



Do we have the right E-mail Address?

We are moving from SMS messages to eMail and the NHS App to keep in touch with you

We are doing this to improve the security of how we communicate with you.

Don't use them? Don't worry, we still use the phone 😊

Please check your email address is correct with **Reception** or in the NHS App in "Contact details"

“Delivering compassionate, high-quality healthcare, using innovation and lifelong learning”



Wisdom: “Valuing knowledge to make wise decisions”

| Love to see | Expect to see | Don't want to see |
|--|---|---|
| <p>Praise colleagues when they have succeeded in a new or challenging task</p> <p>Sharing new information with people that will help them be more effective</p> <p>Contribute to teams in ways that helps them improve</p> | <p>Ask questions and offer help</p> <p>Learn common medical terminology</p> <p>Understand the different types of appointment we offer</p> | <p>A cynical or negative attitude at work</p> <p>Don't use jargon or acronyms when talking to patients</p> <p>Passing on work which you could complete yourself</p> |

Excellence: “Being good at what we do”

| Love to see | Expect to see | Don't want to see |
|--|---|--|
| <p>Contribute to and suggest improvements that are easy to implement</p> <p>Encourage colleagues to maintain high standards</p> <p>Seek out opportunities to learn and develop your skills and expertise</p> | <p>Competence in all aspects of your role</p> <p>Support improvement initiatives</p> <p>Assist colleagues when they seem to be struggling</p> | <p>Avoid feedback or do not reflect when it is offered</p> <p>Show disregard for time, resources, or facilities</p> <p>Don't rush. It increases the chance of making a mistake</p> |

Compassion: “Kindness and empathy”

| Love to see | Expect to see | Don't want to see |
|--|---|--|
| <p>Actively make patients and colleagues feel welcome</p> <p>“Going the extra mile” for patients</p> <p>Take time and listen carefully to patients and colleagues, particularly if there are barriers to communication</p> | <p>Smile, make eye contact, and introduce yourself</p> <p>Help anyone in the surgery who looks lost, confused, or has been waiting a long time</p> <p>See things from the other person's point of view and don't be afraid to apologise</p> | <p>Appear unapproachable, rude, abrupt, or moody</p> <p>Appear disinterested, dismissive or talk over others</p> <p>Disregarding or failing to enquire about a patient's context (social, medical) when it is relevant</p> |

Autonomy: “Owning and solving the problems you face”

| Love to see | Expect to see | Don't want to see |
|---|---|--|
| <p>Using your initiative to solve patient problems</p> <p>Be flexible, fill a hole</p> <p>Take ownership of a difficult task and see it through to completion</p> | <p>Help to diffuse difficult situations</p> <p>Be clear on your duties each day</p> <p>Plan your work tasks and take account of deadlines</p> | <p>Be elusive or uncontactable, or fail to respond in a timely way</p> <p>Lack of attention to detail / basic errors</p> <p>Turn up late / unnecessary use of mobile phone or internet</p> |

Responsibility: “Behaving professionally”

| Love to see | Expect to see | Don't want to see |
|---|--|--|
| <p>Help a colleague when you're not busy</p> <p>Polite and courteous</p> <p>Calm and approachable</p> | <p>Being honest</p> <p>Dressed for work and name badge clear</p> <p>Help keep the surgery tidy and clean</p> | <p>Gossiping</p> <p>Breaking confidentiality</p> <p>Disrespecting colleagues / other NHS staff</p> |

Education: “Lifelong learning for all”

| Love to see | Expect to see | Don't want to see |
|---|---|---|
| <p>Train a colleague</p> <p>Share knowledge with colleagues</p> <p>Look for ways to improve our service</p> | <p>Discuss your own training at appraisal</p> <p>Engage with training offered</p> <p>Celebrate your own improvement</p> | <p>Essential training not up to date</p> <p>Basic gaps in medical knowledge appropriate to your role</p> <p>Being resistant to change</p> |

