

# NHS

## Eileanan Siar Western Isles



### Corporate Values & Objectives

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Version 1	Sept 2013	Chief Executive	Revision of document	Board Oct 2013	Sept 2016
Version 2	May 2017	Chief Executive	Revision of document	Board June 2017	May 2020
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## Corporate Values

### *Excellence*

- We will ensure that the care we provide is based on evidence of the best available quality.
- We will individually and together strive to make a positive difference to become "the best at what we do".

### *Safety*

- We will strive for excellence in safety.
- We will view avoidable harm as unacceptable.
- We will each take personal responsibility for the safety of our patients, colleagues and the public.

### *Confidentiality*

- We will ensure that confidentiality is maintained in all that we do.
- We will disclose confidential information only with the consent, where there is a risk of harm to the patient or others, or where there is a legal obligation to do so.
- We will treat breaches of confidentiality seriously.

### *Dignity*

- We welcome, and will respect and value the wishes, rights and informed choice of the individual to be the person they are.

### *Honesty*

- We will earn and keep the trust of those we attempt to help, care for and work with.
- We will seek the views and opinions of those we serve, and will be truthful, open and transparent about our failures and successes.

### *Fairness*

- We will make judgements that are based on merit and free from discrimination, dishonesty and injustice.

### *Selflessness*

- We will neither exhibit or be motivated by concern or gain for ourselves rather, our patients and providing excellent services will be our priority.

### *Innovation*

- Encourage innovation by supporting an adaptive and agile culture of continuous improvement.

### *Accountability*

- We will take responsibility both individually, as an organisation, for achieving the things we agree to deliver in terms of people, purpose, performance and progress.

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## Corporate Objectives

- **CO1** To provide person-centred care, focusing on the evidence based health needs of our increasingly diverse population, identifying and taking every opportunity to improve our patients' health, experience and outcomes.
- **CO2** To protect individuals from avoidable harm by continually assessing and managing risk learning, and improving the reliability and safety in everything we do.
- **CO3** To champion efficiency and effectiveness in our services that delivers minimum possible waiting times.
- **CO4** To pro-actively stimulate and intensify our search and application of effective innovation to improve how we care for patients today and into the future.
- **CO5** To promote and support people to live longer healthier lives.
- **CO6** To specifically target early years, health inequalities, vulnerable and underrepresented and more difficult to engage with groups.
- **CO7** To continually improve and modernise our integrated healthcare services and assurance systems.
- **CO8** To value, support the wellbeing of, and develop and sustain a compassionate, confident, competent, flexible and responsive workforce.
- **CO9** To deliver our commitment to partnership working to deliver national standards, targets and guarantees.
- **CO10** To have a sustained focus on prevention, anticipation, support self-management and care at home.
- **CO11** To ensure that all resources are deployed to the best effect, achieving desired outcomes, value for money and progressive approach to sustainability.

**END**