

## NHS North Yorkshire CCG Patient Partner Network Values and behaviours

| Respect and Dignity  |
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| <b>We will:</b>  |
| Be open and honest in our communication with everyone                                |
| Demonstrate that we actively listen attentively, avoid interruptions                 |
| If anything is confidential we will ask you not to share outside of the meeting      |
| Respect other people's thoughts, ideas and suggestion – even if you don't agree      |
| Commitment to Quality  |
| <b>We will:</b>  |
| Have a commitment to a culture of continuous learning and improvement                |
| Share best practice  |
| Treat others as we wish to be treated  |
| Ensure everyone's contribution counts  |
| Compassion   |
| <b>We will:</b>  |
| Act professionally   |
| Prioritize face to face communication  |
| Be open and transparent - being fair, honest and willing to take feedback            |
| Critique ideas but not people  |
| Improving Lives  |
| <b>We will:</b>  |
| Work to bring our vision to life   |
| Actively seek out and act on individual experiences                                  |
| Nurture talent   |
| Working Together For Patients  |
| <b>We will:</b>  |
| Be an advocate for the CCG, the wider NHS, our partners and our patients             |
| Find solutions on one another's comments working towards shared understanding        |
| Avoid personal references – as patient champions think about the needs of the public |
| Everyone Counts  |
| <b>We will:</b>  |
| Give others a chance to speak and not monopolize the conversation                    |
| Avoid giving and taking offence  |
| Be vibrant and welcoming   |
| Share and celebrate our success  |
| Remember to switch off our mobile phones   |