

# CUSTOMER CARE CHARTER OVERVIEW

We want our organisation to be the best place to work and to do that we must all CARE. Below highlights what the expectations are from the staff of North Tees and Hartlepool NHS Foundation Trust.

## CARE

- Welcoming and friendly, using #hellomynameis to introduce ourselves
- Show compassion, kindness and respect for patients and colleagues considering their feelings and needs
- Listen to all voices
- To be polite and courteous
- Positive attitude and pride in appearance, work and the organisation
- Provide a safe and clean environment

## Collaborative

- Provision of services that are delivered in partnership with patients, families and teams
- Sharing with others
- Finding new ways to work with others
- Build honest and rewarding relationships
- Understanding how everyone within the organisation contributes to patient care.

## Aspirational

- Orientating patients and relatives to the correct location in person
- Continuous improvement of all organisational processes to deliver excellent standards of patient care
- Seeking out and advocating for innovation and quality improvement
- All working together in times of increased need to ensure quality care at all times
- Completing staff survey and receiving the Flu vaccination if appropriate to safeguard our patients and staff

## Respect

- Listen carefully to others showing respect whilst valuing their contribution
- Support diversity of teams and working groups
- Recognise how your behaviour can be interpreted and be mindful of the impact you have on others
- Identify how patients and visitors prefer to be addressed and try to use their names
- Appropriate use of language minimising jargon

## Empathetic

- Treat patients and colleagues with empathy, and professionalism
- Appreciate the feelings, thoughts and attitudes of others
- Inclusivity
- Ensuring reasonable adjustments are made as necessary
- Adapting and flexing your own behaviours and attitudes to meet the needs of others