



# We have freedom to speak up

To enable us to live by our values, standards and to consistently improve on these, we have the freedom to speak up, every time – when we see people living up to our standards, and whenever they are not. We encourage people to welcome feedback from each other, as a great way to keep improving the care we give.



The care we walk past is the care we accept. So if we see poor behaviour or safety issues, we will speak up.

- If someone is in pain
- If there's a lack of dignity or respect
- If I see bullying or rudeness
- Whenever safety is at risk

**BUILD** more constructive behaviours

**B** Talk about the **Behaviour** not the person  
(Understand - in your head, put yourself in their shoes)

**U** Describe the **Impact** on patients, colleagues or care

**I** Listen to their point of view "So what was happening there?"

**L** Ask "what would you do **Differently** next time?"

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A 'thank you' can make someone's day, so we will appreciate the little things that make a difference

- When someone puts patients first
- When someone helps a colleague
- When someone has courage to give me feedback I can learn from

**The ABC of appreciation**

**A** **Action**  
This is what you said or did  
• Tell the person what they did, give facts, be specific  
• I noticed, I observed, I have had reported to me

**B** **Benefit**  
The positive impact it had  
• The effect their actions had on patients / colleagues  
• Talk about the behaviour, not the person

**C** **Continue**  
Thanks and keep it up!  
• Genuinely congratulate  
• Ask them to keep doing it

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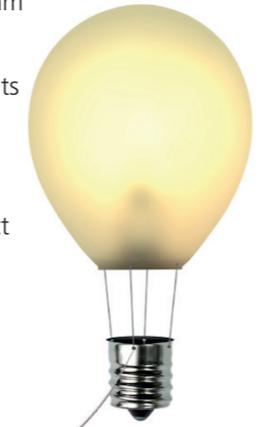
# We have freedom to improve



Our Putting You First standards make it clear that improving is everyone's job. We should all be actively looking for ways to improve patient care, safety, quality and productivity. In the most productive organisations, over 80% of improvement ideas come from the front line. We have the 'Freedom to improve' in two ways...

## 1. It's up to me...

- Where you can 'just do it' as an individual / team
- There are clear benefits to patients or colleagues
- Low levels of risk
- Empowered to act



## 2. Needs support

- Impacts on agreed clinical practice or safety protocols
- Needs resource
- Wider implications
- Help removing barriers



**'Freedom to improve' ideas**

- Suggest ideas on the intranet
- Rapid assessment / ongoing feedback via the Transformation team
- If accepted – give you support to act

For further information

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ADM/SPT/PT/11237

# Putting you first



Our 'Putting You First' values were developed with staff and patients, and have been clear since 2008.

They underpin our vision which is to deliver the best quality and safest care for our community. What do our FIRST values mean to us? **FIRST** is Focused on patients; Integrated; Respectful; Staff focused; Two-way communication. We live these values at West Suffolk NHS Foundation Trust and it shows.

Putting You First recognises how our patients may feel when they arrive in hospital, both staff and patients agree they should always **feel safe, feel cared for and feel confident** in their treatment.

Our staff play a vital role in ensuring that the experiences of people having treatment here, and working here, are the best they can be. We must ensure these become a way of working and there are some key behavioural standards we would ask you to adhere to in this document.

The Trust will support you to achieve these values and will continue to act on your thoughts of how we can improve the care and experience we offer to our patients.

**Dr Stephen Dunn**  
Chief Executive



# Our behavioural standards

These ten standards have been developed by staff and patients to outline the behaviours which help us deliver our values.

## I want to FEEL safe

- Be clean
- Know you are on stage
- Be honest

## I want to FEEL cared for

- Be courteous and respectful
- Communicate and listen always
- Be helpful and kind

## I want to FEEL confident

- Be informative
- Be timely
- Be compassionate

## Improving is everyone's job

- Make time to care
- Look for ways to improve
- Be accountable

This Trust will listen to what you have to say and will proactively and positively action the issues which are raised by you. Further Service Standards information can be found on our website: [www.wsh.nhs.uk](http://www.wsh.nhs.uk)

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# How to be

Our behavioural standards influence the way we act in our professional environment, and our approach to work will help us to deliver these standards.

## Aware - Honest - Clean

- Take pride in your work
- Speak clearly to people and ensure they understand what you are going to do
- Be seen to be clean and smart, washing your hands, tidying up your area
- Learn from your mistakes and ask for support
- Speak up if you believe patient safety is compromised
- Respect patient confidentiality when speaking or writing about care
- Respond to requests for information
- Follow Trust policies and guidelines.

## Courteous – Communicative – Helpful

- Treat people with respect and warmth
- Be aware of people's dignity and need for privacy
- Listen to requests for help and respond politely
- Communicate in order to alleviate anxiety
- Take ownership of what you are being asked to do
- Look out for people who need help.

## Informative – Timely – Compassionate

- Involve people in decisions about their care
- Check that patients understand what you have said
- Give people the opportunity to ask questions
- Respond as quickly as you can to patients' needs
- Strive to reduce waiting times
- Offer choice where possible and explain the options
- Acknowledge the pain people may feel and offer your support
- Demonstrate that you are thinking about how people might feel, by drawing curtains for example
- Seek feedback from patients.

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# How NOT to be

These are examples of how we should not act, which would prevent us from meeting our standards. We have the freedom to speak up when we see examples of our standards not being met.

## Please don't:

- Forget we are here to care for patients
- Treat your colleagues disrespectfully
- Make patients feel they have no opinion
- Forget you are visible and 'on stage'
- Pass your stresses onto patients
- Impose your beliefs and opinions on patients
- Have conversations about work, in work, that may cause patients to worry
- Only clean what's seen, or leave cleaning to the housekeepers
- Be unsupportive of change or new ideas for improvement
- Talk over patients or patronise
- Leave patients waiting or worrying about what is happening
- Criticise others for speaking up on behalf of patients' safety
- Undermine others' working practice
- Take feedback as a criticism
- Pass blame to other people, departments, or the Trust
- Ignore behaviour that may cause patients to be unsafe
- Be exclusive or dismissive.

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