

Appendix 2: The NHS Constitution for England

The *NHS Constitution for England* sets out a whole range of principles, values, rights, pledges and responsibilities for NHS organisations and employees as well as for patients and the public. The Trust is committed to abiding by these requirements in guiding its own actions and expects that directors, managers and staff will abide by these principles, values, rights, pledges and responsibilities when undertaking their own duties.

The NHS values which guide the NHS are:

- respect and dignity
- commitment to the quality of care
- compassion
- improving lives
- working together for patients
- everyone counting.

Under the *NHS Constitution* all Directors, managers and staff have the following duties:

- to accept professional accountability and maintain standards of professional practice
- to take reasonable care of health and safety at work for you, your team and others, and to co-operate with the organisation to ensure compliance with health and safety requirements
- to act in accordance with the express and implied terms of your contract of employment
- not to discriminate against patients and staff and to adhere to equal opportunities and equality and human rights legislation
- to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of harm
- to be honest and truthful in applying for a job and in carrying out that job.

In accordance with the *NHS Constitution*, the Trust expects that its Directors, managers and staff should aim to:

- maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team, the organisation and the NHS as a whole
- take up training and development opportunities provided over and above those legally required for your post
- play your part in sustainably improving services by working in partnership with patients, the public and communities
- raise any genuine concern you may have about a risk, malpractice or wrongdoing at work (such as a risk to patient safety, fraud or breaches of patient confidentiality), which may affect patients, the public, other staff or the organisation itself, at the earliest opportunity
- be open with patients, their families, carers or representatives, including if anything goes wrong; welcoming and listening to feedback and addressing concerns promptly and in the spirit of co-operation. You should contribute to a climate where the trust can be heard and the reporting of, and learning from, errors is encouraged
- view the services you provide from the standpoint of a patient, and involve patients, their families and carers in the services you provide, working with them, their communities and other organisations, and making it clear who is responsible for their care.