**NHS Borders Behavioural Framework**

**The framework defines the behaviours that our staff must demonstrate for our organisation to perform effectively.**

**Everything that we do relies on individuals and teams working interdependently,**

**with our patients at the heart of everything we do.**

**This framework is a statement of who we are: what our patients can expect from us and**

**what we expect from each other.**

***CARE AND COMPASSION***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Expectation** | **Want to see** | **Don’t want to see** | **Why?** |
| Treat people as though they matter.  Involve patients in their care.  Consideration of patients as individuals and acknowledging diversity  Caring and believing in what you do  Putting patients first  Showing you care | Be kind, patient and considerate.  Make eye contact with patients during interactions.  Smile where appropriate.  Develop self-awareness, be aware of your impact on others and act on feed back.  Treating others as you would  expect to be treated  Taking the time to care  Engagement with and listening to patients and their family  Valuing all contributions  Empathy and understanding  Listening to how others are feeling  Compassion  Going the extra mile  Friendliness | Act with indifference, insensitivity or unkindness.  Talk about, or over patients as though they aren’t there. An uncaring attitude  Gossip about others, hold grudges, demean or  demoralise other colleagues.  Abrupt behaviour  Letting your mood affect how you treat patients and  colleagues  Being unapproachable  Task focused, not people focused, behaviour  Disrespect  Blaming of others  Acceptance of poor practice  Taking of short cuts  Poor attitude  Focus on quantity rather than quality | Patients have the right to be treated with  dignity and respect, in accordance with  their human rights.  When patients feel cared for it makes a  significant difference to their experience.  It also enhances recovery and reduces length of stay.  For the sake of your wellbeing, and  those around you, a supportive working  environment is essential. |

***Dignity and Respect***

|  |  |  |  |
| --- | --- | --- | --- |
| **Expectation** | **Want to see** | **Don’t want to see** | **Why?** |
| To be a team player  To manage your own  attitude and behaviour.  To address concerns with  colleagues as they arise.  To communicate  respectfully, openly and  professionally.  Treating others as they wish to  be treated  Listening and turning that  into action  Seeing things from another  person’s perspective | Be approachable, interact  and co-operate, willingly offer help to others.  Be aware of your body language.  Try to see things from the  perspective of others.  Be professional at all times.  Discuss any issues privately  and sensitively.  Actively listen and seek to  understand.  Respect for differences  Keeping promises  Transparency and honesty in  care and delivery  Respect towards colleagues  and patients  Listening to patients, family  and colleagues  Honesty and openness | Un-cooperative, indifferent  to, or avoiding helping  others.  Let other people’s attitude/  behaviour lower your  standards.  Be a victim. Blame others  when things go wrong.  Make judgements without  facts and/or act on hearsay.  Inappropriate/offensive  Language  Making promises you can’t keep  Lack of communication  Disrespectful behaviour  Bullying or harassment  Talking about people as if they’re not there  Patients being treated as  inferior or incapable | Our organisation can be seen as one big team and even if you work individually, your contribution matters. A great team is efficient and effective which benefits staff,  patients and contributes to the success of our organisation.  Patients and visitors need to be able to trust healthcare professionals. If they see  unprofessional or immature behaviour, they may lose confidence in us.  Staff have the right to be treated fairly, equally and free from discrimination.  Speak well of NHS services and our organisation to increase morale and build  confidence in the services we provide. |

***Openness, Honesty and Responsibility***

|  |  |  |  |
| --- | --- | --- | --- |
| **Expectation** | ***Want to see*** | ***Don’t want to see*** | ***Why?*** |
| Taking personal responsibility for your actions  Sharing of ideas for  Improvement  Observing processes  e.g. quality, checklists,  whistle blowing  Ability to work across  boundaries  Working to the best of your  ability | Recognition of your own  limitations  Continued learning to make  constant improvements  Using mistakes as learning  opportunities  Taking the initiative to act and  not leaving it to others  Encouragement of and response to feedback  Sharing of ideas for  improvement  Ensuring patients have a voice  Clear accountability  Continuous reviewing of  practices  Encouragement of excellence  Openness to improvement  and change  Asking questions in order to  understand  Having the confidence to  challenge/speak up | Aversion to change and  complacency in service delivery  Negative patient experience  Taking of short cuts  Poor attitude  Ignorance  Focus on quantity rather than  quality  Not reporting of/raising  concerns  Negative attitude  No accountability  Discrimination  Ignoring of colleagues  Ignoring of patient/family needs  Lack of engagement with patients/staff who may find it difficult/uncomfortable to  speak out  A one size fits all approach | You are an advert for the health service and our organisation. Our reputation is in your hands. Be proud to work here and to represent us.  You and your colleagues are a huge influence on our image (what people see) and our culture (what people experience).Image and culture create our reputation  Our community deserves a vibrant, thriving hospital that’s truly best for patients and  great to work for. |

***Quality and Teamwork***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Expectation*** | ***Want to see*** | ***Don’t want to see*** | ***Why?*** |
| Courage to speak up and  escalate concerns appropriately  Working as part of a team to  support others and improve  service provision  Acknowledgement of mistakes  Taking responsibility  Identifying mistakes and  learning from them | Patient involvement and  understanding of the care  pathway  Respect for colleagues  Honesty when things go wrong  Involvement of patients and  families in care provision  Effective and clear  Communication  Consulting others in decision  making  Including patients in decision  Making and actively listening to their feedback  Working together across teams  and departments  Sharing of knowledge and new  ideas  Making constructive challenges  Being open to challenge from  Others  Not placing blame on others | Unwillingness to change  Disregarding others’ opinions  Allowing feelings to impact  on how you behave towards  patients and colleagues  Lack of compassion and empathy  Being uninterested  Putting individual agendas  before patients/colleagues/  teams  Making decisions for patients  Ignoring/ covering up mistakes  Excluding patients and families  Being disengaged  Lack of awareness  Isolating groups  Not asking for help/advice | Our organisation can be seen as one big team and even if you work individually, your contribution matters. A great team is efficient and effective which benefits staff, patients and contributes to the success of our organisation.  It’s important to focus on what resources we do have and what we can do; see the  opportunities in the challenge.  The best ideas are often really simple and you probably know what they are. NHS Staff should aim to play their part in  sustainably improving services by working in partnership with patients, the public and  communities  Patients and visitors need to be able to trust healthcare professionals. If they see  unprofessional or immature behaviour, they may lose confidence in us.  In order to thrive, an organisation needs to  grow and to develop its own talent. |