

WATERHOUSES MEDICAL PRACTICE TEAM

AIMS AND OBJECTIVES

Statement

Always consider treating others as you would hope to be treated yourself

It is our determination and commitment as a Practice team to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound Practice which is receptive to people's needs and expectations and which reflects, whenever possible, the latest advances in Primary Health Care.

AIMS AND OBJECTIVES:

- To act with complete confidentiality, integrity and impartiality
- To be courteous, approachable, friendly and helpful
- To ensure effective and safe services and environment
- To provide a high standard of medical care
- To be committed to our patients needs
- To continue to improve as a patient centered service through effective decision making and good communication
- To maintain a skilled and motivated surgery team to provide the service

- To improve our healthcare services by continual monitoring; audit and appropriate action, through ongoing learning and training maintain a high quality of patient care
- To treat all patients and staff with dignity, respect and honesty
- To guide all employees in accordance with diversity and equality
- To maintain strong and effective information governance systems

Mutual Respect

We strive to treat all our patients with dignity, respect and honesty. Every staff member at Waterhouses Medical Practice is committed to deliver an excellent service to its patients. We ask all patients to offer the same commitment in return.