

# Station Drive Surgery

## Mission Statement

The Doctors, nurses and all staff are committed to the provision of High Quality Patient Care and best practice, through the delivery of services which are timely, considerate and responsive to the needs of our patient population, and supported by a clear focus on customer service. Put simply, working together to provide great care.

### **Values:**

1. To treat each other and our patients with respect and dignity at all times.
2. To lead by example in our attitude, our involvement and our partnership working.
3. Developing sustainable local services for patients through growing our leadership, encouraging our youth and investing in our team and building.
4. Provide the highest quality care for our patients, utilise the resources available to us and work alongside other local services.
5. Developing a vested interest in our community through partnership working.
6. Embracing change to enable improved patient choice, access and services that are responsive and easy to navigate for all age groups and abilities.

Making our surgery a happy place, where our staff feel proud to work, patients feel valued, welcomed and nurtured.

### **To achieve this we will:**

- Listen to and understand the needs of our patients, and wherever possible reflect those needs on our services;
- Provide an environment which is clean, safe, and conducive to high quality patient care;
- Provide urgent appointments that enable patients, as a minimum, to talk to a clinician on the day;
- Offer patients, with on-going health issues, a clinical programme, jointly owned by both of us, to ensure that their reviews and medication are managed effectively;
- Ensure that staff partake in Continuous Professional Development, ensuring we practice in accordance with national guidelines, recognise best practice and working with the wider healthcare environment to deliver innovative solutions;
- Provide excellent customer service, by ensuring we respond to you in an open, caring and timely fashion;
- Utilise available technology to enable all our clinical staff to respond effectively to your healthcare needs;
- Ensure your prescription when already on "repeat" is ready for collection within 48 hours or where there is an issue contact you to advise of any delay;
- Provide non-NHS services in a timely fashion against an agreed tariff;
- Regularly communicate with you on Surgery activities;
- Respond quickly and pro-actively to any concerns you may have about the service you receive from us.