

Customer of the Week

TCM GROUP
Putting People First™

NHS
University Hospitals
Bristol and Weston
NHS Foundation Trust



Debbie Burunou

University Hospitals Bristol and Weston NHS
Foundation Trust



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Get inspired



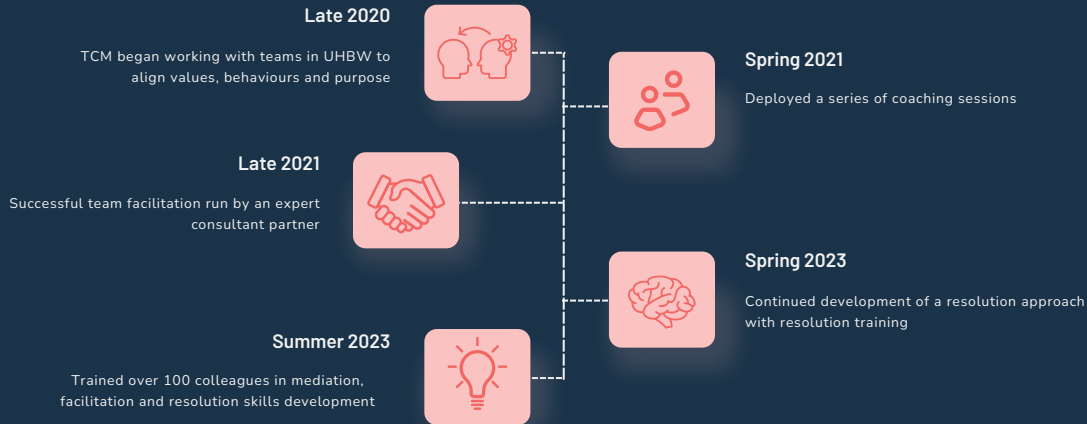
Promoting a values-based culture

The University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) brings together a combined workforce of over 13,000 staff, the new Trust delivers over 100 different clinical services across 10 different sites serving a core population of more than 500,000 people. With services from the neonatal intensive care unit to care of the elderly, they provide care to the people of Bristol, Weston and the south west from the very beginning of life to its later stages.

UHBW has four core values that drive their behaviour and shape their identity and culture as a Trust to provide the best possible environment for patients and staff. They champion being supportive, respectful, innovative and collaborative. These values feed into their policies, processes and practices: transitioning to a compassionate alternative to traditional grievance procedures just made sense. Holding true to these intrinsic values, the Trust have trained staff in mediation and resolution to ensure that they could support their staff, be respectful of needs, innovate conflict management, and collaborate to find constructive solutions to workplace concerns, complaints and issues.



Prioritising restorative resolution



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UHBW are full of energy and enthusiasm.

Working with the team at UHBW has been a great pleasure. Over the last several months, we have trained ~100 delegates in HR as Coach and Mediator™, Quality Conversations™ and the National Certificate in Workplace Mediation™. The energy, enthusiasm and participations from their colleagues has been wonderful to experience and look forward to continuing our wonderful partnership with them.

— **Hannah Cotton and Rebecca MacKinnon**
TCM's People and Culture team

