

CQC Mission statement and Values for Forestside Medical Practice

Mission statement

Forestside Medical Practice strives to provide good quality, patient centred care in a friendly and professional manner within the framework of the NHS Primary Care Services. We will:

Be respectful of our patients and provide considered care, placing the patients concern at the centre of the services we provide

Ensure that we work with our patients as a team to treat and prevent disease whilst promoting health, taking into account evidence based practice whilst maintaining a holistic approach.

Promote an ethos of best practice and learning, supporting continuous professional development for all Practice members.

Adapt and adjust to developments locally and nationally in terms of service provision and medical advancements, nurturing a forward thinking environment

We are a partnership 6 GP partners covering one list size working from two separate buildings to provide quality care for our patients.

Values

The importance of patient centred care

To inform patients who to contact by giving them their names accountable GP

To involve patients in their health choices, offering choice and involvement in decisions

To afford patients and those acting on a patients behalf support throughout their care and treatment

To be respectful to individual values, requirement for dignity & right to privacy

To address concerns and safeguarding issues promptly, appropriately and sensitively

Teamwork

We value all as part of the Forestside team

We work towards creating a supportive environment for staff, patients & carers

We work with other teams as necessary and appropriately to give good quality patient care

Maintaining standards and safety

To ensure that cleanliness & infection control measures are adhered to

Premises and equipment is safe & suitable for task

Prescribing practice is current and appropriate through engagement with Medicines management

Practice team members are supported and supportive, able to provide flexibility when required

Openness & integrity

To ensure confidentiality and accurate record keeping

Engage in regular audit, evaluation and reflection upon our care & services we provide as a Practice and as individuals

To address concerns or complaints should they arise in a timely manner?

Development and improvement

To maintain skills and knowledge by pursuing continuous professional development

To see learning as a continuous process for all

Work within the NHS primary care structure to develop ourselves and our services

Working with our locality team to promote local integrated working