**SHIRLEY MEDICAL CENTRE**

 **VISION STATEMENT**

**334 Wickham Road**

**Croydon**

**CR0 8BH**

**Tel: 020 87771876**

**MISSION STATEMENT**

Shirley Medical Centre is a well-established GP surgery committed to providing high quality general medical care and enhanced services to our practice population with a holistic approach.

**OUR VALUES:**

* To be committed to our patient’s individual needs and treat all patients with dignity, respect and compassion
* To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care
* To treat patients as individuals with the same respect we would want for ourselves or a member of our family, by listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
* To provide an ethos of openness and integrity while maintaining strict patient confidentiality
* To strive to continually improve our services through responsible monitoring and auditing
* To maintain a culture of reflection by understanding when we have got something wrong and reflect constructively on feedback to identify learning opportunities
* To provide a safe, clean and accessible environment for our patients, staff and visitors
* To ensure all staff have the competency and motivation 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 maintain a motivated and fulfilled team by upholding continuing professional development, promoting a friendly working environment, developing strong working relationships and encourage collaborative team-working through mutual support and learning from each other
* To be courteous, approachable, friendly and accommodating
* To provide our patients and staff with an environment that is safe and friendly by operating a zero tolerance policy

Reviewed 01.07.2021 AA