

# Staff Responsibilities

## 3b. Staff – your responsibilities

All staff have responsibilities to the public, their patients and colleagues.

*Important legal duties are summarised below.*

**You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.

**You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.

**You have a duty** to act in accordance with the express and implied terms of your contract of employment.

**You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.

**You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.

**You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

The Constitution also includes **expectations** that reflect how staff should play their part in ensuring the success of the NHS and delivering high-quality care.

**You should aim to:**

- Maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole
- Take up training and development opportunities provided over and above those legally required of your post
- Play your part in sustainably improving services by working in partnership with patients, the public and communities
- Be open with patients, their families, carers or representatives, including if anything goes wrong; welcoming and listening to feedback and addressing concerns promptly and in a spirit of co-operation. You should contribute to a climate where the truth can be heard and the reporting of, and learning

from, errors is encouraged

- View the services you provide from the standpoint of a patient, and involve patients, their families and carers in the services you provide, working with them, their communities and other organisations, and making it clear who is responsible for their care

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