

Mission Statement - Values, and Vision

Mission Statement for Lister Medical Centre

...The practice mission is to improve the health of those we serve...

- We are dedicated to providing our patients with excellent health care, and offering our staff a safe, happy, enabled working environment that values learning and development.
- We aim to centre our approach on the five, core, CQC values and endeavour to use these in our decision-making and planning. We believe all staff who are employed by, or work within Lister Medical Centre, are valuable and each a role to play.

Caring

- Care is our core business 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. We have teams of both clinical and non-clinical staff who look after our different groups of patients from birth to end of life. These include patients with long-term conditions, the frail and elderly, pregnant mums, new births and under 5s, those with all forms of mental illness and/or learning disabilities, patients with cancer and those in nursing homes and hospices. We hold regular multidisciplinary meetings with professionals from both health and social care. We train our teams to be aware, and to care navigate patients to the most appropriate clinicians.
- Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for "no decision about me without me". Communication is the key to a good workplace with benefits for those in our care and staff alike.

Safe

- We have robust child and adult safeguarding protocols which are followed rigorously and reviewed regularly. This applies also to our prescribing monitoring. We hold regular clinical meetings, hold significant event reviews to ensure patient safety and learn how to do things better if things don't go as planned. Competence means all those employed by Lister Medical Centre must have the expertise, clinical and technical knowledge to deliver effective care and treatments based on best practice and evidence.

Responsive

- Compassion is how care is given through relationships based on empathy, respect. We respond to the need for change – either through changes directed from our contractors, or through liaison with our Patient Participation Group. We also use the Friends and Family survey, as well as our own in-house developed questionnaire to listen to patient's suggestions. By being creative and innovative, we aim to keep fresh and make us an attractive place to work thereby appealing to high calibre staff.

Effective

- We review our appointment availability regularly to ensure that we are offering the correct ratio of appointments to our patient list size. At times, like during winter pressures, this will be put to the test but we look at all ways of coping with the demand. We use our website to help and inform our patients of changes.

Well-led

- Being well led is key to ensuring you are well looked after. Our experienced management team produce and review policies and protocols to help us deliver consistently safe care. These are available to everyone at the practice both in hard copy and electronically on the practice intranet. Our Nursing, Administration and Reception Team Leaders meet regularly with the Practice Manager and open form of communication supports the on-going development of the teams and individuals.
- Clinical and non-clinical staff have to complete e-learning annually on mandatory subjects as well as those relevant to their individual roles.
- Primary Care Networks (PCNs) are groups of local practices working together and pooling resources to provide consistently high healthcare to their local communities. PCN's have been instrumental in providing practices with Social Prescribers, Community Pharmacists and First Contact Practitioners (physios) who are able to see patients who would, otherwise, been seen by a GP.

Vision

- **To prioritise patient care in an increasingly demanding health care environment**
- **To provide all our patients and staff with a safe and welcoming environment and one that works on a sound financial basis.**
- **Have a strong leadership position in the care we deliver within our locality**
- **To be a learning organisation and to extend the learning to others locally via examples of best practice.**
- **To work towards more collaboration and co-ordination across boundaries, with less fragmentation of care via the PCNs.**

Partners

- Dr Cyrus Fernandes (CF)
- Dr Faisal Sattar (FS)
- Dr Jey Selvarajah (JS)
- Dr Anusha Durairatnam (AD)
- Dr Beata Kreiss (BK)

Leadership Roles within the organisation

- **CQC** Registered Manager - JS
- **Safeguarding**- AD
- **Caldicott** - BK
- **Finance** – JS, deputy AD
- **QOF and enhanced services** JS, deputy AD
- **Training / supervision of GP trainees/ ANP** – CF, deputy JS
- **Reception / appointments** – BK, deputy AD
- **Prescribing lead** – FS, deputy BK
- **Secretarial / Data Entry** – AD, deputy FS
- **Nursing/ infection control** – JS, deputy AD
- **Workforce pastoral role** – CF
- **Supervisor of PCN staff** – JS

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