



Healthier Fylde Coast

Living the Values

Values and Behavioural Standards Framework

DRAFT



The following Behavioural Standards Framework has been developed to ensure we have a set of core behaviours and attitudes that help us deliver our vision and priorities. The Framework applies to us all and is part of everyone’s role.

The ICP’s Values	What we expect to see and hear	What we don’t expect to see and hear
Be compassionate Always demonstrate you care	Be friendly and welcoming, introduce yourself by saying “Hello, my name is” ...	Unfriendly behaviour, ignoring people, no introductions
	Time taken to really listen to patients and responding to their needs	People putting individual agendas before patient care
	Care is provided with compassion or empathy and it passing the ‘Me Test’	Apathy, lack of compassion giving the impression that you don’t care and saying you are too busy to help
	Putting yourself in other people’s shoes (patients and staff) and trying to see things from their perspective	Ignoring what the other person is saying and showing no regard for how they are feeling or their perspective
		Gossiping and talking about people ‘behind their back’ or talking over people
	Treating people fairly and with respect	Behaving in a way that humiliates or offends others and constitutes bullying or harassment
	Awareness of different cultural needs and beliefs and then providing appropriate resources and support where needed	Not respecting or treating others how they wish to be treated
	Saying “thank you” for a job well done	Ignoring the achievements and successes made by the team and team members
	Presenting yourself in a professional way, in how you speak and your dress code	Being disrespectful to people and not following the appropriate dress code

The ICP’s Values	What we expect to see and hear	What we don’t expect to see and hear
Be Accountable Take responsibility for making things better	Taking responsibility for your own work, tasks and actions	People saying ‘that’s not my job’ * Blaming other when things go wrong , taking no ownership for your actions
	Being honest when things go wrong, taking ownership	Being dishonest and trying to cover things up
	Keep promises you make following them through	Failing to keep promises or making empty promises e.g. say you might be able to help just to get people off you back, promise to call someone back and not calling them
	Being self-aware: understanding your strengths and weaknesses and how your behaviour affects others	Lacks self-awareness; does not understand or own how their behaviour affects others

The ICP’s Values	What we expect to see and hear	What we don’t expect to see and hear
Be courageous – be open to do things differently	People speaking up and escalating concerns appropriately, either about unsafe practice or inappropriate behaviour	Ignoring inappropriate behaviour when you witness it and not speaking to people about it
		Dismissing situations when people behave inappropriately saying “it’s just how they are”
	Being open to challenges from others on your own behaviour and welcoming feedback from others	Ignoring feedback provided and refusing to take issues on board or make changes to behaviour
		Being defensive when feedback is given, taking feedback as a criticism
	Regularly reviewing your performance against feedback to ensure you are doing the best in your role and working within current practices	Continue you work as you have done rather than reviewing your performance and ensuring you are working within current practices
	Continually trying to improve the way things are done	Resisting change and avoiding making improvements

The ICP’s Values	What we expect to see and hear	What we don’t expect to see and hear
Be Collaborative We are all part of one team, working together to improve patient care	Leading by example and role modelling behaviours	Displaying inappropriate behaviours despite not accepting these from team members
	Being open, honest and approachable	Is dishonest in what they say and how they work
	Being a team player and supporting colleagues to ensure goals are met	Lack of support for individuals and ignoring signs when people may need help
	Resolving issues within the team in a constructive and timely manner – nipping things in the bud	Ignoring issues or not addressing them in a timely way
	Multi-disciplinary team learning together accepting everyone’s’ contribution is valuable	Silo learning in your own professional group
	Teams and individual members trusting each other, accepting feedback from others about the things that are going well and those that need to change	Inappropriate behaviours displayed resulting in lack of trust e.g. breaking confidences, blaming of others for not doing your share of the work
	Encouraging everyone to have a voice	Not taking time to listen
	Communicate with all the team providing information in a timely way, listen to concerns and respond to issues	Ineffective or no communication with the team, dismissive of any concerns raised and does not respond to issues
	Managing all staff consistently, fairly and equitably	Manages staff inconsistently and unfairly. May even show favouritism to some staff



If you need this information in another format or language please contact the communications and engagement team on:

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