**The Willows Medical Practice**

**Mission Statement**

**To provide professional, accessible, high quality, comprehensive healthcare services that inspires confidence in our patients and our community.**

**Our Vision**

**We aim to provide high quality primary care treatment for our Patient population to include consultations, examinations, and treatment of medical conditions.**

**To focus on prevention of disease and prioritise healthy living.**

**To understand and meet the needs of our patients, involve them in decision making about their treatment and encourage them to participate fully.**

**To involve other professionals in the care of our patients where it is in the patients best interest. i.e referring for specialised care and advice.**

**To ensure that all members of the team have the right skills and training to carry out their duties competently.**

**To create an educational environment where staff promote care learning amongst themselves, GP, ST3’s and medical students.**

**To review patient satisfaction surveys to review feedback from the patients who use our service and use the results to make changes when required.**

**We aim to improve our Dementia Care for our Patients and have a nominated nurse for this.**

**To take care of our staff, ensure we have a competent and motivated team with the right skills to do their job and protect them against abuse.**

**To act with integrity and confidentiality and ensure we have a robust information through the government system.**

**To treat our patients and staff with dignity, independence, respect and honesty in an environment which is accessible, safe and friendly.**