**Practice Vision Statement**

**Our Mission:**

Our aim at Treeton Medical Practice is to provide the high standard of patient-focused healthcare in a responsive, supportive and courteous manner whilst ensuring that all staff and patients are treated with dignity, honesty and respect

**Aims and Objectives**

1. Working with patients to achieve high quality care, responding to patients needs and expectations
2. To act with integrity and complete confidentiality.
3. To be courteous, approachable, friendly and accommodating to all patients and visitors
4. To improve our patient centred service through decision making, sharing, communication and continuous training and development
5. To listen to and provide feedback to patients and staff, engaging with our PPG members on a regular basis. Encouraging feedback from patients to enhance services and patient experience.
6. To maintain our motivated and skilled work teams, through appraisals and learning pathways/plans, including diversity and equality training
7. Continuous monitoring and auditing to help us improve our healthcare services
8. To ensure effective and robust information governance systems.
9. To move towards more cost effective, integrated and resilient systems of care. Adapting to the increasing number of patients and demands by introducing new services working alongside the CCG, Federation and local practices.
10. To adapt to the increasing number of patients who have multiple long term conditions that require complex medical care delivered in their community or home.
11. To continually promote healthy lifestyles and behaviours while engaging patients and communities in supporting their own care.