**MISSION AND VALUE STATEMENT**

**OUR MISSION**

**To inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research**.”

**OUR VALUES**

* We listen: we engage with everyone we work with | we are united | we are always positive
* We care: everyone is valued, respected and developed | knowledge and skills are nurtured | success is celebrated
* We act: clear goals and the right resources | freedom coupled with accountability | emphasis on simplicity
* We improve: we are creative, resourceful and innovative | integration & collaboration is the way forward | we’re always striving to do better
* Putting patients at the heart of everything we do. Providing the highest standard of care and treatment.
* Nobody is excluded, discriminated, or left behind. We try our best to help all even in difficult situations.

**OUR AIMS**

To ensure that we involve patients with the growth of the practice. To provide a service that evolves the NHS over time involving patients, staff, families, carers, communities, and professionals.

To value every person and provide excellent customer service. We shall be open and caring and work together to keep promises and deliver a service above expectations. We ensure to look after all patients equally and confidentiality.

to provide the highest quality health care available to all our patients, with a well-trained and highly motivated primary health care team.

to achieve objectives by implementing the “6 C’s” in the day-to-day tasks, implemented by all members of the team:

COMPASSION

Compassion is how care is given through relationships based on empathy, respect and dignity.

It can also be described as intelligent kindness and is central to how people perceive their care.

CARE

Care is our core business and that of our organisations; and the care we deliver helps the individual person and improves the health of the whole community.

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

ARE

COMMUNICATION

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say. It is essential for ‘No decision without me’.

Communication is the key to a good workplace with benefits for those in our care and staff alike

COMPETENCE

Competence means all those in caring roles must have the ability to understand an individual’s health and social needs.

It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

COMMITMENT

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.

COURAGE

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

It means we have the personal strength and vision to innovate and to embrace new ways of working.

**We undertake to:**

* Always treat you with respect and courtesy.
* Provide you with advice and treatment in a timely manner.
* Help you make decisions about your health by treating you as an individual.
* Discuss what treatment is available and refer you on to other experts where necessary.
* Act as your advocate and guide when you need health and social services.
* Maintain confidentiality in what we discuss and the records we keep on your behalf.
* Keep up to date with developments in health care by continuing to learn.

**In return we ask you to:**

* Respect our staff; they always try to do their best for you.
* Keep your appointment or let us know as soon as possible if you are unable to attend.
* Only use the out-of-hours services for urgent conditions which can’t wait until the next day or until after the weekend.
* Let us know if you have any suggestions or cause for complaint as soon as possible.
* Please also let us know when we have done well.