

## Our Visions and Values

### Mission Statement

'Working together for excellent healthcare'

### Our Overall Vision:

To deliver high quality primary medical care series to our patients in a safe, effective and responsive manner. We aim to deliver patient centred health care in a welcoming and respectful environment. We will engage with local and national primary and secondary health care teams, GP colleagues, commissioners and regulators to develop health care services.

### Our Values & Objectives

- To: Provide a high quality service:  
We aim to provide high quality of care that meets the identified needs of our patients.
- To: Respect our patients and staff:  
We aim to treat our patients and staff with courtesy, dignity and respect at all times. We will treat all fairly and be especially supportive to the vulnerable. We expect respect in return.
- To: Involve our patient in decisions:  
We aim to provide a whole team approach in supporting our patients to help them make decisions to improve and maintain their health.
- To: Promote best practice:  
We aim to use specialist expertise within the practice team and externally. We encourage the continuous education and professional development of all members of the practice team. We will adapt to change, build on our achievements and develop our services.

- To: Be a caring practice:  
We aim to convey compassion in word and action whilst assessing and responding to needs.
- To: Work together as a team  
We aim to work as one flexible unit that enhances our colleagues' ability to perform their roles. To value each other for their differing skills and attributes and to celebrate our achievements.
- To: Work with integrity  
We aim to speak and acting truthfully and be accountable for our actions.
- To: Be a sustainable practice  
We aim to operate on a financially sound basis. Having as low an environmental impact with as reduced waste as possible.
- To: Collaborative working  
We aim to work with our Integrated Care Board and local Primary Care Network practices to improve the health of our patients and local population.