

## **Prentis Medical Centre – Vision, Mission, Aims, & Values**

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### **Our Vision**

To be a role model for modern, patient-centred general practice where compassionate care, digital innovation, and community partnership come together to provide accessible, safe, and high-quality healthcare. We aspire to lead the way in integrating AI, smart technology, and collaborative care models to enhance patient outcomes and experience.

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### **Our Mission**

To deliver responsive, inclusive, and high-quality healthcare services that empower our patients and community supported by a dedicated team and enabled by innovation. We are committed to:

- Providing safe, effective, and compassionate care to all patients with dignity and respect.
  - Embracing digital solutions such as AI-enabled reception and triage, chat-based patient communication, and smart systems that reduce administrative pressures and create more time for patient care.
  - Promoting prevention, self-management, and health literacy.
  - Collaborating across our Primary Care Network, Neighbourhoods, Federation, and the South East London Integrated Care System (ICS) to reduce health inequalities and deliver joined-up, resilient care.
  - Listening to patient voices and involving them in service design through regular feedback, audits, and engagement with our Patient Participation Group (PPG).
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### **Our Aims**

- To provide holistic, patient-focused services that meet individual medical and wellbeing needs.
  - To offer a safe, inclusive, and welcoming environment for all patients, staff, and visitors.
  - To continually invest in staff training, wellbeing, and development, ensuring competency, professionalism, and resilience.
  - To uphold strong governance, information security, and data protection.
  - To integrate technological advances that enhance access, efficiency, and continuity of care.
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### **Our Values**

**Caring** – We treat every patient with compassion and respect. We actively listen and engage patients in shared decisions that reflect their preferences and circumstances.

**Professional** – We deliver evidence-based care with integrity and pride. Our team is trained, knowledgeable, and committed to excellence.

**Accountable** – We take ownership of our actions and uphold our duty of candour to our patients and team members.

**Responsive** – We value patient feedback, continuously adapting to meet their needs and improve experiences.

**Fair** – We champion diversity, equity, and inclusion. We recognise and respect every individual's identity, background, and values.

**Innovative** – We embrace technology and evolving care models—including AI, digital triage, and remote care pathways—to future-proof our services and meet modern healthcare challenges.