

# **Bowburn Medical Centre**

## **Mission statement**

Bowburn Medical Centre aims to provide high quality health care in a responsive, supportive, courteous and cost-effective manner.

### **We will:**

- Work within the framework of NHS Primary Care Services to provide professional medical, nursing and other services which meet the identified needs of patients, placing patient welfare at the heart of all we do.
- Promote best practice, utilising specialist expertise within the practice team and externally and encourage the continuous professional development of all members of the practice team in a culture which is supportive, innovative and forward looking.

### **Care for wellbeing in body, mind, spirit and relationships**

- Convey compassion in word and action, listen and respond to our patients' needs, empower our patients by giving them information to make informed choices and respect their decisions without prejudice.

### **Work as a team**

- Value the contribution of each team member in a mutually supportive environment, encouraging involvement by our patients and their representatives within the practice and the wider health and social service.

### **Be honest**

- Speak and act truthfully – and be accountable for our actions.

### **Learning and improving**

- Record and learn from our mistakes and embrace change, recognising it as being inevitable and essential.