

Statement of purpose

Health and Social Care Act 2008

Part 2

Aims and objectives

Please read the guidance document *Statement of purpose: Guidance for providers*.

Aims and objectives

What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose

1- Our Surgery aims to deliver a high quality patient-centred local Surgery for all its registered patients, through Consultations, examinations and treatment of medical conditions..

2- We will understand and meet the needs of our patients by involving them in decision making about their treatment and care

2- We undertake to deliver the highest possible level of care to all patients attending the Surgery and to those registered patients who make contact with us either by phone, fax, post, email or in person.

3- By conducting regular surveys, we will ensure that we will continue to learn from patient feedback both complimentary and critical. We can then use/consider the results to make changes when required

4- All members of staff will be friendly, approachable and available to help patients, taking into account their personal needs and circumstances. They will have the right skills and appropriate training to carry out their duties competently

5. The Surgery premises will be maintained in good repair and be a comfortable environment for all visiting patients.

6. Phones will be answered in a timely manner and all queries responded to appropriately.

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