

## GOSH 'Our Always Values' Additional Information Document

### Background

In June 2013 the Trust conducted a Listening Event which was attended by patients, families, staff and other Foundation Trust (FT) members. One of the messages from this event was for GOSH, as a Trust, to identify and agree a set of values and behaviours which all staff, patients, families and carers could adhere to and display. These would define the way we work together to care for our patients and their families.

An engagement exercise with over 2500 patients, families, and staff and FT members of GOSH led to the identification four overarching values and a set of behaviours demonstrating each value, which staff, patients and families could expect from each other. So far, these have been shared with senior staff and teams through presentations and received with enthusiasm.

The four overarching values are:



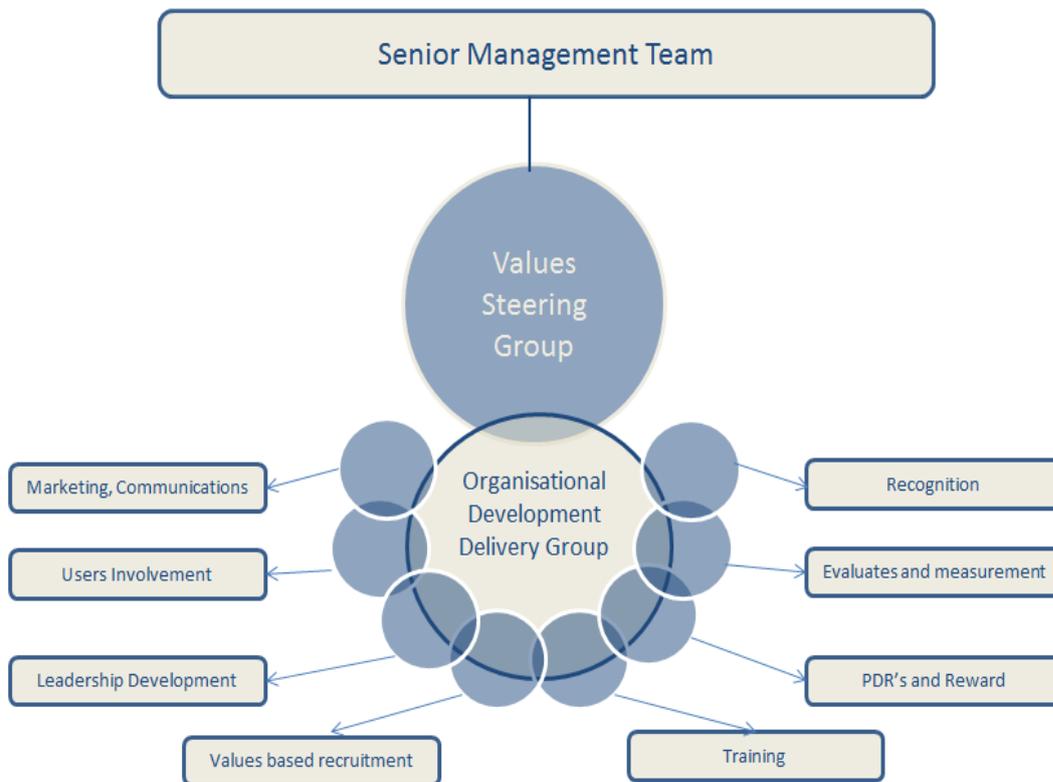
Now we have Our Always Values, the work starts to embed them across the hospital so that they characterise everything we do. This is a big and complex piece of work and we have commissioned an external company which has expertise in this area to help us. We will use their specialist expertise and capabilities to help us publicise the values and behaviours and work with leaders and our staff to adopt, embrace and embed them in our everyday practice, performance and within the culture of GOSH.

The project to develop Our Always Values was delivered through the guidance of a "Task & Finish" group chaired jointly by the Director of Human Resource & Organisational Development and the Chief Nurse. The group included patient and family representatives, corporate and operational (clinical and non-clinical) staff, nursing, quality and patient experience staff and input from the marketing and communication team. As we move into roll-out and embedding of the values we have designed a new and robust project management and governance structure.

The underpinning principles supporting the governance of this work is outlined below. We want to ensure that:

- we coordinate the delivery of all aspects of this project and manage a number of work-streams concurrently
- we achieve our defined outcomes within budget and within our agreed time frames
- we stay focused on our “line of sight”
- we use the expertise and knowledge of our patients, families and staff
- we have congruence between the different areas of work and interface effectively with our external provider(s)
- we ensure that our external contractors are managed effectively to deliver agreed outcomes to a high standard, within budget and agreed time sales
- we take decisions and implement plans with minimum delays
- we maintain scrutiny, have oversight and hold accountable all parties, both internal and external, involved in the delivery of this agenda

The Venn diagram represents the agreed governance structure designed to deliver the above principles.



In order to support this work we are looking to involve people in the following ways:

### Values Steering Group

We are looking to attract a suitable parent / carer to sit on this high level group, which is made up mainly of directors and will meet quarterly. A separate role description outlining the

role has been developed. Please take a moment to read this if you are thinking of volunteering for this opportunity.

### **Organisational Development Delivery Group**

We are also looking for a parent / carer to join this group, which is a “doing and co-ordinating” group made up of the senior staff who are responsible for delivering the different elements of the project plan. Again a separate role description has been developed so do read this if you’re interested in volunteering to sit on this group.

### **User Involvement Group**

We are also looking for parents, carers, patients and staff to help us by joining the User Involvement Work stream. We envisage that this will be a virtual group, so there won’t be physical meetings but rather it will communicate via email. We will use this group as a ‘sounding board’ and may ask the group to:

- Comment on any imagery we develop.
- Feedback to us on ideas we have about how we communicate the values to managers, to staff and to service users.
- Help us think about how we really and truly embed the values in all that we do – in appraisals, in recruitment and during staff development, in how we treat patients and how we behave towards each other.

We are not asking members of the User Involvement Group to make any decisions or to be held accountable for what’s introduced; rather we are asking people to share their opinions, thoughts and comments. We are not looking for any particular expertise – just for people who are passionate, enthusiastic and who want to join us in making GOSH an even better place.