

Our values and behaviours

Our values underpin everything we do and we demonstrate them in the way we behave towards each other, our partners and providers



We work together in an open and accountable way



We deliver better outcomes by listening to different perspectives



We challenge and support each other

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| <p>I work together with colleagues across NHS Improvement and the health system in the best interests of patients and providers.</p> | <p>I listen to and value everyone's contribution regardless of their background, role or role level.</p> | <p>I seek out and provide feedback in the spirit of support, learning and improvement.</p> |
| <p>I have integrity and follow through on the commitments I make.</p> | <p>I take pride in my work and celebrate my own and others' successes.</p> | <p>I can offer my opinion no matter who the audience.</p> |
| <p>I continually look for ways to be more inclusive.</p> | <p>I work in an agile way to deliver results without sacrificing quality.</p> | <p>I share successes and failures, without fear of judgement, in the interests of learning and improving.</p> |
| <p>I take responsibility for keeping up to date and sharing information.</p> | <p>I can take risks to get better results.</p> | <p>I put others first and think about how my words, actions and decisions might impact them.</p> |
| <p>I take the initiative to find out about others' work.</p> | <p>I approach change with an open mind.</p> | <p>I am courteous and kind.</p> |