Our Vision and Values

Our Vision

Our vision is to improve the health and quality of life of our diverse population by building an organisation that:

- Excels in quality, safety, patient experience, research, innovation and teaching
- Attracts, develops and retains great people
- Is recognised internationally as a leading healthcare provider

Our Values

Together Care Matters

Everyone Matters

Working Together

Dignity and Care

Open and Honest

Values and Behaviours Framework

Behaviours we want
Examples of this Value in practice

Behaviours we won't accept
Examples of the opposite of this Value in practice

Everyone Matters

- I listen and respect the views and opinions of others
- I recognise that different people need different support and I accommodate their needs
- I treat everyone fairly
- I encourage everyone to share ideas and suggestions for improvements

- I am aggressive, impolite and rude towards my colleagues
- I do not communicate or share crucial information with others
- I act in a way that undermines others
- Our department works in isolation and we don't work collaboratively with others

Working Together

- I listen and value others views and opinions
- We work together to overcome difficulties
- I effectively communicate and share information with the team
- I do everything I can to offer my colleagues the support they need

- I do not listen to other people's issues or problems
- I lack empathy when supporting others
- I tell my colleagues and patients I am too busy to help
- I show little energy or enthusiasm in the work that I do

Dignity and Care

- I treat others the way they would like to be treated – putting myself in their shoes
- I show empathy by understanding the emotions, feelings and views of others
- I demonstrate a genuine interest in my patients and the care they receive
- I am polite, helpful, caring and kind

- I discriminate against others
- I make no attempt to see things from other people's point of view
- I exclude others based on their values and beliefs
- I do not listen to what others say

Open and Honest

- I admit when I have made a mistake, and learn from these
- I feel I can speak out if standards are not being maintained or patient safety is compromised
- I deal with people in a professional and honest manner
- I share with colleagues and patients how decisions were made

- I am dishonest and cover up my mistakes
- I blame others for my mistakes
- I do not keep people informed when problems occur
- I openly criticise other people's views and opinions