

“To be a leader in the delivery of high quality care and a champion for those we serve”



Northumberland, Tyne and Wear NHS Foundation Trust

Caring and compassionate

Respectful

Honest and transparent

- Put ourselves in other people’s shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

Safe

Experience

Effective

Quality goal 1
Keeping you safe

Quality goal 2
Working with you, your carers and your family to support your journey

Quality goal 3
Ensuring the right services are in the right place at the right time to meet all your health and wellbeing needs

Caring

Discovering

Growing

Working together with service users and carers we will provide excellent care, supporting people on their personal journey to wellbeing

With people, communities and partners, together we will promote prevention, early intervention and resilience

The Trust will be a **centre of excellence** for mental health and disability

The Trust will be regarded as a **great place to work**

Working with partners there will be **“no health without mental health”** and services will be **“joined up”**

The Trust’s mental health and disability **services will be sustainable and deliver real value** to the people who use them

Together

