

Arden House Medical Practice

Practice Vision Statement.

Vision

Our vision is to provide comprehensive and personalised high-quality healthcare to our registered patients, to enable them to live healthy happy lives in our community. We believe in the benefits of traditional general practice.

Mission

We aim to provide an accessible and welcoming environment in the practice to enable patients to feel comfortable when attending or contacting us.

We seek to ensure that patients are able to contact us easily to seek help when they need us.

Our staff will always treat our patients with respect, dignity and compassion, with a professional and confidential manner. We seek to treat our patients in the same manner as we would wish our own families to be treated.

We work as a whole team, where all our staff are valued and all play vital roles in ensuring patient care.

We seek to look after our staff by ensuring they feel safe and happy in their workplace and actively encourage staff wellbeing. We operate a strict zero tolerance approach to physical or verbal violence or aggression towards our staff.

We encourage an environment of continual learning, with regular training and development for staff, and our involvement in the training of students and GP trainees.

We strive to deliver safe and timely healthcare for patients reporting urgent medical concerns to us. Where appropriate our staff will be trained to signpost patients to other services to ensure this occurs.

Where ongoing medical conditions occur, we aim to provide a high standard of care. This is centred on a high level of continuity of care which is provided by our dedicated team of clinicians.

We aim to reduce complications of long-term conditions such as diabetes by offering regular reviews.

Where appropriate we deliver health education and health promotion to empower patients to take active control of their own health and wellbeing.

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We proactively seek to look after our most vulnerable patients by offering those most vulnerable or at risk of hospital admission, regular proactive reviews and checks.

We work closely with, and regularly meet, our wider community multi disciplinary team, to ensure holistic care for our patients.

By improving the health of our individual patients, we aim to improve the health of our wider community.

Values -our key values which our mission statement is based on

- Patient centred – patients are at the heart of everything we do, and all our actions are directed towards ensuring optimal care for our patients. We treat our patients as individuals.
- Professional and trust worthy – our staff will always act in a professional manner, building trust with our patients.
- Accountable – we take responsibility for our actions. We welcome and respond to feedback and are open and transparent with our patients. We aim to keep patients updated of any significant changes or developments within the practice.
- Fair – we seek to ensure fair and consistent access to medical services for all patients, particularly focusing on those most vulnerable or at risk.
- Respectful – We respect patients individual beliefs and backgrounds, and will always seek to understand individual needs when providing care.
- Caring – we care for our patients as individuals, with a compassionate and understanding manner.
- Collaborative – we work with colleagues both within our practice team and also the wider community MDT and local Primary Care Network, to ensure our patients have access to all services available locally.
- Innovative – we are constantly striving to develop our services to provide the highest possible quality of healthcare in an ever evolving and financially limited modern NHS.