

## Our Mission, Vision and Values

### OUR MISSION

To provide a quality service based on sound scientific research for children, teenagers and adults who require implantable hearing devices. To maintain our role as the leading centre in the South of England and to provide a high quality all-age service at a competitive cost.

### OUR VISION

To be a department that offers an exceptional quality of care and reaches to achieve over and above this.

To be a professional and respectful environment, in which you can feel confident due to our safe practices, excellent clinical outcomes and outstanding patient care.

To promote a healthy and positive environment that respects patients' opinions and also staff decisions, including peer and managerial decisions.

### OUR VALUES

We want to *REACH* for the very best, in both patient care and staff satisfaction.

#### **R**eputation

Our reputation will be based on integrity, dignity and trust, with a willingness to listen and act swiftly. We will have an open and honest relationship with our patients, staff and our communities, putting the patient and our communities first. We will have an outstanding reputation within the University, nationally and internationally for excellence in interdisciplinary patient care, outcomes and research.

#### **E**quality

We will be fair, positive and inclusive, recognising diversity and using it to enrich our organisation. We will respect different backgrounds and circumstances to meet the varied needs of the populations we serve and those we employ. There will be fairness, which will be consistent for all.

#### **A**chievement

Our achievements will come from striving to exceed expectations by delivering first-class performance, innovative and evidence-based practice. We will provide the right care, offering excellence, safety and high quality.

#### **C**ommunication

We will be respectful of others' opinions and celebrate the diverse skill mix within the team. We will respect confidentiality for both our patients and staff. We will have a workforce that is prepared to listen to patients, colleagues and other professionals. We will respect and promote all staff and their knowledge.

#### **H**onesty

We will be honest in our dealings with our patients, colleagues and external professionals. We will share our expertise and work collaboratively to support our patients.