

# The 28 elements of the CAREFUL programme



## Preliminaries

- Thank-you letters
- Leadership Rounds
- Talking-up

## Committed

- First or best position
- Measuring leadership
- Telephone Follow-up
- Staff surveys

## Active

- Training in Meeting Effectiveness
- Using Delivery Teams

## Responsive

- Behavioural Guidelines
- Do-Say Don't Say
- Customer Service
- Compliment Handling
- Complaint Handling
- Patient Forums
- Staff Forums

## Energetic

- Leadership Training
- Coaching and Buddy Programmes
- Breakthrough leadership training

## Focused

- Encouraging Kindness and Compassion
- Dealing with Negativity
- Staff-Led Recruitment
- Induction

## Uniform

- Performance Boards
- Process Documentation
- Organisational Management System

## Leading

- Recognising great performance
- Publicising the first or best position