

# Our values

## Contents

- [Our work](#) [1]
- [Online learning](#) [2]
- [Health careers](#) [3]
- [News, blogs and events](#) [4]
- [About](#) [5]
- [COVID-19](#) [6]

The NHS belongs to the people and is founded on a common set of principles and values that bind together the communities and people it serves - patients and public - and the staff who work for it. This is called The NHS Constitution for England [7].

This Constitution [7] establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

## NHS values

Patients, public and staff have helped develop this expression of values that inspire passion in the NHS and that should underpin everything it does. Individual organisations will develop and build upon these values, tailoring them to their local needs. The NHS values provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS.

### Working together for patients

Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of patients and communities before organisational boundaries. We speak up when things go wrong.

[https://www.youtube.com/watch?v=EA5a\\_1Mw9L4](https://www.youtube.com/watch?v=EA5a_1Mw9L4) [8]

### Compassion

We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for patients, their families and carers, as well as those we work alongside. We do not wait to be asked, because we care.

<https://www.youtube.com/watch?v=ri-ty0j2ojs> [9]

### Respect and dignity

We value every person - whether patient, their families or carers, or staff - as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest and open about our point of view and what we can and cannot do.

<https://www.youtube.com/watch?v=Sr810N1yB4g> [10]

#### Improving lives

We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it - in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.

<https://www.youtube.com/watch?v=uxBgndf2y-Y> [11]

#### Commitment to quality of care

We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care - safety, effectiveness and patient experience - right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.

<https://www.youtube.com/watch?v=TzmJX8idkNU> [12]

#### Everyone counts

We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken - and that when we waste resources we waste opportunities for others.

<https://www.youtube.com/watch?v=hcXGL46Z8Zc> [13]

---

**Source URL (modified on 01/11/2017 - 12:37):** <https://www.hee.nhs.uk/about/our-values>

#### Links

[1] <https://www.hee.nhs.uk/our-work>

[2] <https://www.e-lfh.org.uk/>

[3] <https://www.healthcareers.nhs.uk/>

[4] <https://www.hee.nhs.uk/news-blogs-events>

[5] <https://www.hee.nhs.uk/about>

[6] <https://www.hee.nhs.uk/covid-19>

[7] <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england>

[8] [https://www.youtube.com/watch?v=EA5a\\_1Mw9L4](https://www.youtube.com/watch?v=EA5a_1Mw9L4)

[9] <https://www.youtube.com/watch?v=ri-ty0j2ojs>

[10] <https://www.youtube.com/watch?v=Sr810N1yB4g>

[11] <https://www.youtube.com/watch?v=uxBgndf2y-Y>

[12] <https://www.youtube.com/watch?v=TzmJX8idkNU>

[13] <https://www.youtube.com/watch?v=hcXGL46Z8Zc>