

Arthur Medical Centre

Our Values

For our Patients, we aim:

- To provide a high quality level of effective, patient-centred care
- To put the wellbeing and welfare of each and every patient at the heart of what we do
- To be accessible, providing a range of services aligned with the needs of our patients
- To be empathetic and compassionate, treating every patient with the dignity and respect they deserve
- To be fair and consistent in the way we do things
- To have a collaborative approach, involving patients in every plan and decision made relating to their care
- To promote preventative and proactive healthcare services
- To safeguard our most vulnerable patient groups from harm, and respond to any risks or safety concerns identified, putting in place measures to prevent such occurrences in the future
- To protect our patients' confidentiality and privacy at all times





For our Practice and Locality, we aim:

- To provide a safe and welcoming environment for both patients and team
- To deliver healthcare in well-maintained and fully equipped premises, that are accessible by all
- To adhere to infection control and clinical waste policies
- To listen, communicate, consult and collaborate with our patients and team
- To work with others (patient participation group and other local organisations) to improve the wellbeing of our patients and the local population
- To be alert to the needs of our most vulnerable patient groups and team members and adapt our processes accordingly
- To instil confidence in our Practice through our ethical, conscientious approach
- To be mindful of cost efficiency and effectiveness, striving to minimise all forms of waste
- To be accountable - we continually work towards improving the services and care we provide, and promote a culture of openness and learning from mistakes

For our Practice Teams, we aim:

- To promote and nurture a supportive, rewarding and fulfilling work environment for all staff
- To aspire to be the best we can be - projecting and promoting a positive, professional image of ourselves and our Practice
- To embrace diversity, respecting and valuing each other's opinions, beliefs and contributions. We appreciate one another - everyone matters and is heard
- To invest in our staff, diversifying and developing our skills and knowledge base to ensure that we have a highly skilled, resilient and adaptable team to meet the needs of our patients and community
- To encourage and support each other's learning and personal/professional development
- To work collaboratively with a high level of integrity and professionalism, supporting each other towards our personal and organisational goals.
- To be innovative and brave, taking a solution-based approach to challenges and difficulties
- To motivate and inspire ourselves and each other, maintaining our passion for what we do
- To be honest and ethical, reliable and loyal – upholding our high standards in everything we do
- To communicate effectively with each other and our patients, ensuring relevant news, information and feedback is shared via appropriate routes





From our Patients, we ask that:

- All members of our Practice team are shown the same levels of dignity and respect that Patients would like to receive from our team who are passionate about your wellbeing and care
- You are also mindful of the wellbeing of other patients when you interact with the Practice
- You are considerate with your requests and expectations when interacting with the Practice. Patient care is a priority, but many non-urgent matters may not need to be addressed the same day or may be best addressed via another service, such as a local community pharmacy or therapist
- Our premises and facilities are not misused and are treated with respect
- You attend booked appointments, or let the team know as soon as possible of expected non-attendance to enable us to offer this to another patient.