

## Our promises to you:

### Respect

- We will treat everyone equally no matter where they are from or who they are.
- We will make sure everyone feels included and welcome.

### Inform

- We will give you information about your hospital stay, physical and emotional, and what to do if you feel unsafe.

### Give you a voice

- We will make sure you have a say
- We encourage you to provide feedback on your stay
- We want you to be involved in your care

### Help

- We will listen and act on what you tell us.
- We will care for you during your stay and help with your worries and fears.

### Trust

- You can trust that we will care about your needs and feelings and will support you.
- We will continue to get better at what we do.

### Safety

- We will make your stay happy and comfortable.
- We will make sure all our staff care for you safely

