

# OUR PRACTICE VALUES

As a team we all work towards a set of values. We use these values during every encounter at the surgery and we strive to put our patients first and offer the best possible care.

## **Our Practice Values Are:**

Caring, respectful, everyone matters  
Improving and developing  
Working together  
Quality, efficient and safe practice  
Fairness, equality, choice

### **Caring, respectful, everyone matters**

Our patients are our priority. We treat our patients with dignity and we work hard to accommodate people's individual needs. We are a practice that cares; our doctors and staff ensure everyone who comes to our surgery experiences good care and a professional service.

### **Improving and developing**

We review our practices and services, and regularly discuss as a team how to improve. We offer our staff training and encourage development. We also learn from patient feedback and adapt where necessary.

### **Working together**

We work with many other health organisations, public agencies, charities and services to ensure our patients are given choice and support. We also have a great team who empower and help one another by sharing learning's and experience.

### **Quality, efficient and safe practices**

As a practice we review patient cases and hold regular meetings to discuss processes and procedures in our practice. We encourage ideas and innovation. We review policies and procedures regularly to ensure we are a safe practice. We provide regular training for all our staff.

### **Fairness, equality, choice**

Everyone who comes into contact with our service is treated with respect, and equality. We offer choice to our patients.