

*The* ROYAL MARSDEN

Our values

# Pioneering Change

We lead the way in cancer research and drive continuous **innovation** to improve the lives of patients.

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## Pioneering Change

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## Behaviours

- Strives to develop better ways of doing things
- Seeks out and is interested in new evidence, ideas and ways of working
- Challenges the status quo and is committed to continuous improvement
- Has a positive attitude when problem solving; focuses on solutions and works to overcome setbacks
- Is optimistic about what can be achieved and is encouraging to others
- Is open and flexible to change and encourages this in others

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## Pursuing Excellence

We strive to be experts in our field,  
working to deliver outstanding  
**quality** in all that we do.

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## Pursuing Excellence

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## Behaviours

- Improves knowledge and skills for self and others by seeking out new training and development opportunities or responsibilities
- Demonstrates commitment to delivering outstanding quality and services
- Gives constructive, fair and objective feedback whenever needed and receives feedback openly
- Takes care to follow agreed safe practice and is attentive to safety issues
- Listens to others' concerns about patient or staff safety and speaks up about safety concerns
- Takes accountability if things go wrong and takes time to learn from mistakes to ensure they don't happen again

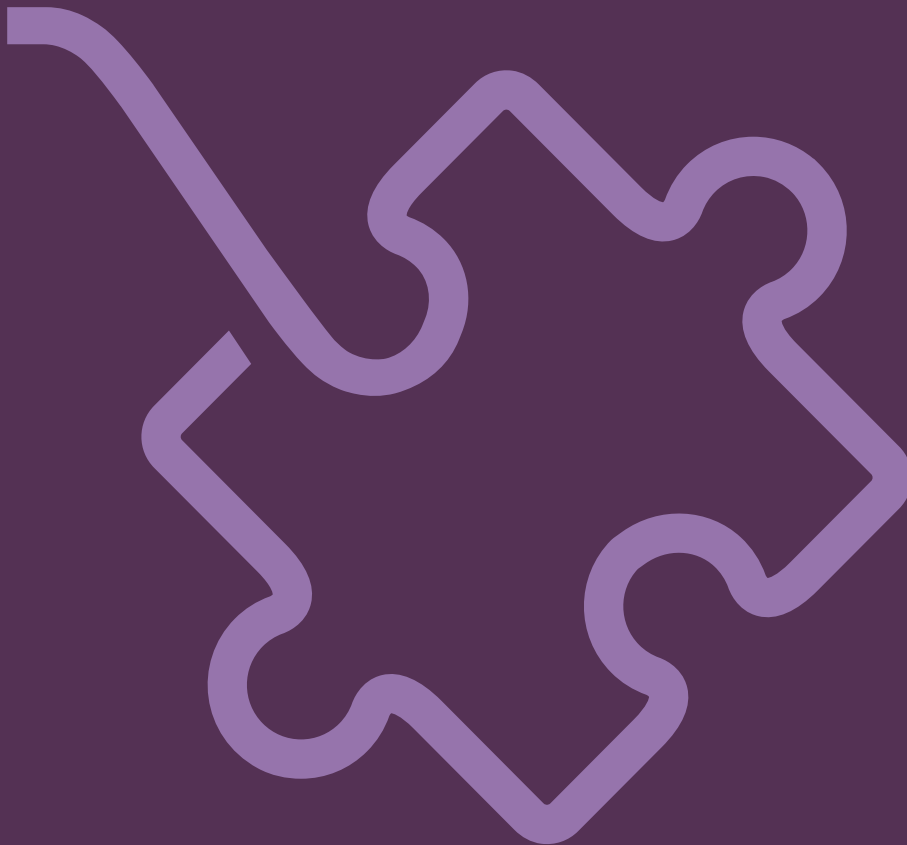
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## Working Collaboratively

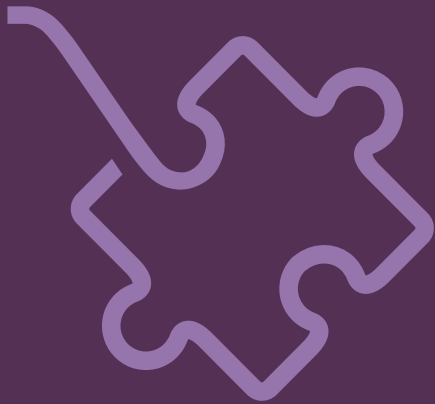
We work in an inclusive way, bringing together different expertise, partners and resources to achieve the best possible **outcomes**.

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## Working Collaboratively

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## Behaviours

- Supports teamwork, involving and co-operating well with others
- Values diversity and shows respectful consideration for different perspectives in decision making
- Communicates clearly ensuring that others receive information in a way that they can understand
- Demonstrates honesty, integrity and transparency and delivers on commitments made
- Supports the Trust's role as a systems leader in sharing best practice and learning with other partners
- Takes time to make others feel supported and addresses inappropriate behaviours

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# Showing Kindness

We aspire to create a world class  
**experience** where all patients, staff and  
partners feel valued and respected.

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## Showing Kindness

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## Behaviours

- Treats every one equally and is welcoming, polite and respectful
- Protects the privacy and dignity of others and supports the delivery of personalised patient care
- Understands the importance of self-care and is proactive in looking after own health and well-being
- Recognises and appreciates others efforts and contributes to a positive culture and experience for all
- Notices and takes action when others need help and support
- Is self-aware and understands how their behaviour impacts on others