



# Our values and behaviours framework

[www.sussexpartnership.nhs.uk](http://www.sussexpartnership.nhs.uk)

## Introduction

Our vision is to provide outstanding care and treatment you can be confident in. Our core purpose is to work with the people who use our services, support their recovery and provide them with the care and treatment they need, when they need it. Our values guide how we do this.

## Our 2020 Vision

Outstanding care and treatment you can be confident in.

“  
We're solution-focused. We  
think about the priorities for  
keeping people safe

”

Nadine McIntosh,  
Nurse





## Staff

Your experience of what it feels like to work here matters. Evidence tells us that staff engagement and satisfaction have a direct link to the outcomes and experiences of our patients, carers and families.

Our values and behaviours can help us deliver better services by creating a more positive working environment. For this to happen, we need to use it to guide the way we work with each other, the people who use our services and other organisations.

## The NHS Constitution

The values of the NHS Constitution are at the heart of what we do at Sussex Partnership. This description of how we want others to experience us at Sussex Partnership is directly linked to the NHS Constitution Values.

*“  
Joining Sussex Partnership was  
the moment my life turned  
around. I've met the best  
people on my journey.  
”*

*Vincent Joseph,  
Staff Nurse*

## Our 2020 Vision

Our 2020 Vision sets out our strategic goals and ambitions over the coming years; it's our organisational 'to-do list'. Our values and associated behavioural expectations describe the way in which we want people who come into contact with Sussex Partnership to experience us; it's our 'to-be' list.

We want to use them to underpin the way we do things at Sussex Partnership – that includes things like appraisal and supervision meetings, recruitment, working with patients, families and one another and developing services in partnership with other organisations. We can also use these values and behaviours to provide feedback about where things are not going well or need improving.

*“  
I don't see a learning  
disability, I just see a person  
who functions in a different  
way to how I function  
”*

*Ashley Mountain,  
Senior Support Worker*





“  
I love the team  
here. It's the first  
time I've gone  
somewhere where  
the people are like  
a tight family  
”

Hinal Chudasama,  
Staff Nurse

## Our 2020 Vision

### Our 2020 Vision has five goals:

- 1 Safe, effective, quality patient care
- 2 Local, joined up care
- 3 Put research, innovation and learning into practice
- 4 Be the provider, employer and partner of choice
- 5 Living within our means

## Our Values

### People first:

People are at the heart of everything we do

### Future focused:

We are optimistic, we learn and always try to improve

### Embracing change:

We are bold, innovative and disciplined about making use of our resources to continuously improve

### Working together:

We provide services in partnership with patients, families and others

### Everyone counts:

We value, appreciate and respect each other

## People first

People are at the heart of everything we do

**We  
want others to  
experience us as:**

Compassionate

Listening and taking action

Adapting the way we work for individuals

Enabling choice

Working with patients as the experts in their own care

Having high ambitions for others

Not assuming

Being up to date professionally

Reflecting and putting learning into action

How do our values inform  
our behaviours?

**We want to avoid others  
experiencing  
us as:**

Being task rather than outcome focussed

Removing choice unnecessarily

Being inflexible

Providing only the basic and routine information

Making decisions based on outdated clinical evidence

Not considering the needs of all

Gaining little insight into a patient's condition and  
its impact on all aspects of their life.

## Future focused

We are optimistic, we learn and always try to improve

### We want others to experience us as:

Being clear about our key priorities

Being accountable for our decisions

Being flexible to help others (even if it's not part of our job)

Positive and optimistic

Prioritising needs of patients

Focussing on what we do well

Constructive when criticising

Learning from our experiences

Putting learning into action

Delivering services as part of a Health and Social Care collective

## How do our values inform our behaviours?

### We want to avoid others experiencing us as:

Focusing only on our own roles despite what others are trying to achieve collectively

Ineffectively identifying or acting upon our key priorities

Leaving things for others to sort out

Displaying little interest in tasks or activities outside our own remit

Leaving others to struggle

Failing to put patients first

Not investing in staff supervision

## Embracing change

We are bold, innovative and disciplined about making use of our resources to continuously improve

### We want others to experience us as:

- Releasing the potential for staff to be creative, innovative and to do things differently
- Making bold decisions in the interest of patients
- Listening to and coming up with ideas for improvement
- Looking for quick and simple solutions
- Getting involved in new initiatives
- Taking responsibility for living within our means and using resources efficiently
- Minimising time on unnecessary activities
- Finding thinking space
- Sharing our ideas
- Releasing the potential in others
- Using technology to provide better services

## How do our values inform our behaviours?

### We want to avoid others experiencing us as:

- Being disinterested or obstructing new ideas
- Not getting involved
- Displaying little interest in improving the way things work
- Assuming it's someone else's job
- Making things more complicated
- Involving others unnecessarily
- Having little interest in the department's budget
- Using resources without giving thought to cost
- Not valuing the need to be efficient

## Working together

We provide services in partnership with patients, families and others

### We want others to experience us as:

- Building honest and fruitful relationships
- Understanding we can't do it on our own
- Finding common ground and shared interest
- Understanding what other providers are trying to achieve
  - Being open and honest
  - Sharing with others
  - Working collaboratively
  - Finding ways to work with others
- Redesigning services for the benefit of patients
- Encouraging people to speak out about concerns

## How do our values inform our behaviours?

### We want to avoid others experiencing us as:

- Lacking enthusiasm or confidence in working with others to redesign services
- Showing little interest or understanding of other providers
  - Being guarded or overly cautious when forging relationships
- Restricting the flow of information unnecessarily
  - Being constantly negative about our service
- Separate from other organisations that are also supporting the patients' journey to recovery

## Everyone counts

We value, appreciate and respect each other

### We want others to experience us as:

- Getting to know one another well
- Celebrating our success individually and collectively
- Valuing and appreciating professional differences positively
- Being clear about our objectives
- Supporting others to perform at their best
- Releasing the potential of one another
- Encouraging and praising
- Focussing on our own health and wellbeing
- Providing feedback to others
- Appreciating that none of us are as smart as all of us

## How do our values inform our behaviours?

### We want to avoid others experiencing us as:

- Showing little interest in supporting others or what's going on for them
- Being intolerant or uninterested in the differences residing across the team
- Being unwilling to comment when we see behaviour we want to avoid
- Not using opportunities to reflect and develop
- Placing little value on appraisal and supervision
- Not listening to and acting upon how others experience you across services
- Knowingly turning a blind eye

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 @withoutstigma

 Sussex Partnership

## Get involved

Our charity, Heads On, supports projects that make a real difference to patient care. Get involved at:

[www.headsoncharity.org](http://www.headsoncharity.org)

**HEADS  ON**