taken to ensure your protection from less favourable treatment by fellow employees, patients and others.

You can expect to be provided with the right skills and development opportunities as well as opportunities for you to maintain your health, wellbeing and safety

All teams and individuals will have rewarding jobs that make a difference to patients, their families.

HONESTY

WHAT WE EXPECT TO SEE

- Tell the truth in a compassionate and kind way, even when it is difficult for staff or patients to hear
- Involvement of patients, their families, carers or representatives in decisions about their care
- Honesty with patients/families/carers and colleagues when things go wrong
- Reporting errors and raising concerns when things go wrong
- Staff being open and welcome to input and feedback (from colleagues at all levels)
- Actions and decisions being informed by facts rather than stories and opinions

WHAT WE DON'T EXPECT TO SEE

- Thoughtless conversations which hurt the feelings of others
- Withholding information from patients or colleagues
- Staff being discouraged from reporting concerns
- Carelessness with confidential personal information that you hold
- Myths and gossip being presented as facts

WHAT YOU CAN EXPECT

The Trust commits to providing open, effective and clear communication and to engage staff in decisions that affect them and the services they provide. When a decision has been taken we will be honest and open about the reasons for that decision.

You can expect to receive open and honest feedback about your performance alongside support to help address any issues identified.

We will provide a supportive and open culture where staff will be encouraged to raise any concerns they have around standards of care, behaviours or practices.

ACCOUNTABILITY

WHAT WE EXPECT TO SEE

- Every member of staff in every role understanding that they need to take responsibility for their actions and for the impact their actions have on patient care
- Staff being given permission to make decisions that are appropriate to their role and level of responsibility
- All staff being accountable for maintaining standards of practice and continuous improvement of their services
- Learning from mistakes
- All staff having the confidence to challenge/speak up and being encouraged to have new ideas

WHAT WE DON'T EXPECT TO SEE

- Blaming others
- Aversion to change
- Controlling behaviours and silo working
- Staff being discouraged from making decisions
- Staff being discouraged from having an opinion or from speaking up
- Joining in with and/or encouraging poor behaviour
- Staff being disrespected due to their level of responsibility or role

WHAT YOU CAN EXPECT

The Trust commits to provide all staff with clear roles and responsibilities, and objectives.

When staff are not achieving their objectives they will have a respectful, supportive and considered conversation with their line manager.



Remarkable people.
Extraordinary place.

OUR LONG TERM GOALS 2016-2021

Honest, caring
and accountable
culture

Valued, skilled
and sufficient
staff

GREAT STAFF

High quality
care

Great local
services

Great specialist
services

GREAT CARE

Partnership
and intergrated
services

Financial
sustainability

GREAT FUTURE



NHS

**Hull University
Teaching Hospitals**
NHS Trust

Remarkable people.
Extraordinary place.