

# MPS values

PROFESSIONAL SUPPORT AND EXPERT ADVICE



## MPS staff...

- Behave professionally at all times.
- Remember that we have a duty to respect confidentiality.
- Strive for excellence in everything we do.
- Take responsibility for developing our current skills and new ones in line with business requirements.
- Provide a consistent high quality service which results in MPS being the first choice provider of medical and dental indemnity.
- Ensure that communications with our members are complete, understandable, clear and truthful.
- Aspire to give members real involvement in the decision making process of MPS.
- Be prepared to challenge the way we do things.
- Earn respect by bringing a can do/will do attitude to work.

## MPS values...

- We aim to recruit the best available candidates to the organisation – candidates are not discriminated against on the basis of gender, race, colour, belief or disability.
- We will ensure we have the best-trained and experienced professional staff.

## MPS promises to...

- develop, use and sustain channels of two-way communication between staff and senior management by means of the Staff Consultative Group, surveys and briefings;
- develop an open and just culture within the organisation – mistakes are an opportunity not a failure;
- encourage staff to celebrate their own, their department's and their organisation's successes,

## Management will...

- be willing to make time to listen to others at any level within the organisation and operate an open-door policy wherever practical;
- ensure that they are fair and consistent in all their dealings;
- commit to delivering consistent performance standards across their departments;
- recognise and reward contribution and excellent performance;
- take personal responsibility and accountability for their own actions and those of their team(s);
- adopt a no-blame culture at all times;
- learn from mistakes – using these as opportunities for improvement;
- provide loyalty and mutual support;
- communicate and consult within their own teams and across departments;
- endeavour to make the right decisions without delay;
- show courtesy and consideration for all colleagues;
- adopt a style of working which is positive rather than negative, constructive rather than destructive and provide a guiding touch rather than a heavy hand;
- develop a culture of continuous improvement and development for individuals and teams;
- make a conscious commitment to effective team working;
- create a positive, enjoyable and motivating working environment.

# The MPS Brand

MPS has defined its brand as consisting of a number of core values. These are:

## Professional

We should be seen as the experts in our field and our advice, communications and educational service must be of a consistently high standard. It is important that our advisers retain a high profile within the medical and dental professions through lecturing, writing articles etc. Every member of staff contributes to this professionalism through attention to detail in every aspect of our external image (our procedures, appearance, presentation of letters/documents, phone manner, etc).

## High Service Standards

All of our actions must focus on delivering a first-rate customer service to members, and to each other. We should strive to deliver a service that is recognised as 'going that extra mile'.

## Working Together

By working together we will be more effective. We all have an important part to play in delivering quality service to members. We will work with members to provide the support and assistance they require. We will work with the medical and dental professions to represent members' best interests and help reduce harm to patients.

## Approachability

Every member of MPS staff has a part to play in demonstrating our approachability and desire to help.

## Fairness

We must act fairly and be seen to be fair by staff and members. We will set subscriptions that ensure no section of membership is unfairly disadvantaged. We will aim to be consistent in our dealings with members. We will communicate the reasons for our actions in ways which demonstrate this approach.

## In summary

We will behave professionally, treating members and colleagues in the way in which we would expect to be treated ourselves. We all have a part to play in the organisation's success and we know what that part is. We will be proactive in our drive to improve service to members and any mistakes which occur will be viewed as opportunities to enhance service delivery. We strive for excellence and celebrate success.