



# Moulton SURGERY Our Charter

## Our Vision (why are we here?)

To help our patients lead the best possible life from the cradle to the grave.

## Our Mission (strategic way we will achieve our vision)

To deliver the most effective and personalised Health and Wellbeing service that improves quality, outcomes and clinical standards for all of our patients.

## Our Values (our moral compass)

Safe, Effective, Compassionate and Value all individuals.

## Our Statement of Purpose

(Operational way we will achieve our vision, mission and values)

### Safe

- Provide our patients and staff with an environment which is safe and friendly.
- Have a zero tolerance of all forms of abuse and negative behaviour.
- Be a learning organisation that continually improves what we are able to offer patients.
- Protect all of our patients from harm with a particular focus on our most vulnerable patients.

### Responsive

- Work in partnership with our patients, their families and carers towards a positive experience and understanding of their healthcare, as well as understanding and involving them in decision making about their treatment and care.
- Treat patients as individuals and with the same respect we would want for ourselves or a member of our families. Listen and support people to express their needs and wants and enable people to maintain the maximum possible level of independence, choice and control.
- Encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys, and feeding back on the services that we offer, in order that we continually improve our service.

### Effective

- Provide high quality, safe, professional Primary Health Care services to our patients.

### Caring & Compassionate

- Focus on prevention of disease by promoting health and wellbeing and offering compassion, care and advice to our patients.
- Work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.

### Well Led & Valued

- Support and develop all staff to have the competency and motivation to deliver excellent standards of care.
- Operate on a financially sound basis in order to achieve our vision, mission and values.