

## **HEATHBRIDGE PRACTICE STATEMENT OF PURPOSE**

### **Our Mission Statement**

- Aiming to be the best practice patients could visit, providing an excellent service from the good staff and maintaining high standards in all areas

### **Our Aims and Objectives**

- To improve the health, well-being and lives of those we care for and to work in partnership with our patients and staff to provide the best Primary Care services possible working within local and national governance, guidance and regulations.
- To provide high quality, safe and friendly professional General Practice services to our patient's
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to patients
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care and so actively enabling people to maintain the maximum possible level of independence, choice and control
- To be a progressive, learning and developing practice that continually strives to improve on the care we are able to offer patients
- To be a training practice helping to train and develop future GP's, nurse practitioners, nurses, HCA's and admin staff
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people and enabling them to express their needs and wants and to encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys, and giving feedback on the services that we offer and the way we offer and the way in which we deliver them
- To work closely with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To ensure all staff have the competency, motivation and support deliver the required standards of care by ensuring that all members of the team have the right skills and training to carry out their duties competently
- To protect and care for our staff offering support to do their jobs and to protect them against abuse. We have a zero tolerance policy of any forms of abuse at the practice
- To provide our patients and staff with an environment which is safe, caring and friendly
- To operate on a financially sound basis.