

How we live our values

Behaviour Framework

These are the behaviours that we all expect from each other; they are how we bring our values to life and how we make a difference everyday.

We care

The behaviour we expect from everyone...

- Always seek to support colleagues, peers, patients and their families through being kind, helpful and patient
- Make patients and their families feel welcome & safe even in difficult circumstances
- Keep promises and deliver on the commitments we make to others, do what you say you will do
- Be open and honest straight away about mistakes
- Offer help when someone is struggling or has too much to do
- Speak up and speak out about concerns when you notice them

What we don't expect from anyone...

- Ignoring or failing to tackle those who do not demonstrate the caring approach we would expect for our own family
- Belittling, undermining our colleagues, peers or patients
- Failing to take responsibility for your actions, admitting you are wrong or recognising how your actions affect others
- Ignoring poor performance or unprofessional behaviour; including being uncooperative

As a manager or leader, we make a difference everyday by...

- Role modelling our values and behaviours
- Creating an environment where everyone feels supported to develop and be the best they can be
- Creating a culture that encourages self-care of physical and mental health and well-being for all
- Encouraging positivity and co-operation across teams and specialities
- Using clear and open communication

We respect

The behaviour we expect from everyone...

- Seek to understand the behaviour of others and adapt our approach to build effective and trusting relationships
- Value all colleagues for their skills, experience & perspectives
- Say thank you, be kind, helpful and receptive
- Be friendly, approachable and professional
- Uphold patient rights, privacy, dignity and independence by considering their individual needs
- Do what is right for the patient not what is convenient

What we don't expect from anyone...

- Being judgemental, making assumptions or being insensitive to the needs of others from different cultures and backgrounds
- Failing to engage in meetings when others are talking, being distracted by telephones or responding to emails
- Failure to acknowledge contributions and ideas from others
- Ignoring or tolerating discriminatory or disrespectful behaviour
- Allowing colleagues to talk over others

As a manager or leader, we make a difference everyday by...

- Leading and motivating diverse teams, ensuring everyone feels equally respected
- Getting to know the skills of team members and valuing the contribution everyone brings
- Creating a culture where disrespectful or discriminatory behaviour is challenged at all levels
- Resolving concerns, conflicts and disagreements promptly, never turning a blind eye or avoiding a difficult conversation

We listen

The behaviour we expect from everyone...

- Take time to listen to patients and their families to understand what matters to them;
- Actively and inclusively listen to others, share ideas and seek solutions to learn, develop and transform
- Provide timely feedback when things go well and constructive feedback when things don't go so well
- Engage with System partners to improve outcomes for patients

What we don't expect from anyone...

- Blocking or ignoring ideas and views from others that could lead to improvements and innovation
- Interrupting when others are talking
- Failing to take on board and act on constructive feedback
- Failing to engage with Partners and external agencies

As a manager or leader, we make a difference everyday by...

- Creating a culture of learning, quality improvement and transformation, listening to ideas and acting on them for the benefit of our services
- Creating a culture where everyone feels that they can speak up and speak out; acting on any concerns as they are raised
- Seeking knowledge from the national and international healthcare system in order to ensure best practice and leading the way
- Promptly and purposefully acting on staff feedback to make Stockport a fantastic place to work