

Our Mission Statement

Our practice exists in order to improve the health, well-being and lives of those we care for.

We can only do this by working in partnership with our patients and staff to provide the best Primary Care services possible working within local and national governance, guidance and regulations and our available resources.

Our Vision Statement

‘By striving towards a *patient focussed service* which is accessible, friendly, caring and professional, working from flexible, suitable and pleasant premises and with *supported and supportive staff*; we aim to deliver effective and efficient, innovative, *high quality care* and improve practice profitability, whilst ensuring work-life balance, flexibility and choice for all.’

Our Strategic Priorities

Our core priorities are reviewed every year and chosen following discussions, consultation and feedback from patients and staff and where necessary from other stakeholders or leaders.

2018-2019; ‘Continue to improve Patient experience whilst maintaining financial viability’

2019 onwards; ‘Continue to improve patient experience whilst working with the Primary Care Network to improve services in the locality’

Our Aims and Objectives

- *To provide high quality, safe, professional Primary Health Care General Practice services to our patients*
- *To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients*
- *To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.*
- *To work in partnership with the Primary Care Network and other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.*
- *To encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys, and feeding back and on the services that we offer*
- *To be a learning organisation that continually improves what we are able to offer patients.*
- *To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently*
- *To take care of our staff offering them support to do their jobs and to protect them against abuse via zero tolerance*
- *To operate on a financially sound basis*

OUR CORE VALUES:

The key under-pinning principles we have agreed as a group are;

- Patient-focussed
- Pride in what we do
- Strive for excellence
- Work as a team
- Respect others
- Act with integrity