



Facilitator notes: NHS Core Values

Within the NHS, doctors are part of a wider healthcare team who all adhere to a series of core principles and values when carrying out their responsibilities.

In 2011, the Department of Health published 7 key principles which guide the NHS and a set of core NHS values which underpin these principles. An in-depth explanation of these principles can be found in the 'Handbook to the NHS Constitution' which can be found online.

The NHS core values are explained below, during your experiences consider the times when you witness these values being demonstrated and write down specifically how the GP or member of staff is communicating or acting upon this value. An example is provided overleaf.

Respect and dignity

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

Commitment to quality of care

We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

Compassion

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

Improving lives

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

Working together for patients

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

Everyone counts

We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Pre-Experience

Handout the activity sheet and discuss examples of how and when these values maybe demonstrated. Preferably more examples are gathered during work experience and discussed as a group post-experience.

Example: Improving lives

On Tuesday a member of the practice staff took great care to check and update the noticeboards and plasma screens in the waiting room. He explained that while patients are waiting for their appointment this is a crucial time to promote health measures which can improve patients' lives or prevent problems which is a core NHS value. They had a poster about a coffee morning in the local community which many elderly people in the area now attend. It hadn't occurred to me how important something like a noticeboard could be.

Examples: Post-Experience

In pairs or groups discuss examples, from your work experience, when you observed NHS core values demonstrated by any staff member and specifically what they did: non-verbal queues, choice of words etc.

***Remind the group not to name patients or divulge their personal information*.**

If new vocabulary has been entered into the back of the reflective diary, encourage that this is used.

If they are struggling for examples ask them to consider the types of patients they observed:

- Parents with young children.
- Patients whose first language was not English.
- Patients experiencing stress.
- Patients experiencing mental health problems.
- Elderly patients.

The following prompts may also help when reflecting:

- Can you reflect upon how the patients may have been feeling? Or what their expectations were?
- Why are patients expectations important?
- Did you witness the use of open questions? Can you provide an example?
- What are the impacts and consequences of the way healthcare professionals communicate?