



Our Purpose, Vision & Values

Values Engagement Project Board Update

30.05.17



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“Culture resides in the hearts and in the soul of its people”

Mahatma Gandhi



Progress Update...

- Following the Board presentation on 11th May, the proposed changes to the Values descriptors were discussed during a separate TEG workshop held on Friday 19th May
- A number of changes were discussed and the amended descriptors are now ready to be circulated to all staff in the second electronic survey
- The YAS Vision was also discussed at length with only a minor change being suggested in comparison to the original (“to deliver” changed to “delivering”)
- The Vision will therefore be...

“To be trusted as the best urgent and emergency care provider, with the best people and partnerships, delivering the best outcomes for patients”



Revised Values Descriptors...

Following staff feedback and TEG discussion, the original descriptors have been amended to:

ONE TEAM:

- We share a common goal: to be outstanding at what we do
- We are collaborative and inclusive
- We celebrate success together and support each other, especially through difficult times

INNOVATION:

- We pioneer new ways of working
- We are at the forefront in developing professional practices
- We have a positive attitude and embrace challenges and opportunities

RESILIENCE:

- We always support each other's mental and physical wellbeing
- We have the flexibility to adapt and evolve to keep moving forward for patients
- We remain focused and professional in the most difficult of circumstances



EMPOWERMENT:

- We take responsibility for doing the right thing, at the right time for patients and colleagues
- We are willing to go the extra mile
- We continuously build our capabilities through training and development

INTEGRITY:

- We are open and honest
- We adhere to professional standards, accountable to our communities and each other
- We listen, learn and act on feedback
- We respect each other's point of view

COMPASSION:

- We deliver care with empathy, respect and dignity
- We are passionate about the care of patients and their carers
- We treat everyone fairly, recognising the benefits of living in a diverse society
- We listen to and support each other

The next stage is to communicate these changes and gauge final staff thoughts



'All Staff Survey' ...

- As proposed at the outset of the project, we will engage all staff via an electronic survey
- This is an opportunity for those who were unable to engage with us during the initial face to face engagement phase to provide their view or opinion
- The survey is designed to first communicate and highlight the changes made as a result of the engagement process *'You Said – We Did'*
- The survey will also be used to validate the changes made to the descriptors (as a whole) before the final version can be then announced and launched across the Trust
- A simple and straightforward method will again be used to validate colleague responses. The question will be...

*'In your opinion, following the changes that have been made on the back of your feedback, do you agree these descriptions accurately describe what our culture **should be?**'*



- The survey will be launched in early June with a relatively short duration (2 weeks)



Behavioural Framework...

- Work is also progressing with the YAS Behavioural Framework
- The view from the TEG workshop held on the 19th May was to proceed with the concept of having both positive (“we will”) and negative (“we won’t”) behavioural examples/indicators within one document
- It was also discussed to display the expected behaviours for all staff as well as specific leadership behaviours within the same document. This is so colleagues have clear visibility of what is expected at both management and non-management levels



Actions & Next Steps...

- Prepare and send final staff survey (*'You said – We did' + '... do you agree these descriptions accurately describe what our culture should be?*)
- Compare and report results to TEG/Board
- Create the communications campaign for new YAS Values launch
- Develop the values based Behavioural Framework (stage 2)
- Progress to multi-faceted implementation (stage 3)





Questions?

