

Board of Directors

Item 6.7

board
paper

Subject: NHS Constitution Compliance
Date of meeting: 26 May, 2015
Prepared by: Sue Pemberton – Director of Nursing and Quality
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Presented by: Sue Pemberton - Director of Nursing and Quality

Data Quality Rating	BAF Ref	Impact on BAF Risk Rating?
Bronze	1,2,7	None

1.0 Executive Summary

The Board of Directors are required to ensure that the Trust is compliant with the legal requirement to “take account of the NHS Constitution in provision of health care services for the purpose of the NHS” All NHS organisations are legally required to take account of the NHS Constitution in performing their NHS functions. This is also a legal requirement of our licencing by Monitor under Condition G6 Systems for Compliance with Licence Conditions and Related Obligations Section 1 (c) ‘requirement to have regard to the NHS Constitution in providing health care services for the purpose of the NHS’. The NHS Constitution establishes the principles and values of the NHS in England. It sets out rights to patients, public and staff are entitled and pledges which the NHS is committed to achieve together with responsibilities which the public patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

Compliance with the patient and public rights and pledges of the NHS constitution has been assessed for LHCH for the year 2014/15. This paper outlines the pledges that the NHS is committed to achieve for patients and the rights, pledges, legal duties and expectations of staff aligned to our evidence of compliance with meeting these, which are our commitment to provide comprehensive high quality services. (Appendix one).

2.0 Issues

Overall the Trust has been assessed as compliant with the rights and pledges of the NHS constitution; however there is scope for improvement in the areas highlighted as amber and above.

3.0 Recommendations

The Board of Directors to receive assurance of our compliance with the NHS Constitution, noting the areas highlighted in amber, where there are active plans in place, to meet these gaps, to be completed during 2015/16.

Appendix one

1. Access to health services			
Pledges: <ul style="list-style-type: none"> • to provide convenient, easy access to services within the waiting times set out in the Handbook to the NHS Constitution; • to make decisions in a clear and transparent way, so that patients and the public can understand how services are planned and delivered • to make the transition as smooth as possible when you are referred between services, and to include you in relevant discussions. 			
Rights	Evidence	RAG	Compliant/Non-Compliant
You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.	<ul style="list-style-type: none"> •CCG and specialised commissioned services are provided free of charge. 		Compliant
You have the right to access NHS services. You will not be refused access on unreasonable grounds.	<ul style="list-style-type: none"> •Access to services is available using a range of options including Choose & Book and the PPCI service. There is a 24 hour open access policy for patients who have cystic fibrosis and a 24 hour advice line with admission opportunities. 		Compliant
You have the right to expect your NHS to assess the health requirements of your community and to commission and put in place the services to meet those needs as considered necessary and in the case of public health services commissioned by local authorities, to take steps to improve the health of the local community	<ul style="list-style-type: none"> •Commissioning plans in place to commission services •LHCH Specialised commissioning contract meetings in place •Waiting targets performance reported to Trust Board •Council of Governors engaged in service planning •Monitor 2 year plan publically available 		Compliant

You have the right, in certain circumstances, to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.	<ul style="list-style-type: none"> ●Commissioner responsibility 		Compliant
You have the right not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status.	<ul style="list-style-type: none"> ●LHCH Single Equality Scheme in place. ●Equality & Diversity Steering Group in place to monitor Trust's performance ●Equality impact assessment on policies/plans on-going ●Equality Act report in place Interpreter service is available at all times for patients and families 		Compliant
You have the right to drugs and treatments that have been recommended by NICE for use in the NHS, if your doctor says they are clinically appropriate for you.	<ul style="list-style-type: none"> ●Medicines Policy ●NICE guidance adherence monitored via formulary audits ●Antibiotic prescribing policy ●Medicines Safety Committee ●Medicine Safety Annual Report and monitoring by exception at Quality and PFEC committee ●Anticoagulation policy Drugs and therapeutics committee 		Compliant
You have the right to expect local decisions on	<ul style="list-style-type: none"> ●Medicines Policy ●NICE guidance adherence – senior pharmacist attendance 		Compliant

funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feels would be right for you, they will explain that decision to you.	at the local area prescribing committee to influence such decisions and support patients <ul style="list-style-type: none"> ●Antibiotic prescribing policy ●Medicines Safety Committee Specialist commissioning for high cost medicines		
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2. Quality of Care and Environment

Pledges:

- to ensure that services are provided in a clean and safe environment that is fit for purpose, based on national best practice (pledge);
- to identify and share best practice in quality of care and treatments
- that if you are admitted to hospital, you will not have to share sleeping accommodation with patients of the opposite sex, except where appropriate, in line with details set out in the Handbook to the NHS Constitution

Rights	Evidence	RAG	Compliant/Non-Compliant
You have the right to be treated with a professional standard of care, by appropriately registered and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality	<ul style="list-style-type: none"> ●CQC registration maintained without conditions ●NHSLA standard level 3 achieved ●Monitor quarterly reporting in accordance with Licencing ●NPSA alerts regarding patient safety issues. ●Adherence to NICE guidance ●AQUA programme ●AQ Programme ●Quality Strategy Trust safety huddle		Compliant
You have the right to expect NHS organisations to monitor and make	<ul style="list-style-type: none"> ●Quality Accounts ●Internal clinical and non-clinical audits are undertaken against standards 		Compliant

efforts to improve continuously, the quality of healthcare they commission or provide. This includes improvements to the safety, effectiveness and experience of services.	<ul style="list-style-type: none"> ●PLACE audits demonstrate clean and safe environments. ●Patient and family feedback ●National Survey Programme ●Quality Strategy ●Patient and family listening events four times per year ●Performance dashboards used throughout the organisation ●Patient and family engagement events 		

3. Nationally approved treatments, drugs and programmes

Pledges:

The NHS commits to provide screening programmes as recommended by the UK National Screening Committee

Rights	Evidence	RAG	Compliant/Non-Compliant
You have the right to drugs and treatments that have been recommended by NICE for use in the NHS, if your doctor says they are clinically appropriate for you	<ul style="list-style-type: none"> ●Medicines Policy ●NICE guidance adherence monitored via formulary audits ●Antibiotic prescribing policy ●Medicines Safety Committee ●Medicine Safety Annual report and monitoring by exception at patient and family experience committee ●Anticoagulation policy 		Compliant
You have the right to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feel	<ul style="list-style-type: none"> ●Medicines Policy ●Antibiotic prescribing policy ●Medicines Safety Committee ●NICE guidance adherence monitored and influenced by senior pharmacy attendance at the area prescribing committee Drugs and therapeutic committee 		Compliant

would be right for you, they will explain that decision to you.			
You have the right to receive the vaccinations that the Joint Committee on Vaccination and Immunisation recommends that you should receive under an NHS-provided national immunisation programme	N/A National Programme		Compliant

4. Respect, Consent and Confidentiality

Pledges:

To ensure those involved in your care and treatment have access to your health information so they can care for you safely and effectively

To anonymise the information collected during the course of your treatment and use it to support research and improve care for others

Where identifiable information has to be used, to give you the chance to object wherever possible

To inform you of research studies in which you may be eligible to participate

To share with you any correspondence sent between clinicians about your care

Right	Evidence	RAG	Compliant/Non-Compliant
You have the right to be treated with dignity and respect, in accordance with your human rights.	<ul style="list-style-type: none"> ● Dignity and Respect Policy in place ● Clinical care policies, procedures and guidance are in place. These are subject to impact assessments. ● Compliance with mixed sex accommodation. – monthly returns completed ● Chaperone Policy ● Patient Experience Survey ● Learning from complaints monitoring Code of Conduct for Handling Personal Identifiable Information		Compliant

	FFT results checked and acted upon		
You have the right to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must in your best interests	<ul style="list-style-type: none"> ●A range of clinical care policies, procedures and guidance are in place. These are subject to impact assessments. ●Compliant with mixed sex accommodation. ●Chaperone Policy adhered to. ●Treatments will be explained to patients as far as possible and repeated if necessary. ●Consent policy and consent audits undertaken ●Learning from complaints monitoring ●Vulnerable children /adults safeguarding policies in place ●Learning disability hospital passports in place MCA/Dols 		Compliant
You have the right to be given Information about the test and treatment options available to you, what they involve and their risks and benefits.	<ul style="list-style-type: none"> ●Information Leaflets ●NHSLA Level 3 compliant ●Pre Op assessment ●Specialist Nurse support ●Learning from complaints monitoring ●Feedback from Patient Surveys ●Consent forms 		Compliant
You have the right to privacy and confidentiality and to expect the NHS to keep your confidential information safe and secure.	<ul style="list-style-type: none"> ●Information Governance Toolkit ●SIRO position held on Trust Board IM&T Programme Board ●Caldicott Guardian in place ●IG Toolkit compliance monitoring ●Learning from complaints monitoring Availability of individual consulting rooms 		Compliant
You have the right to be informed about how your information	<ul style="list-style-type: none"> ●Information Governance Toolkit ●SIRO position held on Trust Board ●Caldicott Guardian in the Trust 		

is used.	<ul style="list-style-type: none"> ●Information Governance monitoring in use of systems ●Information contained within patient identification sheet explaining uses In Confidence Patient Leaflet		
You have the right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered and where your wishes cannot be followed, to be told the reasons including the legal basis.	<ul style="list-style-type: none"> ●Access to Health records Information ●Patient and Family support team ●Interpreter service available. ●Patients can apply under the data protection act to access their health records. ●Information Governance Toolkit ●Being Open policy ●Opportunity to opt out recorded on patient identification sheet Information Disclosure Policy Caldicott adherence		Compliant

5. Informed Choice

Pledges:

To inform you of healthcare services available to you, locally and nationally
To offer you easily accessible, reliable and relevant information in a form that you can understand, and support to use it. This will enable you to participate fully in your own healthcare decisions and to support you in making choices. This will include information on the quality of clinical services where there is robust and accurate information available

Rights	Evidence	RAG	Compliant/Non-Compliant
You have the right to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons	N/A Primary Care		
You have the right to express a preference for using a particular doctor within your	N/A Primary Care		

GP practice and for the practice to try to comply.			
You have the right to make choices about the services commissioned by NHS bodies and to information to support these choices. The options available to you will develop over time and depend on your individual needs. Details are set out in the Handbook to the NHS Constitution	<ul style="list-style-type: none"> ●Patient Information Leaflets ●NHSLA Level 3 compliance achieved ●Leaflets are also available in alternative formats such as large print Braille alternative languages and audio. Leaflets are available for download on the internet/intranet ●Information on National ratings on NHS Choices Website ●CQC ratings ●Consultant Profiles on internet ●Friends and Family test information on NHS Choices, ●CQC websites 		Compliant

6. Involvement in your healthcare and in the NHS

Pledges:

to provide you with the information you need to influence and scrutinise the planning and delivery of NHS services

to work in partnership with you, your family, carers and representatives .

to involve you in discussions about planning your care and to offer you a written record of what is agreed if you want one

to encourage and welcome feedback on your health and care experiences and use this to improve services

Rights	Evidence	RAG	Compliant/Non-Compliant
You have the right to be involved in discussions and decisions about your health and care, including your end of life care and to be given information to enable you to do this. Where appropriate this right includes your family and carers. (includes CCG duty to	<ul style="list-style-type: none"> ●Decisions in clinical care monitored by national survey programme ●Information on how to become involved in the design and delivery of services is distributed via the comms team via members matters and corporate communications ●Patients and Volunteers are used to comment on patient information ●Monitoring through national and internal surveys ●Friends and family test ●Bereavement Service 		Compliant

promote involvement of patients / carers)	<ul style="list-style-type: none"> ●Specialist Nursing services ●NHS Choices website ●Patient letters assessment in national survey ●Patient reps on the safety committee ●Open visiting in place ●Families/carers encouraged to be involved in ward rounds <p>Care partner programme Advanced care planning</p>		
You have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made	<ul style="list-style-type: none"> ●Membership events in the Community. ●COG involvement in service planning ●Governor and patient involved in service redesign ●Engagement with Health watch ●Experience Based Design approach used to engage patients in service re-design <p>Patient and family engagement events FFT Patient and family feedback forms The Council Of Governors represent members, members of the public and partner organisations and are actively engaged in the Trusts strategic planning. Governors are supported in their roles to enable them to represent members effectively. For example, through implementation of the membership strategy including facilitation of member events in the community. Members are also invited directly from the trust to become involved in setting the Trusts quality priorities.</p>		Compliant

7. Complaint and redress

Pledges:

To ensure you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and the fact that you have complained will not adversely affect your future treatment when mistakes happen, to acknowledge them, apologise, explain what went wrong and put things right quickly and effectively to ensure that the organisation learns lessons from complaints and claims and uses these to improve NHS services

Rights	Evidence	RAG	Compliant /Non-Compliant
You have the right to have any complaint you make about NHS services acknowledged within three working days and to have it properly investigated	<ul style="list-style-type: none"> ●Patient and family support team Complaints monitoring reported at Trust Board ●Complaints reported within the Annual Report ●Internal target for response to complaints set ●Update on complaints handling received at Quality and PFEC Committee/Quality committee ●Divisional governance committees receive monthly updates on concerns and complaints within their respective areas ●Complaints Annual Report presented at Trust Board ●All complaints acknowledged within three working days in writing and if they are available discussions take place with complainants regarding expectations 		Compliant
You have the right to be kept informed of progress and to know the outcome of any investigation into your complaint	<ul style="list-style-type: none"> ●All complaints are reviewed by and signed off by the CEO ●Meetings facilitated by Patient and family support team to discuss individual complaints ●Survey of complainant satisfaction ●Non-Executive complaints review panel in place ●Complainants are asked how they would like to receive their responses in writing/meeting. Learning from complaints shared with directorate Governance meetings 		Compliant
You have the right to take your	<ul style="list-style-type: none"> ●Complaints policy in place in accordance with legislation 		Compliant

complaint to the independent Parliamentary and Health Service Ombudsman or Local Government Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS	requirements <ul style="list-style-type: none"> ●Reporting of PHSO complaints in annual report ●Patients are invited to contact the trust in the first instance following their response if they require further clarity then they are provided with the details of the PSHO if they remain dissatisfied 		
You have the right to make a claim for judicial review if you think you have been directly affected by an unlawful act or decision of an NHS body or local authority	<ul style="list-style-type: none"> ●Complaints policy in place in accordance with legislation requirements ●Claims policy in place 		Compliant
You have the right to compensation where you have been harmed by negligent treatment.	<ul style="list-style-type: none"> ●Legal Services Department in place for compensation claims ●IICC report received by the Board includes claims 		Compliant

Staff Rights

Number one: Have a good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives			
Rights	Update	RAG	Compliant/Non-Compliant
Top fair treatment regarding leave, rights and flexible working and other statutory leave requests relating to work and family, including caring for adults that you live with	Single Equality Scheme Special Leave Flexible Working Dignity at Work Health & Wellbeing Group Flexible Retirement Policy		Y
To request "other" reasonable time off for emergencies (paid and unpaid)	Special Leave Policy Flexible Working Policy		Y

and other statutory leave subject to expectations			
To expect reasonable steps are taken by the employer to ensure protection from less favourable treatment by fellow employees patients and others (EG bullying and harassment)	Single Equality Scheme Listening into Action Programme Staff survey Results and Action Plans Dignity at Work Policy Health & Safety Group Report		Y

Number two: Have a fair pay and contract framework

Rights	Update	RAG	Compliant/Non-Compliant
To pay: consistent with the national minimum wage or alternative contractual agreement To fair treatment regarding pay	Agenda for Change Pay Scale Consultant Contract Job Evaluation Process Band 1 – 4 Development Programme Apprenticeships		Y
To be accompanied by wither a trade union official or a work colleague at disciplinary or grievance hearings in line with legislation, your employers policies or your contractual rights	Disciplinary Policy Maintaining High Professional Standards (MHPS) Grievance Policy Dignity at Work Policy Annual Audit to IPC on Employment Relations work		Y
To consultation and representation either through the	HR Policies as above Partnership forum Staff Listening into Action		Y

trade union or other staff representatives (for example where there is no trade union in place) in line with legislation and any collective agreements that may be in force	Programme Local Negotiating Committee Staff Governors		
Number Three: Have healthy and safe working conditions and an environment free from harassment bullying or violence			
Rights	Update	RAG	Compliant/Non-Compliant
To work within a healthy and safe workplace and an environment in which the employer has taken all practical steps to ensure the workplace is free from verbal or physical violence from patients, the public or staff, to work your contractual hours, take annual leave and to take regular breaks from work	Dignity at Work Policy Disciplinary Policy Grievance Policy Values and Behaviours Framework Staff Survey Action Plan Unreasonable Behaviour Policy Zero Tolerance Policy Measured through IPC and Health & Safety Group		Y
Number four: Be treated fairly, equally and free from discrimination			
Rights	Update	RAG	Compliant/Non-Compliant
To a working environment (including practices on recruitment and promotion) free from unlawful discrimination on the basis of gender, race, disability, age, sexual orientation, religion, belief,	Equality Delivery Scheme Equality Impact Assessments Values and Behaviours Framework Annual audit to IPC on Employee Relations Recruitment Policy and Procedures Dignity at Work Policy		Yes – further work in progress

gender reassignment, pregnancy, and maternity or marital or civil partnership status			
Number five: Can in certain circumstances take a complaint about their employer to an employment tribunal			
Rights	Update	RAG	Compliant/Non-Compliant
To appeal against wrongful dismissal If internal processes fail to overturn a dismissal you have the right to pursue a claim in the employment tribunal if you meet required criteria	Polices with clear processes within them Disciplinary Grievance Capability Sickness Absence MHPS		Y
Number six: Can raise any concern with their employer whether it is about safety, malpractice or other risk, in the public interest			
Rights	Update	RAG	Compliant/Non-Compliant
To protection from detriment in employment and the right not to be unfairly dismissed for whistleblowing or reporting wrong doing in the workplace	Speak out Safely Campaign Raising Concerns Policy Lessons Learnt approach to sharing Executive Safety Huddle daily		Y
Number seven: Have employment protection (NHS employees only)			
Rights	Update	RAG	Compliant/Non-Compliant
You have a right to employment protection in terms of continuity of service for redundancy purposes if moving between NHS employers	Policies Agenda for Change provisions Organisational Change Policy		Y
Number eight: Can join the NHS pension scheme (NHS employees and some			

other groups e.g. GPs			
Rights	Update	RAG	Compliant/Non-Compliant
You have rights relating to the ability to join the NHS pension scheme	Contract of Employment National NHS Pension Scheme		Y

Staff Pledges

Pledge one: The NHS commits to provide a positive working environment for staff and promote supportive open cultures that help staff to do their job to the next of their ability			
Update	RAG	Compliant/Non-Compliant	
Staff engagement and well-being <ul style="list-style-type: none"> • LiA • SPF • Health and Wellbeing Group 		Y	
Regular appraisal and training opportunities <ul style="list-style-type: none"> • Mandatory Training Programme (E Learning) • New Appraisal Process • Values and Behaviours Framework • Personal Development Plans (PDP) • Leadership and Management Development Programme 		Y	
Pledge Two: The NHS commits to provide all staff with clear roles and responsibilities			
Update	RAG	Complaint/Non-Compliant	
Role design and responsibilities to enable high quality care <ul style="list-style-type: none"> • Agenda for Change Handbook • Job Evaluation Process • Job Description Template • Standard Contract of Employment 		Y	
Contract of employment for most staff supports this pledge <ul style="list-style-type: none"> • Paragraph included in contract of 		Y	

Employment and reference to constitution		
Regular appraisals and training opportunities <ul style="list-style-type: none"> • New Appraisal Process and E-Learning System • PDP – >85% target • Mandatory and Essential Training >95% target 		Y – work in progress

Pledge three: The NHS commits to provide all staff with personal development, access to appropriate education and training for their jobs and line management support to enable them to fulfil their potential

Update	RAG	Compliant/Non-Compliant
Utilisation of the knowledge and skills framework <ul style="list-style-type: none"> • NHS knowledge and skills not used in full but job specific competencies in place – 		Y
Educational Governance and investment in continuous personal development (CPD) <ul style="list-style-type: none"> • Divisional Education Groups in place • Scoping out as part of People and OD Strategy • Succession planning own Cardiothoracic Pathway 		Divisional Education Groups Work in Progress Electronic CPD appointment system
Spotting and developing confident leaders <ul style="list-style-type: none"> • Talent management process in development • Leadership Development Programme • Values & Behaviours Framework 		Work in progress on Talent Management

Pledge Four: The NHS commits to provide support and opportunities for staff to maintain their health, well-being and safety

Update	RAG	Compliant/Non-Compliant
Trusts are required to prevent violence against staff whenever possible and to take all appropriate action, including prosecutions of offenders, when		

<p>violence occurs</p> <ul style="list-style-type: none"> • Disciplinary Policy • Dignity at Work • Unreasonable Behaviour Policy 		Y
<p>Staff, patients and others are protected against the risks of acquiring a healthcare associated infection</p> <ul style="list-style-type: none"> • • Induction • Occupational Health Self Referral • Health and Well Being Group • Infection prevention policies in place • Infection prevention reports received by the board • Infection prevention training mandatory • Training Programme 		Y
<p>Staff are supported in their health and well-being</p> <ul style="list-style-type: none"> • Health & Well Being Group and events programme • Occupational health available for self-referrals • Employee assistance programme in place • Flu Campaign 75% uptake 		Y
<p>Pledge Five: The NHS commits to engage staff in decisions that affect them and the services they provide, individually through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.</p>		
Update	RAG	Compliant/ Non-Compliant
<p>Social partnership forum</p> <ul style="list-style-type: none"> • Staff Partnership Forum • LiA • Staff Governors role • LNC 		Y
<p>Staff, patients and others are protected against the risks of acquiring a healthcare associated infection</p> <ul style="list-style-type: none"> • Training in Infection Prevention Control (as above) 		Y
<p>Staff are supported in their health and well being (as above)</p>		Y

Pledge six: The NHS commits to have a process for staff to raise an internal grievance		
Update -	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> Grievance procedure Annual Audit Report to IPC (as above)		Y
Pledge Seven: The NHS commits to encourage and support all staff in raising concerns at the earliest opportunity about safety, malpractice or wrongdoing at work, responding to and, where necessary, investigating the concerns raised and acting consistently with the public interest Disclosure Act 1998.		
Update	RAG	Compliant/Non-Compliant
Raising concerns <ul style="list-style-type: none"> Raising concerns policy Executive Daily safety huddle Speak out Safely Campaign 		Y

Staff Legal Duties

Duty One: To accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your professional role		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> Annual PDR Appraisal and Mandatory Training Programme Training and Development as appropriate CPD opportunities Professional Membership - PINs 		Y
Duty Two: To take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements.		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> Occupational Health Process Managers Development Process 		

<ul style="list-style-type: none"> • Leadership Development Programme • Values and Behaviours Framework • Health and Safety Group 		Y
Duty Three: To act in accordance with the express and implied terms of your contract of employment		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Values and Behaviours • Clear Job Descriptions • Job Evaluation Scheme • Employment Policies 		Y
Duty four: Not to discriminate against patients or staff and to adhere to equal opportunities and Equality and human rights legislation		
Update	RAG	Compliant/Non-Compliant
<p>As above</p> <ul style="list-style-type: none"> • Equality & Delivery Scheme • New Equality & Diversity Policy is being developed 		In progress
Duty Five: To protect the confidentiality of personal information that you hold		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Data Protection Act • Information Governance Process • Contract of Employment • Trust Policies 		Y
Duty six: To be honest and truthful in applying for a job and in carrying out that job.		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Recruitment & Selection Procedures • ESR NHS Jobs • Recruitment checks • Fit and proper person processes 		Y

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Expectations for staff

Expectation One: You should aim to maintain the highest standards of care and service, treating every individual with compassion, dignity and respect. Taking responsibility not only for the care you personally provide but also for your wider contribution to the aims of your team and the NHS as a whole

Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Refresh of LHCH Values and behaviours • Attitude and behaviours to be included as part of new appraisal system • Induction Mandatory Training • Full Preceptorship 		In progress

Expectation Two: You should take up training and development opportunities provided over and above those legally required of your post

Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Mandatory and Essential Training Programme • Full range of CPD opportunities managed by electronic application • New Leadership Programme in development • New Talent Management programme being developed • LHCH Cardiothoracic degree programme • In-house job specific training available including clinical skills development 		In progress

Expectation three: You should aim to play your part in sustainably improving services by working in partnership with patients, the public and communities framework

Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Patient & Family Engagement Events • Shadowing Programme 		Compliant

Expectation four: You should aim to raise any genuine concern you have about a risk, malpractice or wrong-doing at work (such as a risk to patient safety, fraud or breaches of confidentiality) which may affect patients, the public, other staff or the organisation at the earliest reasonable opportunity

Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Raising Concerns Policy • Speak Out Safely Campaign • Executive Led Safety Huddle 		Compliant
Expectation five: you should aim to involve patients, their families, carers or representatives fully in decisions about prevention, diagnosis and their individual care and treatment		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Care partner programme • Patient and Family Experience vision • Open visiting 		Compliant
Expectation six: You should aim to 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 a spirit of co-operation		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Being open policy • Duty of candour 		Compliant
Expectation seven: you should aim to contribute to a climate where the truth can be heard the reporting of and learning from errors is encouraged and colleagues are supported where errors are made		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Raising Concerns Policy • Speak Out Safely Campaign • Executive Led Safety Huddle • Incident Reporting Process 		Compliant
Expectation eight: you should aim to view the services you provide from the standpoint of a patient and involve patients, their families and carers in the service you provide working with them their communities and other organisations making it clear who is responsible for their care		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Shadowing • Patient and family listening events • Patient and family stories • Named boards above all inpatient beds 		Compliant
Expectation Nine: you should aim to take every opportunity to encourage and support patients and colleagues to improve their health and well-being		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Health and wellbeing group • Cardiac rehab programme 		Compliant

Expectation Ten: You should aim to contribute towards providing fair and equitable services for all and play your part, wherever possible, in helping to reduce inequalities in experience, access or outcomes between differing groups or sections of society requiring health care		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Equality & Diversity Training • Equality Delivery Scheme in progress 		In progress
Expectation eleven: “You should aim to inform patients about the use of their confidential information and record their objections, consent or dissent.”		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Data Protection Procedures • Information Governance Policy • Induction Process • Mandatory training 		Compliant
Expectation Twelve: “You should aim to provide access to patient’s information to other relevant professionals, always doing so securely, and only where there is a legal and appropriate basis to do so.”		
Update	RAG	Compliant/Non-Compliant
<ul style="list-style-type: none"> • Data Protection Procedures • Information Governance Policy • Induction Process • Mandatory training 		Compliant