

## Our mission statement

We aim to build on our excellent reputation as being caring and friendly whilst delivering a high quality of treatment and care in an innovative and patient centred practice.

We undertake to:

- Put patients at the heart of everything we do.
- Provide a high quality service ensuring all members of the team have the right skills and training.
- Respect your dignity and treat you with compassion.
- Maintain confidentiality in what we discuss and the records we keep on your behalf.
- Be open, transparent and ethical in all areas of your care.
- Listen to suggestions, respond to complaints and strive for improvement in the development of our services.

In return we ask you to:

- Keep your appointment or let us know if you are unable to attend.
- Only use the out of hours services for urgent conditions.
- Be nice to our staff who are striving to do their best for you.
- Let us know if you have any suggestions or cause for complaint.
- Let us know when we have done well.

