



“Our Promise” – Trust behaviours

“Our Promise” is the name for the new Trust behaviours, launched at a membership event held in September 2013, and which underpin the Trust’s vision and values.

The aim of these behaviours is to provide clarity to our patients, service users, carers, partners and staff on the high quality standards of behaviour which we expect all our staff to aspire to and demonstrate.

The behaviours within ‘Our Promise’ are:

- Being caring and demonstrate compassion
- Having the courage to take action
- Communicating effectively
- Treating everyone as an individual
- Being competent and professional

How did we get here?

- Feedback was gathered from: service users; patients; members; staff and governors at a membership event in autumn 2012 on ‘How would you like us to be and behave?’
- From the information captured, a workshop took place with representatives from across divisions and professions to develop this feedback into five behaviours.

What next?

Considerable work is now underway to look at how we can use these behaviours across the Trust, within appraisals, training and recruitment etc.

If you have any ideas on how the Trust could communicate and utilise these behaviours, please contact:

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Being caring and demonstrate compassion

We will always aim to...

- Be kind
- Give you time
- Be open & honest
- Ask you what you think
- Support you to find a way forward that will work for you

We will aim for you not to...

- Feel alone
- Have promises broken

Having the courage to take action

We will always aim to...

- Take responsibility to help
- Speak up when we have concerns
- Take action if we see something that needs to change
- Work together with you and others to find solutions
- Say sorry when things don’t go well
- Have the strength and vision to innovate and embrace new ways of working

We will aim for you not to...

- Find us unhelpful

Communicating effectively

We will always aim to...

- Acknowledge you and say hello
- Be welcoming
- Listen and give you our full attention
- Think carefully about what we say and how we say it
- Explain things clearly to you, choosing the right words
- Check that you understand & know who to contact
- Say thank you

We will aim for you not to...

- Feel ignored
- Feel left out

Treating everyone as an individual

We will always aim to...

- Seek to understand you and the challenges you face
- Respect you and your views
- Put you first
- Take pride in delivering a great service
- Involve you in finding a way forward and understanding your choices
- Treat you fairly

We will aim for you not to...

- Feel that your views don’t count

Being competent & professional

We will always aim to...

- Do what we say we are going to do, when we say we are going to do it
- Keep ourselves knowledgeable and skilled, to find the best solution for you
- Maintain clear boundaries between our work and personal lives
- Present ourselves professionally
- Be confident in all we do
- Ensure you feel safe

We will aim for you not to...

- Experience a poor quality service
- Experience an unsafe service

Our Values in action

At the new induction days, staff are asked to write poems about what quality care means to them. Here are few recent compositions.

*Just be there, listen to me,
show you care, listen to me,
kindly show empathy and be there.
Give me the info you need to share,
let me decide the what and where,
understand and just be there.*

*Our Trust is very caring,
I find this very sharing.
I feel that I was listened too
and this I can say is very true.
My wait was not too long,
and this made me strong,
I was directed to the correct place
and this put a big smile on my face 😊*

*In order to care we have to share,
to work as a team we need the same dream,
to provide high quality care we need to be fair.
Respect for all will be our call and
to this aim we’ll give our all.*