Values and Behaviours Matrix

Refreshed September 2025

Ashford and St. Peter's Hospitals NHS Foundation Trust

Patients First

Respect/Civility – How we treat and remain civil to each other during our working day.	**When showing Respect / Civility we expect to see colleagues:** • Interacting with others politely, using respectful and courteous language • Considering other views and respecting their perspectives • Offering assistance when appropriate. • Arriving on time for meetings and appointments and communicating when there are changes. • Remaining civil in all interactions, refraining from rude and bullying behaviours. • Working together to restore the Trust and repair harm, where relationships may have broken down.
Inclusive – How we work respectively together, acknowledging the experiences and differing viewpoints others can provide	**When showing Inclusivity we expect to see colleagues:** • Asking questions to understand another person's viewpoint. • Working to enact policies and processes fairly and communicating their importance where required. • Remaining curious to the situations and people around them, reserving judgement. • Advocating for those whose voice is not as passionate or as strong in their own defence • Recognising and adjusting to changing situations and supporting those who are struggling with uncertainty.
Compassion – How we show a genuine desire to help, support and alleviate the suffering of others.	**When showing Compassion we expect to see colleagues:** • Offering help without expecting anything in return • Listening, not interrupting, being thoughtful in your responses • Offering comfort when someone is showing signs of distress, offering support and guidance where appropriate • Respecting the boundaries of the people they work with, care for and interact with. • Recognising that at times they may need to take care of their own well-being. • Developing trust and strengthening relationships.
Communication – How we share information, ideas and feelings to build positive working relationships.	**When Communicating effectively we expect to see colleagues:** • Speaking clearly and concisely, avoiding unnecessary jargon ensuring the message is appropriate for the intended audience. • Being open to feedback and exploring differing viewpoints. • Maintaining a positive outlook on a situation, looking for solutions and alternative options to resolve issues. • Addressing difficult situations, as soon as possible, constructively and factually.

Personal Responsibility

Accountability – How we take ownership and responsibility in our working life.	**When showing Accountability we expect to see colleagues:** • Accepting responsibility when a mistake was made and taking steps to rectify the situation. • Taking the blame where appropriate. • Learning from mistakes and seeking to improve future processes. • Accepting there is a choice to be made and taking ownership of those choices.
Resilience – How we adapt and remain positive in stressful and difficult situations.	**When showing Resilience we expect to see colleagues:** • Adjusting their plans and their approach to suit the needs of the situation. • Manage their emotions and remain professional. • Asking for and accepting help and support when needed. • Prioritising their own health and well-being. • Taking initiative to understand their own strengths and areas for development.
Empowerment – How we are positive in taking the initiative and making decisions in different situations	**When remaining Empowered we expect to see colleagues:** • Looking for creative solutions to problems • Embracing changes, new ideas and suggesting areas of improvement. • Confident in their decision making, owning their decisions and taking ownership and accountability. • Going above and beyond to support the organisation, the team and their own goals. • Working together with team members, encouraging development of ideas and solutions to meet shared goals.
Open-Mindedness – How we remain willing to consider new ideas and perspectives.	**When remaining Open-Minded, we expect to see colleagues:** • Acknowledging their own limitations and when they may be wrong. • Looking for common ground and shared interests to build relationships. • Showing empathy and genuine interest in understanding other's views and perspectives. • Actively listening and engaging in conversations.

Values and Behaviours Matrix

Refreshed September 2025

Ashford and St. Peter's Hospitals NHS Foundation Trust

Passion for Excellence

Innovation – How we seek to identify new and improved ways to run services to enhance patient care.	**When being Innovative we expect to see colleagues:** • Encouraging creativity for themselves and the people they work with. • Creating a positive work environment where people feel free to discuss ideas. • Identifying processes, methods of working and policies that are outdated. • Discussing any new ideas and escalating those innovative solutions that could improve patient care or the working lives of our Teams.
Quality Improvement – How we identify improvements to enhance safety, quality and efficiency within our Hospitals.	**When addressing Quality Improvement (QI) we expect to see colleagues:** • Accessing the Trust's established QI processes to address problems within their teams and services. • Using data and information available to identify areas of concern and where improvements can be made. • Working together as a team to identify and address areas of improvement. • Escalating challenges around QI to ensure the right resources can be identified. • Measuring the impact of the improvements made.
Engagement – How we are committed and connected to the work that we do.	**When remaining Engaged we expect to see colleagues:** • Working together to share ideas and improvements and delivering great patient care. • Performing to a high level, contributing to the achievement of personal, team and service goals. • Participating in open, honest and transparent conversations. • Motivated to learn and to share their learning across their teams. • Being loyal to their teams and colleagues, supporting them in their working day.
Insight – How we understand and support the people we care for.	**When being Insightful, we expect to see colleagues:** • Acknowledging the accomplishments of the wider team and individuals. • Celebrating successes and achievements of the team, service and Trust. • Stepping back from inflammatory situations to consider their responses and actions. • Remaining attentive to people and their needs to ensure they understand the preferred outcomes. • Reflecting on their actions and how they impacted on those around them.

Pride in our Team

Recognition – How we acknowledge and praise our teams to build morale and retain our staff.	**When Recognising our teams, we expect to see colleagues:** • Providing informal recognition through 'thank-you's' and acknowledgements either publicly or privately. • Supporting more formal recognition processes by nominating colleagues who have gone above and beyond for Star of the Month, or Staff Achievement Awards. • Promoting their team and the work they do. • Celebrating team and individual milestones.
Support – How we provide the right resources, mechanisms and options for our staff to achieve a sustainable work/life balance.	**When providing Support, we expect to see colleagues:** • Highlighting when and where they need support and assistance, for any area of their work e.g. health and well-being, learning and development and performance. • Supporting other colleagues in their health and well-being, learning and development and performance where applicable. • Accessing the relevant resources and initiatives where appropriate to provide an equitable work / life balance. • Working together as a team to foster a culture of respect, trust and inclusivity.
Collaboration – How we work together to achieve the team and wider Trust objectives.	**When working Collaboratively we expect to see colleagues:** • Sharing information and communicating wider Trust goals and objectives so everyone understands what their role is and how it impacts on successful delivery. • Utilising digital resources and platforms to share knowledge and resolve problems. • Working with colleagues and partners from outside agencies to resolve issues and conflicts that impact on patient care. • Meeting regularly to share news, information, experiences and learning to better the patient journey.
Integrity – How we remain open, honest and transparent in all our interactions.	**When showing Integrity we expect to see colleagues:** • Acknowledging the accomplishments of the wider team and individuals. • Acknowledging and highlighting issues or problems upfront, • Replying honestly and openly when asked a question, building trust across the teams. • Following process and policy equitably to ensure fairness across the wider team.