

LIVING OUR VALUES - THEATRE STANDARDS

St. George's Healthcare NHS Trust has set out values to create a positive team culture within the Trust for the benefit of patients and staff.

This Charter is based on our four key values, but is specifically aimed at all staff working in the operating theatre. The theatre environment can be challenging due to many different interactions with potential for conflict. Remember patient safety, high quality care and the wellbeing is our paramount priority.

EXCELLENT:

- Always aim to deliver the best possible care.
- Put the interest of the patient at the centre of decision making.
- Be punctual to allow a timely start of your list- this simple act puts the needs of the patient and the team above your own.

KIND:

- Be compassionate to the need of patients. They are particularly vulnerable at this time.
- Be kind, considerate and respectful to your colleagues.
- Create a positive work environment. Try to help your team members with their tasks- for example positioning, lifting, equipment needs. Say "YES" whenever possible.

RESPONSIBLE:

- Act on patient safety concerns. Speak up in an appropriate manner if you see anything that concerns you.
- Be responsible for your own actions, don't blame others.
- Actively engage in patient safety initiatives (Briefing/debriefing, WHO safer surgery checklist, correct site policy). They work best if everyone is engaged.
- Adhere to the hand hygiene policy.
- Respect equipment and facilities- deal with it carefully! If something breaks, organize the repair.
- Make sure your documentation is honest, accurate and clear.

RESPECTFUL:

- Communicate well with patients and staff; speak in English when on duty. Wear your ID badge at all times.
- Show respect for your patients. Do not talk over them, explain every step and apologize if they have to wait.
- Always maintain patient's privacy and dignity.

Finally take the time to say "THANK YOU" to your colleagues more often. This simple act makes a difference to everyone's working day and a more pleasant working environment in theatres.