Vision and Values

Introduction

The purpose of the values and vision work was to develop a set of values and a vision statement that captured the positive core of the NHS LA based on an appreciative inquiry methodology. The key principles that were adopted in the values development were to:

- involve as many people as possible;
- ensure the values have meaning for all parts of the organisation;
- use an appreciative methodology, focusing on what works well;
- remain true to the responses in the values questionnaires; and
- reflect the most commonly occurring themes in the feedback.

The work commenced with a senior management team seminar on 11th February 2013 and a Board Awayday on 18th April 2013, using a values questionnaire to capture participants’ feedback about what they felt worked well in the NHS LA.

This questionnaire was rolled out across the organisation in a series of values workshops over the summer facilitated by the senior team.

A feedback workshop was held on 6th August 2013 to review the questionnaires and to extract the most commonly occurring values themes.

An on-line survey tool was used to enable all staff across the organisation to vote for their preferred values themes. The highest scoring themes were used to develop the draft values and vision statements below.

Vision

Achieving timely and fair resolution, enhancing learning and improving safety.

Values

- Professional

We are dedicated to providing a professional, high quality service, working flexibly to find effective and efficient solutions.

- Expert

We bring unique skills, knowledge and expertise to everything we do.

- Ethical

We are committed to acting with honesty, integrity and fairness.
• Respectful

We treat people with consideration and respect, and encourage supportive, collaborative and inclusive team working.

Next Steps

The next step is to start to embed the vision and values into every aspect of the organisation, so that they are integral to the NHS LA’s way of working. This will include appraisals, decision making, policy development and communication.