The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

SUBMITTED BY:	REPORT FOR:		IMPACT:		
Louise Proctor Director of Strategy and Transformation	Decision	✓	High	Med	Low
CONSULTATION:	Information		✓		
Staff Values Council	REPORT TYPE:		RELATED WORK:		
	Strategic	✓	Strategy Refresh Engagement Strategy		
	Operational	✓			
	Governance				
BAF ref:					
Monitor Compliance Framework:					
CQC Essential Standard Reference:					
NHSLA Standard Reference:					
Media / Communications:	N/A				

Meeting Date: **25 February 2013**
Report Title: **Development of the Trust Values**

Purpose: To update The Board on the further work undertaken by the Values Council, to develop a single set of values to underpin the approach of the Trust and individuals, going forward.

The Values Council propose in this paper a revised set of Trust Values for The Board to consider, that seeks to combine the work undertaken to date by both The Board, and the wider staff engagement piece on Values and Behaviours.

Summary: As part of its work to refresh its Strategy, The Board has considered and developed a set of Values, through a series of workshops. At their most recent drafting they incorporate the views of the new Clinical Directors, and were discussed in January 2013. These are attached at appendix one.

During 2012, a staff, governor and user engagement piece has also been underway to refresh the values and behaviours that staff would support, and the explicit translation of any refreshed values into expected work behaviours that can be evaluated through the Trust appraisal system. This programme of work was delayed during the year,

There is significant overlap between these two pieces of work. The Values Council have tried to develop a combined Values proposal, which is attached at appendix two. It is recognised that the wording may not quite by 100%. In addition to this summary, they have a more detailed behaviours document, which would be used to support any role out. Key within this is the commitment to improving communication and engagement across the organisation.

In addition, this group of staff are keen to support the important engagement piece, to take these values out to the organisation and discuss their importance and what it means for us as individuals. As a first step, representatives of the Values Council would be keen to present their views to the Board at an appropriate forum.

Financial Implications / Efficiency Savings / Quality Improvement: None direct

Risk Assessment (cross-reference with Risk Register where appropriate):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
√	√		√		√

Recommendations:

The Board is asked to consider the revised set of Values proposed by the Values Council, and decide to either endorse them, or to agree next steps in their finalisation.

Author **Louise Proctor**
Date **18 February 2013**

Appendix One:

Draft Values, developed through Trust Board Workshops, 2012/2013:-

The QEH is an organisation where

- We are dedicated to providing safe, quality and individualised care.
- We are committed to treating people with respect, kindness and compassion.
- We are open and transparent in our relations with patients, families and colleagues.
- We listen to learn.
- We are ambitious to innovate and embrace new technologies
- We see effective teamwork as the bedrock of high quality care
- We believe in partnerships to deliver integrated care

Appendix Two:

Values Council REVISED CORE VALUES V9 (following meeting of 8 February 2013, to seek to combine the work undertaken by both The Values Council and The Board)

- We are dedicated to providing safe, quality and individualised care.
- We treat all people with respect, kindness and compassion.
- We display courage in our actions.
- Passionate about supporting innovation and embrace new technologies.
- All staff are equally valued.
- We are open and honest in our relationships with patients, families and colleagues.
- We listen to learn.
- We see effective teamwork as the bedrock of high quality care.
- We believe in partnerships to deliver integrated care.