

## The Whittington Hospital

### The Whittington Employment Promise

We are an organisation which has achieved the Improving Working Lives Practice Plus standard and are committed to continuing to work together with staff to ensure they feel involved and supported. We are also committed to continuing with, and improving on the excellent partnership working that we have built up with staff-side organisations.

This “staff promise” has been drawn up through wide consultation with staff and their representatives. It sets out our promises to members of staff, and also outlines what we – as an organisation - expect from staff in return.

These promises are of equal importance

#### **Dignity at Work**

*As a member of staff you can expect the following from us:*

- We will treat all staff, irrespective of job, with openness, honesty, courtesy and respect, valuing your opinion and recognising your contribution to the hospital – and will continue to meet our commitments as outlined in our equality schemes
- We will not tolerate physical or non-physical violence by patients, visitors or other staff – and will take prompt and appropriate action, including involvement of the police and, if necessary, exclusion from hospital treatment
- We will talk with and listen to staff (focus groups; staff attitude survey) to identify any matters of general concern around dignity at work so that problems can be addressed

*What the hospital can expect from you:*

- You will value everyone you meet in the course of your work as individuals and will treat them all with respect
- You will challenge, if you feel it is safe to do so, any unacceptable behaviour, recognising and respecting the diversity of people
- You will help deliver the *Whittington Patient Promise*
- You will show loyalty to the organisation

#### **Security and welfare**

- We will ensure that staff can work in a safe and healthy environment, in accordance with health and safety regulations
- We will identify risks, take prompt action and prevent avoidable incidents
- We will ensure that all staff have access to counselling and occupational health services free of charge

*What the hospital can expect from you:*

- You will carry out your work in a way that protects your safety and wellbeing and that of others, for example by preventing the spread of hospital acquired infections by washing your hands
- You will take responsibility for your mistakes and learn from them, updating your skills and knowledge in order to be able to practice/work safely

### **Work-life Balance**

- We will listen to and carefully consider the needs of staff
- We will work with staff to ensure a range of flexible working arrangements that balance the needs of patients and service provision with the needs of staff
- We will ensure staff are paid correctly
- We will continue to introduce and up-date policies which support work/life balance
- We will respect staff's personal time away from work

*What the hospital can expect from you:*

- You will maintain high levels of attendance and punctuality
- You will work flexibly and adapt skills and attitudes to meet the hospital's and patients' needs, as they change and develop

### **Communication and staff involvement**

- We will provide regular briefings from the chief executive and trust board for managers to cascade to all staff. Your local manager will ensure you are informed of day-to-day issues
- We will work closely with trust committees to improve staff involvement so that staff feel more included in decisions and changes which involve them and their services
- We will ask for feedback from you so that we can improve how we do things and will let you know when it is done

*What the hospital can expect from you:*

- You will put forward suggestions for improving the services the hospital provides in a constructive and positive way, helping to look for solutions to problems rather than leaving them for others to solve – and will escalate concerns if necessary, receiving the hospital's support if you do so
- You will abide by and work with decisions once they have been made in order to ensure the best possible care for patients

## **Training and Development**

- We will ensure that you have the opportunity for an individual appraisal and personal development review on an annual basis
- We will enhance individual career and personal development opportunities – promoting training and development
- We will regularly review the provision of time off and support for training and development to ensure fairness and equity of access

*What the hospital can expect from you:*

- You will undertake the training and development necessary to meet the requirements of your job as agreed in your appraisal and personal development plan
- You will do your best to meet your objectives and will discuss concerns with your manager in a timely manner
- You will support your colleagues