

# Dr Glencross Surgery

## Vision & Values 2018

### Our Vision

- The Practice Team are dedicated to the provision of high quality care and best practice through the delivery of services which are patient-centered, timely, considerate and responsive to the needs of our patient population and supported by a clear focus on customer service.

### Our Objectives

- Deliver same & next day access as standard
- Help patients to take control and get involved with improving their health and well-being
- Facilitate personal development of our team
- Work with our CCG and Federation to improve the health of our patients and the local population
- Deliver best practice, encourage innovation and embrace change
- Preserve and enhance our good reputation for being a caring and effective Practice.
- Maximise the use of our limited resources in service provision to prevent waste.

### Our Values

- Safety and quality at the heart of what we do
- To treating all patients, staff and users of the practice equally and with dignity and respect.
- To act professionally and with integrity
- To provide a supportive team environment
- Dedicated to delivering continuity of care in an open and friendly manner

## Our operating statement

- Long-established single-handed Family Doctor Practice
- Active Members of Huddersfield Central CCG
- High quality general medical services and enhanced services to our population of patients
- List size is 2,550 and continues to grow at a steady rate
- We monitor our workload and provision of services and adapt accordingly to maintain excellent access
- We welcome feedback, learn from our mistakes and build on our successes.
- We insist on quality and strive to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication
- We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering
- A practice where skills and competence are valued; where people take personal responsibility for their own learning and are generous in supporting the learning of others.
- Committed to listening the needs of our patients, and where possible reflect those needs in our services

## Our Improvement Priorities

- ◆ **Reduce unplanned admissions**
- ◆ **Increase influenza vaccine uptake**
- ◆ **Improve Dementia detection rates**
- ◆ **Demonstrating effective care through QOF**
- ◆ **Use audit to monitor our quality and plan improvements where necessary**
- ◆ **Increase the identification of carers to offer support**
- ◆ **Promote the 10 Dignity Dos in our work with patients and other agencies**

*In formulating the Vision we have drawn on the views and experience of patients through our friends & family test comments and other patient feedback.*