

# Always



## One Team

We are proud of Our Always Values and Behaviours. They were developed by 2,644 patients, families and members of staff who told us the difference we make when we are at our best. These are the words patients and families used to describe their experiences at GOSH when we make the most difference<sup>20</sup>.



Our Always Values and Behaviours will shape:

- The way we plan and make decisions.
- The way we behave with patients, families and each other.
- How we recruit, induct and develop staff.
- How we measure and keep improving everyone's experience.

# Always

## Our Always Values and Behaviours



Welcoming



Helpful



Expert



One Team

	Our Standards	People want to see staff who are...	People don't want to see staff who are...
Welcoming	Respect	<ul style="list-style-type: none"> <li>Open to everyone regardless of their views, culture, ideas, role or seniority</li> </ul>	<ul style="list-style-type: none"> <li>Judgemental, make assumptions about people</li> <li>Bullying, belittling, gossiping, patronising to others</li> </ul>
	Smiles	<ul style="list-style-type: none"> <li>Positive and cheerful, with an enthusiastic attitude</li> <li>Warm, and make people feel welcome</li> </ul>	<ul style="list-style-type: none"> <li>Negative, moaning, complaining</li> <li>Grumpy, sullen, huffing or bored-looking</li> </ul>
	Friendly	<ul style="list-style-type: none"> <li>Polite to everyone</li> <li>Courteous, say 'hello my name is, my role is, and may I'</li> </ul>	<ul style="list-style-type: none"> <li>'Unavailable', disrespectful or ignoring people</li> <li>Rude, abrupt, aggressive, short-tempered</li> </ul>
	Reduce waiting	<ul style="list-style-type: none"> <li>Prompt, value others' time, keep waiting to an absolute minimum, use time efficiently</li> <li>Thoughtful, make waiting feel less anxious / boring</li> </ul>	<ul style="list-style-type: none"> <li>Disorganised, causing unnecessary delays, time-wasting</li> <li>Poor at timekeeping, make people wait</li> </ul>
Helpful	Understanding	<ul style="list-style-type: none"> <li>Respectful, and treat people as individuals</li> <li>Considerate of people's feelings</li> </ul>	<ul style="list-style-type: none"> <li>Insensitive to, or undermining of, other people</li> <li>Not interested in getting to know people</li> </ul>
	Helps others	<ul style="list-style-type: none"> <li>Caring, supportive, go out of their way to be helpful even if it's outside their role</li> </ul>	<ul style="list-style-type: none"> <li>"Not my job", 'walk past' people who need help</li> <li>Unhelpful, make people feel like a burden</li> </ul>
	Patient	<ul style="list-style-type: none"> <li>Patient, and make enough time for people</li> <li>Flexible</li> </ul>	<ul style="list-style-type: none"> <li>Always 'rushing around' or "too busy"</li> <li>Inflexible</li> </ul>
	Reliable	<ul style="list-style-type: none"> <li>"Can-do", and keep promises</li> <li>Accountable, take responsibility for their actions</li> </ul>	<ul style="list-style-type: none"> <li>Unreliable, make promises they can't or don't keep</li> <li>Irresponsible, shift, or don't take, responsibility</li> </ul>
Expert	Professional	<ul style="list-style-type: none"> <li>A role model in all they do</li> <li>Calm, and put people at ease</li> </ul>	<ul style="list-style-type: none"> <li>Unduly passing their stress on to other people</li> <li>Quick to blame others or look to 'pass the buck'</li> </ul>
	Safe	<ul style="list-style-type: none"> <li>Consistently practising high standards of safety and hygiene</li> <li>Vigilant, always speak up if safety is compromised</li> </ul>	<ul style="list-style-type: none"> <li>Unhygienic; smoke in uniform; accepting of poor cleanliness</li> <li>Inconsistent, careless, cut corners</li> </ul>
	Excellence	<ul style="list-style-type: none"> <li>Constantly striving for quality - to be the best</li> <li>Always aiming to deliver even better outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Not interested in doing a great job</li> <li>Happy with 'good enough'</li> </ul>
	Improving	<ul style="list-style-type: none"> <li>Proactive, using research and learning to improve</li> <li>Always looking for innovative solutions to problems</li> </ul>	<ul style="list-style-type: none"> <li>Resistant to change, focused on problems</li> <li>Not motivated to take the initiative to get better</li> </ul>
One Team	Listen	<ul style="list-style-type: none"> <li>Willing to take the time to listen, and hear, people</li> <li>Interested in what people have to say</li> </ul>	<ul style="list-style-type: none"> <li>Not listening... "Tells me what I think"</li> <li>Indifference to other people's opinions or views</li> </ul>
	Communicate	<ul style="list-style-type: none"> <li>Informative, ensure people know what's happening</li> <li>Mindful to explain clearly, and talk on a level with people</li> </ul>	<ul style="list-style-type: none"> <li>Not interested in keeping people informed and updated</li> <li>Patronising, talk down to people</li> </ul>
	Involve	<ul style="list-style-type: none"> <li>Proactive in involving patients, families and colleagues</li> <li>Keen to share knowledge, information and learning</li> </ul>	<ul style="list-style-type: none"> <li>Dismissive, treat other people as less important</li> <li>Unwilling to involve people in decisions</li> </ul>
	Open	<ul style="list-style-type: none"> <li>Appreciative, giving open, honest feedback</li> <li>Positive advocates, speak up and encourage others to do so</li> </ul>	<ul style="list-style-type: none"> <li>Unappreciative of other people's efforts</li> <li>Reluctant to give, or receive, feedback openly</li> </ul>

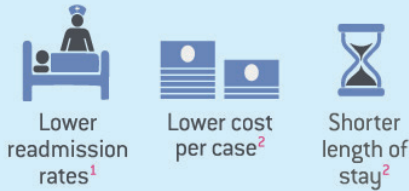
## Our Always Values are important because they help improve...

### PATIENT EXPERIENCE

The available evidence suggests that measures of patient experience are robust, distinctive indicators of health care quality.

Manary et al. N Engl J Med, 2013 <sup>(16)</sup>

Evidence shows that better patient experience scores link to:



Patients with lower anxiety



Feel less pain & their surgical wounds recover more quickly<sup>7</sup>

PATIENT EXPERIENCE

ZERO HARM  
NO WAITS  
NO WASTE



Good communication improves



Compliance with post discharge instructions<sup>3</sup>



Safety – patients point out potential adverse effects<sup>4</sup>



Self management<sup>5</sup>



Emotional health<sup>5</sup>



Reductions in complaints<sup>5</sup>



Blood pressure<sup>5</sup>

STAFF ENGAGEMENT

### STAFF ENGAGEMENT

There is a clear relationship between the wellbeing of staff and patients' wellbeing.

Boorman, 2009; Kings Fund, 2012<sup>(17)</sup>

Hospitals with higher staff engagement have:



Better outcomes<sup>8</sup>



Significantly fewer mistakes<sup>10</sup>



More staff who feel they can impact service delivery<sup>11</sup>

PATIENT EXPERIENCE

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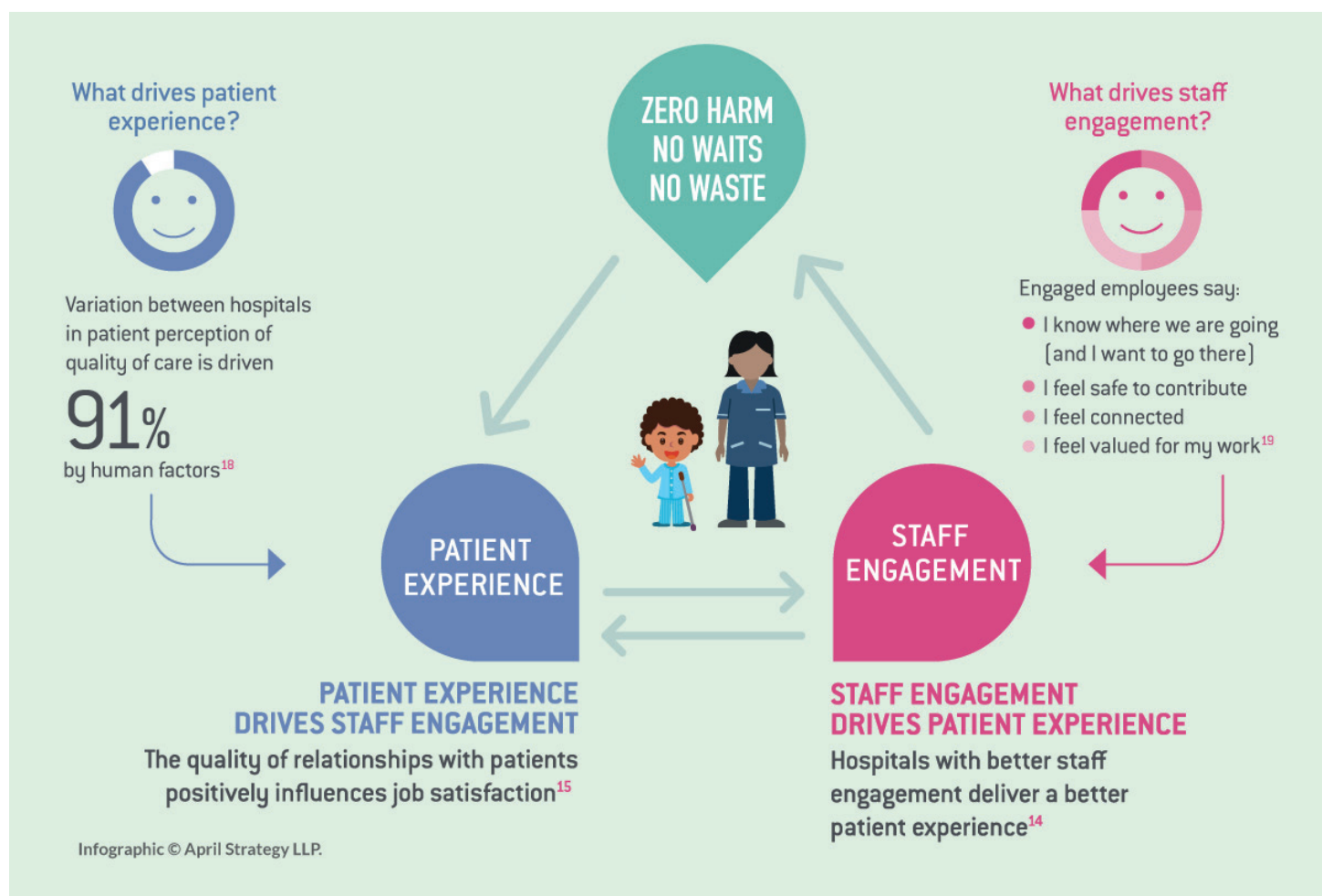
STAFF ENGAGEMENT



A **5% increase** in staff working in 'real teams' is associated with a **3.3% drop** in mortality rates<sup>12</sup>, equivalent to **40 people per year** in an average hospital



Rudeness between staff can result in clinical incidents<sup>13</sup>



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