

## **AIMS, VISION AND MISSION STATEMENTS**

### **As a GP practice our aim:**

- To provide all our patients with a high standard of patient focused service that meets their individual medical needs within the constraints of our contractual obligations in a responsive, supportive and safe manner.
- To provide a clean, safe environment with facilities suitable for all users
- To comply with the highest standards of communication with patients and staff and to assure that all patients, staff and visitors are treated with dignity, respect and offered support in relation to their individual needs.
- To listen to and provide feedback to patients and staff, engaging with our PPG members on a regular basis. Encouraging feedback from patients and staff to enhance services and patient experience.
- To adapt to the increasing demands of health care through cost effective, integrated and resilient systems of care, working closely with our Primary care network, Federation and ICS to ensure the local population needs are met and reducing health inequality.

### **Our Vision is:**

To provide excellent medical care to our patients by providing care effectively, safely and with dignity and respect with the cooperation and teamwork of all members of the practice team.

### **Our Mission is:**

To achieve our aims and vision by providing professional, accessible, high quality, comprehensive healthcare services that inspires confidence in our patients and our community.

To provide a patient centred care to all our patients by listening to their views and needs, ensuring continuous monitoring and auditing to help us improve our healthcare services.

To ensure that all staff employed by the practice are trained and competent to assist in the smooth and safe running of the practice for the benefit of all users. We would continue to invest in the staff training and wellbeing.

To ensure effective and robust information governance systems.

**Our Values** – With the patients at the heart of what we do, we are

**Caring:** We put patients first in all we do and treat all patients and carers with professional affection and care they deserve. We listen, act and encourage shared decision-making and personalised care for our patients into accounts their wishes.

**Professional:** We strive to provide our patients with the highest level of care they deserve and ensure that all our teams are up to date with their learning and follows national and local guidelines in care provision. We pride ourselves in excellent and dedicated team effort.

**Accountable:** We ensure we take responsibility for our actions and have a professional duty of candour to our staff and patients.

**Responsive:** We value patient's feedback and aim to meet their demands and expectations where possible. We listen to our patients and value our patient group.

**Fair:** We understand that people are different and have set values and identities unique to them, we consider these differences in the way we deal with people so that we are fair and consistent to both patients and staff, we act courteously, show consideration, compassion, understanding and valuing each person as an individual. We celebrate patients from all backgrounds and provide equality of opportunities for all without discrimination.

**Innovative:** We are always actively looking for ways to improve in our service delivery to patient's and in ensuring our staff have the support they need on a daily basis to achieve this. We aim use all available resources provided to us and embrace ever-emerging technologies in current times.