

RESPECT

Our Code of Positive Behaviour

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ZERO TOLERANCE



RESPECTour Code of Positive Behaviour for staff working in NHS Dumfries & Galloway

These standards are based on the values of NHS Dumfries & Galloway staff. They set out the expectations and responsibilities of all who work for NHS Dumfries & Galloway, describing how we will work together with positive behaviours that will strengthen our culture and working environment and enable us to deliver excellent care to the patients and public of Dumfries & Galloway.

The standards have been developed in partnership between the Area Partnership Forum (APF) and the Area Clinical Forum (ACF). Most importantly, the standards have been informed by input directly from staff across the organisation and we would like to thank all those who attended focus groups in the Summer (2007) for their support. These standards are the final strand of our 'Healthy Understanding' across Dumfries & Galloway for both staff and users.

We commend this Code of Positive Behaviour to you and ask that you work with us to make your values an everyday reality within Dumfries & Galloway.

J A Ace
Chief Executive
(Joint Chair, APF)

J Beattie
Employee Director
(Joint Chair, APF)

H Dykes
Lead AHP
(Chair, ACF)

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Responsibility

As an employee of NHS Dumfries & Galloway you have a responsibility to

- Ensure that the care and safety of our patients is at the heart of everything you do
- Promote and operate within all NHS Dumfries & Galloway policies and procedures and speak about the organisation in a way which is consistent with our values
- Undertake your role to the best of your abilities and continuously develop your skills for the future
- Treat others with dignity and respect at all times
- Communicate with others to ensure everyone has a clear understanding of the organisation's goals and each team member's role in achieving them



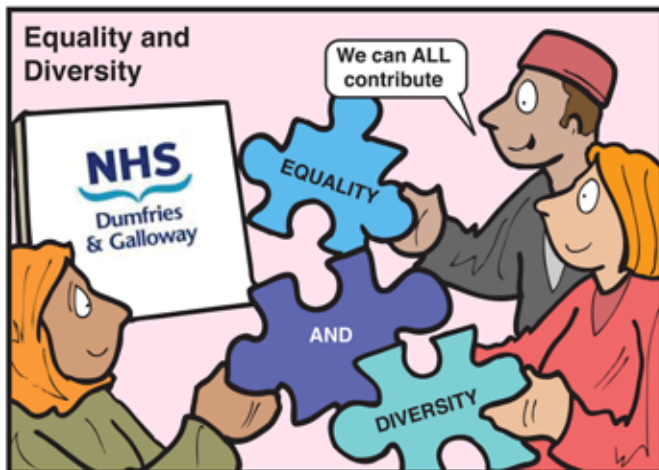
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Equality & Diversity

Equality and diversity is at the heart of NHS Dumfries & Galloway's strategy. We are all different and we all have something valuable to contribute.

Equality and diversity means

- Treating all colleagues with dignity and respect, irrespective of sex, disability, age, religion, race or sexual orientation
- Treating all with fairness and consistency, mirroring the way that you expect others to treat you
- Respecting other people's personal viewpoints, actively listening to and learning from your colleagues and being tolerant and understanding of those who are different from you
- Being confident that complaints or challenges you make about inappropriate behaviour can be made without fear of victimisation

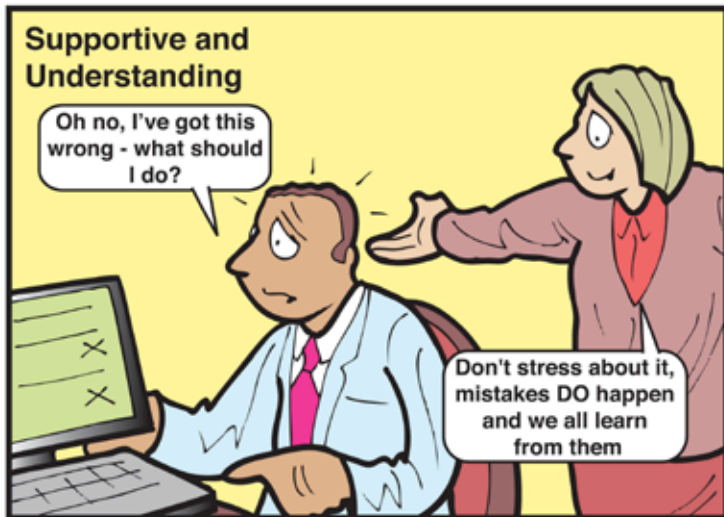


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Supportive and Understanding

Being supportive and understanding means

- Using your talents and abilities to support and encourage colleagues through training and personal and professional development
- Using challenges and mistakes (not negligence) as opportunities for sharing and learning, not for blame or punishment
- Helping develop an environment which is caring and values everyone's contribution whilst being mindful of the safety and security of others
- Being confident to ask for help when you need it and giving support to others when asked



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Positive Feedback

Positive feedback means

- Recognising and praising good work of colleagues, including saying THANK YOU for work well done
- Being receptive to, and learning from, positive, constructive feedback from colleagues
- Ensuring that feedback you give to colleagues is positive and constructive, not destructive or undermining of their dignity at work
- Valuing those around you and making sure they know that you value them, irrespective of grade or role in the organisation

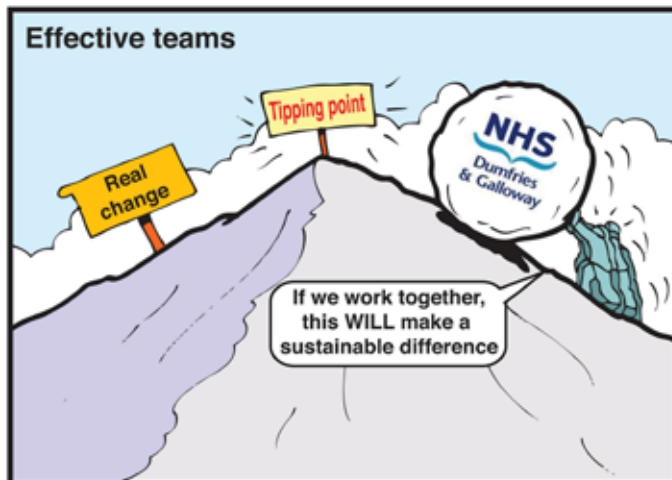


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Effective Teams

Being an effective team member and an effective team means ...

- Working constructively within work teams irrespective of professional boundaries
- Recognising the equal value and contribution of every team member
- Sharing information and learning within your team
- Trusting, respecting and co-operating with your team as you expect them to trust, respect and co-operate with you
- Communicating openly and honestly with colleagues and being willing to contribute to effective teamworking
- Constructively challenge poor performance and support members to contribute their best to the team



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Communication

Communication is key to our success. Good communication means ...

- Ensuring that your communication with others is open, honest, clear and timely
- Sharing information appropriately to help colleagues understand and deliver the best services to our patients and public
- Listening as much as you talk
- Being open minded and approachable to others as much as you can and being reasonable and clear in your explanations when work demands mean that you can't
- Resolving disagreements by providing and seeking explanations in a positive, constructive and timeous way – don't bottle things up until the cork pops!



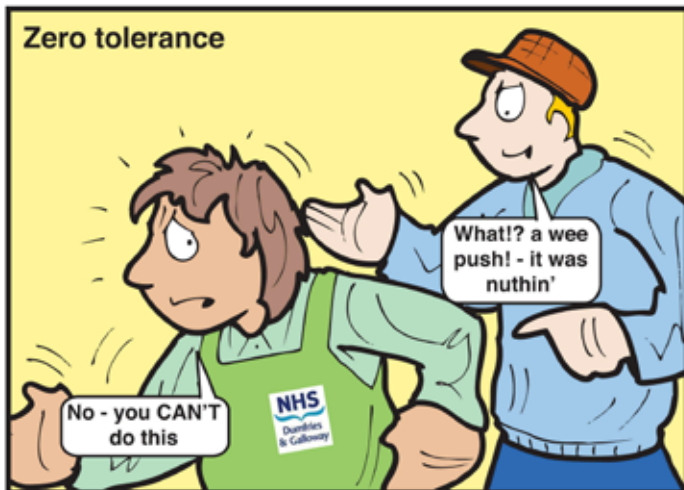
respect **T**our Code of Positive Behaviour

Zero Tolerance

None of us should tolerate inappropriate behaviour and should challenge it whenever and wherever we come across it.

Inappropriate behaviour includes:

- acting in a manner that is not conducive to safe and reliable patient care or staff health and safety
- treating others without respect or dignity
- bullying and harassment
- violent, aggressive or threatening behaviour
- discrimination, victimisation or prejudice
- dishonesty, theft or misuse of property
- abuse of Board policies, procedures and processes
- speaking inappropriately or rudely to/of colleagues or the organisation



Acknowledgements

Thanks to

- all staff who participated in the focus groups
- Graham Ogilvie for his cartoons which have assisted with our “translations”
- Area Partnership Forum and Area Clinical Forum members who worked together to write the code and make it real for us all

This information is also available on request in other formats by phoning 01387 244038.

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本資料亦有其他格式版本，請發打電話01387 244038 索取。

Šią informaciją, esant pageidavimui, taip pat galite gauti ir kitais formatais paskambinę telefonu 01387 244038.

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ข้อมูลนี้มิให้คุณในรูปแบบอื่นอีก กรุณาโทรมาขอได้ทั้งหมดเลข 01387 244038

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