

Chief Executive's Weekly Message

Friday 29 June 2012

Dear everyone

We all have personal values that guide and shape the way we live our lives. They are the unspoken rules that help us make decisions and choices about the big things in life as well as the small ones. Organisations can have values too – the big principles that we all sign up to when we are at work. This time last year we launched a new set of values for the Trust. These were:

- **Dignity & Respect** - we value each person as an individual and will challenge disrespectful and inappropriate behaviour
- **One Team**: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth
- **Compassion**: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked, because we care
- **Safety & Quality**: we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care

Similar to our own personal values, an organisations' values are there to guide and shape what we do in our working lives. Values are about making the right choices about what to do and how. They should influence the way choices are negotiated by adding 'weight' (or 'salience') to information that we have available to us in a given situation when confronted with a choice. To illustrate what we mean by this we have dedicated July as our 'values' month and we will be sharing some fantastic stories from staff with you, where they have demonstrated a real commitment to our values. Please read our East Surrey McFlurry story and our Compassionate Double Bed story. I know that there are lots of examples like these of where staff can demonstrate a similar level of commitment. We started this process of listening to staff stories earlier this year and we will be producing a book of the ones we already have but we are always looking for more. During July, please give some thought to what our values mean to you and please join in the various events that will be running throughout the month.

Capturing patient experiences in the form of narrative (or stories) allows us to gather insights behind the experience: what went well and what didn't go so well. Patient Opinion is a means by which patients can share their experiences with us and I would encourage all staff to actively encourage patients to use the service.

Dementia has been recognised as the next big challenge facing the NHS. Up to a quarter of hospital beds are occupied with people with dementia and that is expected to rise significantly over the next ten years bringing with it its own particular challenges around privacy and dignity. Professor Jan Dewing is an internationally recognised expert who has published widely on all aspects of dementia care. We are fortunate that Jan will be leading an exciting six-day practice-development style programme for us starting in September 2012. The course is open to registered nurses and if you'd like more information please contact Shaun Marten (Dementia Project Nurse) by e-mail or on Ext 2900, or Elaine Hextall (Matron).

Finally, I'd like to congratulate Sarah Humphrey and the Sunshine Nursery team for passing an unannounced Environmental Health Inspection yesterday with flying colours, achieving a 5* rating.

With best wishes,

Michael

