

Culture statement



To be a brilliant place
to work and thrive

The Dudley Group
NHS Foundation Trust



Our Behaviour Framework helps guide us to deliver these values and commitments every day.

We will know we are successful when:

- › We are engaged in our work, we support our staff networks and give regular feedback. This will make a positive difference to how it feels to work at Dudley and to deliver the highest quality of care.
- › We stay and develop at Dudley. We are diverse and reflect the community we serve.
- › We recommend Dudley to others – we measure this through our workforce indicators and staff survey.
- › We feel we belong here and we are proud to work at Dudley.
- › Our patients and families recommend us for care and give positive feedback about us and how we work as a team.

Creating a picture of the culture that we want




The national People Promise is clear on what makes a positive, compassionate and inclusive culture. At Dudley, we will embed the People Promise to ensure we are a brilliant place to work and thrive.



Being a brilliant place to work and thrive

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NHS Foundation Trust

Our commitments help us treat each other and our patients well.

 Care		 Respect		 Responsibility	
Supportive, compassionate and inclusive <ul style="list-style-type: none"> › Acknowledge others. › Treat people fairly. › Recognise and adapt to individual needs. › Communicate clearly and listen with curiosity. 	Learn and improve <ul style="list-style-type: none"> › Take opportunities to learn and improve. › Apply a just and learning approach when things go wrong. › Celebrate success. 	Work as a team <ul style="list-style-type: none"> › Provide helpful feedback. › Give praise. › Help others. › Work as a team and with other departments. 	Be professional <ul style="list-style-type: none"> › Be polite and professional. › Be respectful and considerate in language and action. › Say sorry for mistakes or poor behaviour. › Act fairly and inclusively. 	Proud of our work <ul style="list-style-type: none"> › Take pride in your work. › Act when you should. › Deliver what you promise. › Share your thoughts and ideas with others. 	Listen and act to keep people safe <ul style="list-style-type: none"> › Champion the patient voice. › Speak up about concerns. › Support others to speak up. › Ask for help. › Keep information you hold about others safe.
We do not accept these					
<ul style="list-style-type: none"> › Gossiping, making fun of others, or excluding and isolating. › Being dismissive of others or disregarding their feelings. 	<ul style="list-style-type: none"> › Avoiding action when it is needed. › Blaming others. 	<ul style="list-style-type: none"> › Using pressure as an excuse for poor behaviour. › Silo working that impacts on patient care. 	<ul style="list-style-type: none"> › Being uncivil, rude or aggressive. › Favouritism. › Breaching confidentiality. 	<ul style="list-style-type: none"> › Discrimination on any grounds, bullying or harassment. › Failing to act when people are in distress. 	<ul style="list-style-type: none"> › Ignoring others when they need help. › Ignoring poor performance.



Tools to help you recognise and feed back

Giving feedback is best done straight away

These tools help structure your feedback

The ABC of Appreciation

A
Action
This is what you said or did.

B
Benefit
The positive impact it had.

C
Continue
Thanks, please keep doing this.

Giving helpful feedback – EEC

E
Evidence
a clear example.

E
Effect
describe the consequences.

C
Change
agree the improvement.

These tools help you praise or raise concerns

Greatix
Give positive feedback.
Scan the code, fill in the form.



greatix.dgft.nhs.uk

Civility and Respect resources



civilitysaveslives.com/resources

Speaking up
Raise concerns by contacting:
✉ dgft.raising.concerns@nhs.net ☎ 07879 667858

Freedom to Speak Up