



Linking your values to the NHS Constitution

A quick and easy tool to help you map your values to those within the NHS Constitution

Context and how to use this tool

Following Robert Francis' 2013 report on the Mid Staffordshire NHS Foundation Trust Public Inquiry, there is rightly an increasing focus on values, behaviours and the NHS Constitution when looking at improving patient experience. To support organisations, Health Education England is leading a national programme on recruiting for values into NHS-funded training posts, and is working with NHS Employers to produce resources to help recruit for values into NHS employment. The values we are using in this programme are those set out in the NHS Constitution.

We know that many of you have developed your own local values. This quick and easy tool has been designed to help you show how they link. The flowchart below describes what you need to do to use this tool.

Where are the similarities and where can you map?

Have your organisation's values and any descriptions to hand.

The values within the NHS Constitution are described on the next slide. Look through these and compare to your own local values. Where are the similarities and where can you map?

The fourth slide in the pack has been designed for you to complete. Insert your values and any description at the top of the slide – you can delete any of the boxes you don't need.

From the comparison work you've just done, insert each of your values into the appropriate empty circles. You may find that more than one of your values links across – add as many of your values as appropriate.

Add your own logo to the page.

Now decide what you want to do with it - share with colleagues, print and display, use it as evidence for the CQC. To find out more about this mapping tool, or the values-based recruitment programme, visit www.nhsemployers.org

Values in the NHS Constitution



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.



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.



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.



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.



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.



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.

Our Values – The 6Cs



Care

Compassion

Competence

Communication

Courage

Commitment



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