

Southall Medical Centre

Practice Vision and Mission Statement

Southall Medical Centre aims to provide patients with high quality personal healthcare and to seek continuous improvement in the health status of the whole practice population. We aim to achieve this by developing and maintaining a cohesive team-based approach which is responsive to people's needs and expectations and reflects, wherever possible, the latest advances in primary care.

We strive to:

- Treat all patients as individuals, showing respect and courtesy at all times
- Help you to make decisions about your health by establishing good doctor-patient relationships
- Offer medical advice and information for the promotion of good health
- Maintain confidentiality in what we discuss and the records we keep on your behalf
- Encourage patients to maintain a healthy lifestyle and access relevant screening programmes
- Maintain high quality of care by keeping up to date with developments in healthcare by continuing to learn
- Work with local practices where appropriate to improve the health of our patients in the community
- Continue to improve the service we offer through auditing and monitoring

Our core values:

- Patients → we earn the trust of our patients by putting patients at the heart of everything we do
- Quality → provide the highest standard of care and treatment in a safe and clean environment
- Ethical → maintain our integrity by operating within an ethical framework through openness and transparency
- Compassionate → being compassionate about enhancing care for our patients and always treating patients with respect and kindness
- Staff → encourage honesty and commitment in our workforce through trust, confidence and competence

In return we ask patients to:

- Treat our staff and other patients with respect and dignity
- Keep us updated of any changes in name, address or other contact information
- Attend all booked appointments, or let us know if you can't attend
- Let us know if you have any compliments, suggestions or cause for complaint as soon as possible
- Let us know when we have done well

