

SOUTHGATE MEDICAL GROUP – MISSION STATEMENT

Our Mission Statement: - The team at Southgate Medical Group is dedicated to delivering efficient and effective primary healthcare to all our patients with a **well-trained and highly motivated primary health care team. We are committed to working in a supportive and courteous manner in partnership with our patients.**

Our aim is to improve the health, wellbeing and lives of those we care for.

We undertake to -

- Provide you with a high quality medical service in a safe, responsive and courteous manner.
- Provide a primary care service that puts your welfare at the heart of all we do.
- Provide you with advice and treatment in a timely manner.
- Help you make decisions about your health by treating you as an equal.
- Discuss treatment options with you and refer you to other experts when necessary.
- Maintain confidentiality at all times and keep your health records secure.
- Keep up to date with developments in health care by continuing to learn.

Our core values -

- Patients: We earn the **TRUST** of our patients by putting patients at the heart of everything we do.
- Quality: Providing the highest standard of care and treatment in a **SAFE**, infection-free environment.
- Ethical: We maintain our **INTEGRITY** by operating within an ethical framework through openness and transparency.
- Compassionate: Being compassionate about enhancing caring for our patients that aims to nurture **RESPECT**.
- Staff: We encourage **HONESTY** and commitment in our workforce through trust, confidence and competence.

In return we ask you to -

- Keep your booked appointments or let us know as soon as possible if you cannot attend.
- Treat our staff with courtesy and respect.
- Let us know if you have any suggestions or cause for complaint as soon as possible.
- Let us know when we have done well.