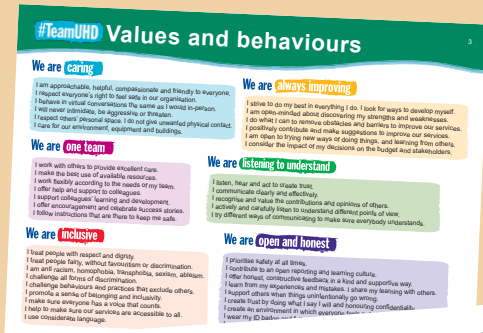


# You said, we did: Your 2024 NHS Staff Survey feedback



“ I want to feel safe,  
healthy and valued at work ”



You have told us that poor behaviour from staff, patients and visitors has affected your wellbeing, health and safety. These behaviours range from incivility to bullying, harassment and violence.

We used this feedback to identify a need for clarity about the standards expected at UHD. This led to the creation of our new Team UHD Behaviour Charter which sets out the behaviours we expect from every member of Team UHD, patients and visitors. It also has guidance on how to recognise poor behaviour, respond to it, and report it.

Search '[behaviour charter](#)' on the intranet to read it and share with colleagues.

What do I do  
if I experience  
poor behaviour?

Navigating difficult  
conversations

Self-reflection  
and support

