



## DEPARTMENT OF HEALTH

*Rheynn Slaynt*

# Code of Practice for the Delivery of Services

## Our Commitment to You

### Foreword

Not only are the services provided by the Department of Health in themselves vital to our community, it is equally vital that they are of the highest possible quality standards.

Consequently, the Department has a Code of Practice for the Delivery of Services. The purpose of the Code is to provide a framework of general standards that can be applied across the varied and complex service areas within the Department, each of which can develop and apply their own specific standards tailored to the needs of the users of their service.

The standards include the Department's core values. These, as you might expect, are consistent with the organisational values of the Isle of Man Government as a whole, within which the Department of Health is such a key part. The Department's diverse

healthcare services are at the heart of providing the quality-of-life for the people of the Isle of Man that the government wishes to deliver.

Even in challenging circumstances, which includes maximising the effectiveness and efficiency of the resources at our disposal, the Department remains committed to maintaining professional standards. It should also be pointed out that all services are subject to continuous review. The Code of Practice is the cornerstone on which all of these processes can rest.

**David Killip**  
Chief Executive

### Our Core Values

**We want to succeed in delivering the best possible services. To achieve this, our principles and values are:**



#### To put those who use our services at the heart of everything we do

We will do this through:

- treating those who use our services with honesty and openness
- promoting independence, protection and inclusion
- ensuring that all information we hold on those who use our services is treated confidentially
- listening to and involving those who use our services
- developing good partnerships
- protecting each person's right to courtesy, dignity and respect as well as their spiritual and cultural needs.

#### To continuously seek to improve the services we deliver

We will do this through:

- practising efficient and effective team working by committing to achieving common goals
- involving those who use our services to plan what we deliver
- working with other agencies to provide a seamless service

- providing a safe and clean environment that promotes comfort and wellbeing
- measuring what we do against agreed standards and outcomes
- using evidence, best practice and feedback
- encouraging a culture of mutual challenge
- recognising and celebrating excellence in service delivery
- no undue waiting or delays
- continuing to strive to give value for money services and eliminate waste.

#### Staff will support, respect and value each other

We will do this through:

- effective communication and understanding
- involving staff in planning and decision making that affects them and the services that they can provide
- supporting staff to reach their full potential
- promoting and emphasising professionalism and competence
- ensuring good leadership at every level to reinforce the values through appropriate behaviours
- having fair and consistent employment practice
- recognising achievements at all levels in the organisation.

## Code of Practice for the Delivery of Services

### Consultation and Choice

You can expect us to:

- provide an opportunity for those who use our services to comment in relation to the delivery and review of services
- periodically publish the results of consultation and where practical modify the service provided
- provide choices, where feasible, in service delivery.

### Service by Telephone

You can expect us to:

- respond quickly and courteously, identifying ourselves by name
- be helpful and provide the information you require
- try to deal with your enquiry without passing your call to another person
- take details and call you back or write to you as soon as possible if we cannot answer your enquiry straight away.

### Visitors

You can expect us to:

- be polite, courteous and fair in our dealings with you
- be honest and open with you
- try to deal with your enquiry as soon as possible
- respect your privacy when talking to you, arranging a private interview on request
- try to ensure that queues are kept to a minimum.

### Home Visits

You can expect us to:

- identify ourselves using official ID cards
- arrive at your home within the period of time indicated to you and to inform you if we are going to arrive outside that period
- provide you with relevant information and check you understand this information
- be honest and open with you.

### Letters and email

You can expect us to:

- reply to your enquiry as soon as possible. If there is going to be a delay we will send you an interim reply explaining the position
- write to you as clearly as we can and explain any technical terms
- ensure that all responses carry a contact name and telephone number.

### Information

You can expect us to:

- provide information that is timely, accurate and recognises the needs of those who use our services
- use jargon free language
- ensure that all information we hold on those who use our services is treated confidentially.

### Listening to your views

You can expect us to:

- ensure, if you wish to make a complaint, that information is easily available to assist you to do so
- carefully consider all comments received.

The *Code of Practice for the Delivery of Services* has been developed to advise you about the standard of service you can expect from the Department of Health. The 'Code' has been further developed into a leaflet of defined standards of service, based on the guidance displayed on this poster. To maintain high standards of service we need those who use our services to tell us when standards are being met and just as importantly, when standards are not being met. All comments are welcome and can be forwarded by letter, email or telephone to the relevant area as listed in the service standards leaflet.

Copies of this leaflet can be obtained from: Corporate Services Team, Finance, Legislation and Corporate Services Directorate, Crookall House, Demesne Road, Douglas, Isle of Man, IM1 3QA  
E-Mail: dh@gov.im Tel: (01624) **642608**

The information in this document can be provided in large print or audio/CD on request.

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**Isle of Man**  
Government  
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