



Our Behaviours & Values

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Note: to be read in conjunction with the Staff Conduct Policy and the NHS Constitution

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

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Here at University Hospitals Bristol our priority is to transform the care we deliver so we provide sustainable health care services which are driven by quality and excellence.

To do this we must build and develop the capability of our people, and together share common values and behaviours which are transparent and visible in whatever role we play.

Here we describe our Trust's values and behaviours. They are at the very heart of all we do and should inform every action we take and every decision we make. They encompass a desire in all of us to provide the highest quality of care to patients and each other.

Our values

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

This means that everyone's view counts and where tough decisions are necessary, we'll take them together, for the good of patients and our services.

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

This means that we will change the things we need to, be bold and encourage efficiency and innovation in order to make our hospitals better.

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us be the best we can

This means that we will be ambitious, strive to be the best and be known as the best for the good of our patients and each other.

Working Together

- We work together to achieve what is best for patients
- We support each other across the whole trust
- We listen to everyone
- We work in partnership inside and outside our organisation

This means we will need to work differently and collaborate with others to ensure a healthy future for our hospitals.

Joining the team

Everyone's contribution is vital to us, whatever their role. We need people who know what they are here for, what they need to deliver and where it fits in to the overall picture. We want people to feel valued for the part they play. And to play this part correctly we need people who have the right skills and are confident in themselves, who know their strengths and weaknesses and will actively seek opportunities to do things better.

What it's like to work at UH Bristol - Expected Behaviours

- Communicate openly, honestly and listen to others
- Treat everyone in a friendly, courteous manner, smile and make eye contact
- Learn from mistakes and ask for support
- Provide consistently high standards of care and service at all times
- Actively seek better ways of working to achieve improvements
- Uphold UHBristol's values and be proud to work here
- Respond promptly to telephones, call bells and other requests for help
- Have pride and strive to do your best
- Take responsibility and assist everyone who appears lost
- Seek out ways to learn and develop
- Be positive and enthusiastic
- Adopt a flexible and willing approach

Behaviours we do NOT expect to see:

- Any act of discrimination
- Continuously moaning to others without making any attempt to change things
- Appearing unapproachable, moody or bad tempered
- Blaming others and making excuses
- Being unsupportive of change / new ideas for improvement
- Rude or insensitive behaviour
- Ill treatment or bullying of patients or colleagues
- Dishonesty

We are passionate about these behaviours and values. If you share them and want to be part of delivering an excellent service, then University Hospitals Bristol NHS Foundation Trust could be the place for you.