

Our Trust Behaviours

Patient, visitor and staff promise

We worked with our staff and patients to create our values and behaviours. They help us make sure that everyone feels safe and welcome at our hospitals. If these values are not met, you will lose trust in our care. Please follow them to help us care for you and make UHD a great place to work.

Caring

You can expect us to...

- Be friendly, kind, polite, helpful and respectful.
- Say hello. Introduce ourselves and our role.
- Respect your right to feel safe in our hospitals.
- Care for our environment, equipment and buildings.

We need you to...

- Be friendly, kind, polite, helpful and respectful.
- Never intimidate, be aggressive or threaten.
- Respect that staff have a right to feel safe at work.
- Respect personal space.
- Do not force unwanted physical contact.
- Remove yourself from a situation if you feel angry.
- Respect our environment, equipment and buildings.
- Understand that staff make decisions based on the needs of all patients.

Listening to understand

You can expect us to...

- Include you in decisions about your care.
- Listen to understand your needs and choices.
- Take time to explain everything so that you understand.

We need you to...

- Ask us to explain anything that you don't understand.
- Tell us what we can do to make your care better.
- Understand that sometimes, plans may change.

Always improving

You can expect us to...

- Tell you what we have done with your feedback.
- Learn from others, our experiences and mistakes.
- Share our learning so we do not repeat mistakes.
- Explain our decisions and consider the impact.

We need you to...

- Give us feedback on your experience.
- Take responsibility for your behaviour.

One team

You can expect us to...

- Work together to focus our time and resources on the things that matter.
- Work together to provide you with the best care.
- Offer help, encouragement and support to our colleagues. Celebrate success.

We need you to...

- Follow advice to keep you safe.
- Arrive at your appointment on time and prepared.
- Let us know if you are going to be late or you need to cancel your appointment.

Open and honest

You can expect us to...

- Make sure everyone feels safe to speak out.
- Say sorry when things have not gone to plan.
- Prioritise your safety at all times.
- Wear our ID badges and follow dress code policy.
- Give feedback in a supportive and kind way.
- Be honest and follow up words with action.

We need you to...

- Tell us if you have any concerns.
- Be open about things that will help us care for you.
- Always be honest in words and actions.

Inclusive

You can expect us to...

- Treat you fairly, with dignity and respect.
- Make sure everyone has a voice that counts.
- Respect all cultures, beliefs and abilities.
- Be anti-racist. Challenge discrimination.
- Make our services accessible to all.

We need you to...

- Tell us if you need any extra support.
- Treat everyone with dignity and respect.
- Respect all cultures, beliefs and abilities.
- Be anti-racist. Challenge discrimination.
- Use considerate language.