

## Mission Statement

To provide high quality primary care in a safe responsive and caring manner through access to a well-trained and committed multi-disciplinary healthcare team.

Vision A partnership with our patients and colleagues which provides the best Primary Care services possible with high standards of continuity of care, working within local and national governance and regulations.

### Our Aims and Objectives

- Develop and maintain a Practice that is responsive to the needs of our patients.
- Operate the services we offer in a safe and caring environment.
- Treat patients and colleagues with honesty and integrity.
- Be responsive to patients with new, acute and urgent issues
- Optimise the health of patients with ongoing medical problems and chronic disease by the proactive provision of specific regular reviews and health-checks.
- Take a proactive role in disease prevention and the promotion of health and wellbeing.
- Achieve high standards of continuity care whenever this is appropriate and possible.
- Proactively highlight, communicate and direct our patients to local services offering scope to enhance their health and wellbeing.
- Seek out and adopt new technology where it delivers improvements to patient care.
- Listen to our patients views and provide them with appropriate information, such that they can make informed decisions about their care and treatment.
- Work closely with our local hospitals and specialist services such that patients are referred to, and gain access to, appropriate assessment and treatment within local guidelines.
- Create a Primary Care Network with other Harpenden locality practices to collaboratively provide shared services that will benefit all patients in that locality.
- Offer appointments from a range of clinical staff to allow the best access we can for both new acute issues and long-term care.
- To encourage our patients to communicate with us by joining our Patient Forum, talking to us, participating in surveys, and feeding back about the services that we offer.
- Develop and maintain a team of staff equipped to deliver the required standards of care, ensuring that all members of the team have the right skills and training to carry out their duties competently.

- To be a high-quality training environment, enabling the development of the current and next generation of doctors, nurses and general practice staff.
- To take care of our staff offering them support to do their jobs and to protect them from abuse.
- To operate on a financially sound basis