

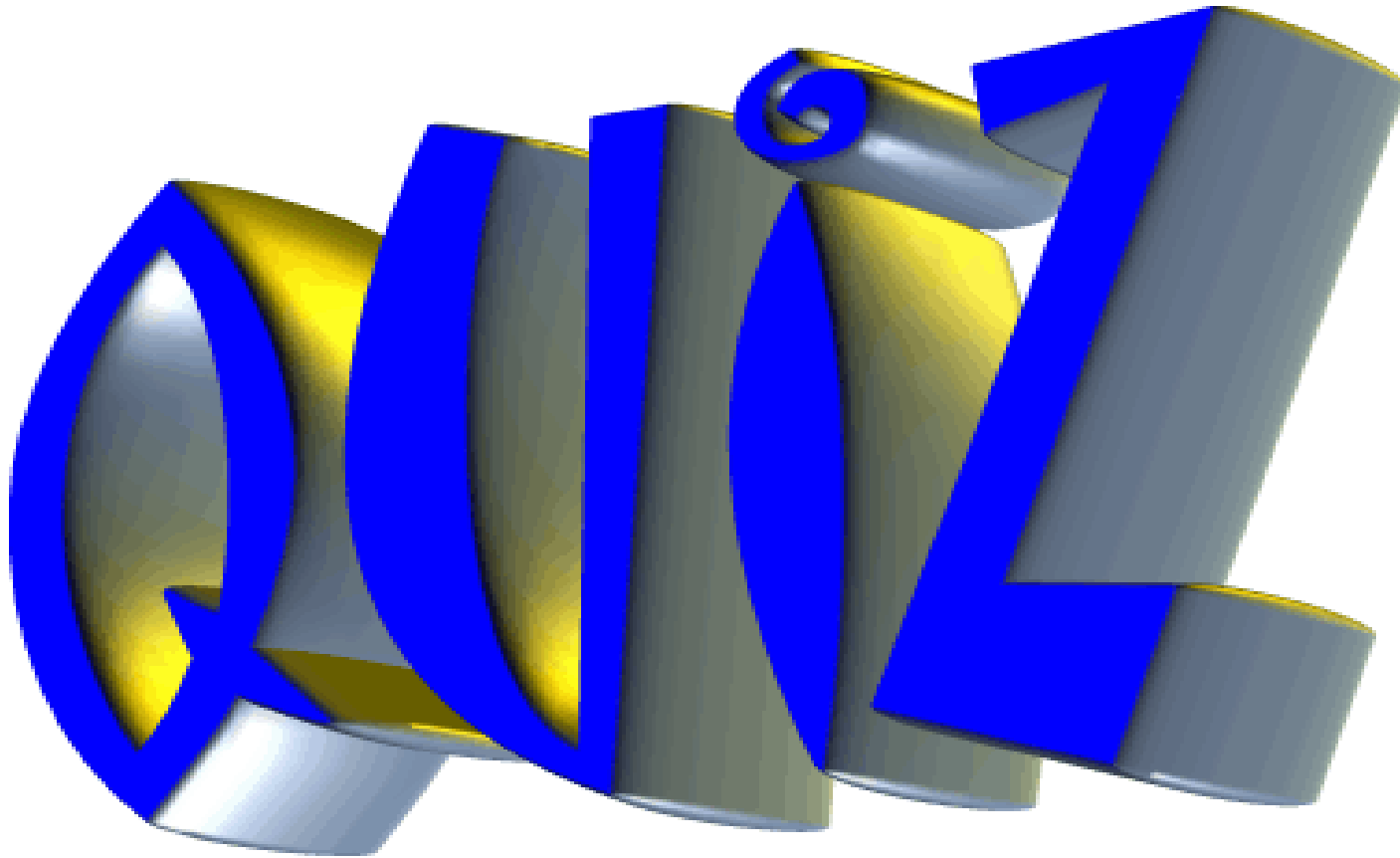
Commissioning for the Values of the NHS



Tackling the issues that affect the health of the town



Tackling the issues that affect the health of the town



Tackling the issues that affect the health of the town

Nature



Nurture





Tackling the issues that affect the health of the town



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KEEP YOUR THOUGHTS POSITIVE
BECAUSE YOUR THOUGHTS BECOME
YOUR WORDS.

KEEP YOUR WORDS POSITIVE
BECAUSE YOUR WORDS BECOME
YOUR BEHAVIOR.

KEEP YOUR BEHAVIOR POSITIVE
BECAUSE YOUR BEHAVIOR BECOMES
YOUR HABITS.

KEEP YOUR HABITS POSITIVE
BECAUSE YOUR HABITS BECOME
YOUR VALUES.

KEEP YOUR VALUES POSITIVE
BECAUSE YOUR VALUES BECOME
YOUR DESTINY.

~ MAHATMA GANDHI



Patrick Mitchell
Newcastle upon Tyne Hospitals NHS
Foundation Trust
Human Factors



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Compassion in Practice

Our shared purpose is to maximise our contribution to high quality, compassionate care and to achieve excellent health and well-being outcomes.

Our values and behaviours are at the heart of the vision and all we do...

Care

Deliver compassionate care and the highest standards of care for our patients and the care we bring to our communities. Caring, listening, respecting and supporting our patients and communities.

Compassion

Compassion is the foundation of our care. It is the heart of what we do. It is the heart of our patients and the heart of our staff.

Competence

Compassion means we have the ability to understand our patients and communities and to deliver the care they need.

Developing a culture of Compassionate Care

Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and essential for "no decision about me without me". Communication is the key to a good work with benefits for staff and patients alike.

Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

Commitment

A commitment to our patients and populations is the cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.

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