Aitune Medical Practice Mission Statement

It is our aim to provide the high standard of patient-focused healthcare in a responsive, supportive, and courteous manner whilst ensuring that all staff and patients are treated with dignity, honesty, and respect. To enhance the quality of life of individuals in the local community through the efficient use of all health care resources available.

**Aims and Objectives**

1. Working with patients to achieve high quality care, responding to patients needs and expectations
2. To act with integrity and complete confidentiality.
3. To be courteous, approachable, friendly and accommodating to all patients and visitors
4. To improve our patient centred service through decision making, sharing, communication and continuous training and development
5. To listen to and provide feedback to patients and staff, engaging with our PPG members on a regular basis. Encouraging feedback from patients to enhance services and patient experience.
6. To maintain our motivated and skilled work teams, through appraisals and learning pathways/plans, including diversity and equality training
7. Continuous monitoring and auditing to help us improve our healthcare services
8. To ensure effective and robust information governance systems.
9. To move towards more cost effective, integrated, and resilient systems of care. Adapting to the increasing number of patients and demands by introducing new services working alongside the CCG, Erewash Primary Care Network, and practices within Erewash Health Partnership.
10. To adapt to the increasing number of patients who have multiple long-term conditions that require complex medical care delivered in their community or home.
11. To continually promote healthy lifestyles and behaviours while engaging patients and communities in supporting their own care.

**Our Staff Vision**

Each staff member’s visions are important to us, and we feel that visions will develop and evolve over time, and new ones will appear as our dynamic organisation changes and new services are introduced and when new staff join us.

1. We aim to maintain a supportive, fulfilling and rewarding working environments for all.
2. To encourage personal development through regular and effective appraisal and educational events.
3. To listen to all team members and value comments, suggestions and contributions
4. To project a positive and professional image of ourselves both within and outside the practice
5. To work hard

**Our Values For Our Patients**

1. We aim to provide the best possible outcomes for our patients in a safe and welcoming environment. Both clinical and non-clinical staff are approachable, respectful and patient-centered
2. To provide excellent customer service, by ensuring we respond to patients in open, caring and timely fashion.
3. To provide highly effective, efficient, and safe healthcare services for our patients and to listen, communicate and collaborate with patients effectively.
4. To provide an environment which is clean, safe and welcoming with discrimination
5. To provide urgent appointments that enable patients, as a minimum, to talk to a clinician on the day
6. To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
7. To respond quickly and proactively to any concerns patients may have about the service they receive from us
8. We aim to use technology smartly to improve the efficiency and effectiveness of our administration, patient contact and clinical activity
9. We will continue to invest in our staff, diversifying and developing our skills and knowledge base to ensure that we have a highly skilled, resilient, and adaptable work force to meet the needs of our patients and communities