

The Leeds Way - Values and Behaviours



Goes the extra mile - does that extra little bit to make the patients' experience outstanding.

Is responsive - listens to others, understands their needs and takes action where required.

Keeps it simple - uses simple language to ensure patients, the public, carers and colleagues understand the message.

Patient-centred



Shows understanding - shows respect for people by taking time to consider how what we do affects others.

Helps others - works hard to support others to do their job.

Communicates and collaborates on decisions - makes decisions by working together.

Collaborative



Shows respect - treats others as they want to be treated.

Speaks up - takes positive action when they see unacceptable behaviour.

Is consistent - values all our patients and colleagues equally and strives to do the right thing for them.

Fair



Learns from mistakes - when mistakes are made takes time to understand why.

Confronts without conflict - does not blame others when things go wrong.

Takes responsibility and apologises - recognises when things have gone wrong and says sorry on behalf of themselves and others.

Accountable



Is professional - inspires confidence in their ability to deliver.

Supports others to succeed - listens to others and encourages them to take action.

Shares knowledge - makes sure others benefit from our success.

Empowered