**CQC Mission statement and Values for Forestside Medical Practice**

**Mission statement**

Forestside Medical Practice strives to provide good quality, patient centred care in a friendly and professional manner within the framework of the NHS Primary Care Services. We will:

Be respectful of our patients and provide considered care, placing the patients concern at the centre of the services we provide

Ensure that we work with our patients as a team to treat and prevent disease whilst promoting health, taking into account evidence-based practice whilst maintaining a holistic approach.

Promote an ethos of best practice and learning, supporting continuous professional development for all Practice members.

Adapt and adjust to developments locally and nationally in terms of service provision and medical advancements, nurturing a forward-thinking environment

\*We are a partnership with 5 GP partners covering one list size working from three separate buildings to provide quality care for our patients. We form part of the Waterside PCN working alongside Waterfront & Solent Surgery and Red & Green Practice. We are opening up a Branch surgery providing Urgent and enhanced Care across our locality within our branch site in Hythe Hospital from November 2022. This is a change for our practice who will now be working within our main site at Dibden Purlieu surgery and two other sites, Marchwood Surgery and our Urgent Care hub within Hythe Hospital.

**Values**

**The importance of patient centred care**

**To inform patients who to contact by giving them their names accountable GP**

To involve patients in their health choices, offering choice and involvement in decisions

To afford patients and those acting on a patient’s behalf support throughout their care and treatment

To be respectful to individual values, requirement for dignity & right to privacy

To address concerns and safeguarding issues promptly, appropriately, and sensitively

**Teamwork**

\*We value all as part of the Forestside & Waterside PCN teams

We work towards creating a supportive environment for staff, patients & carers

We work with other teams as necessary and appropriately to give good quality patient care

**Maintaining standards and safety**

To ensure that cleanliness & infection control measures are adhered to

Premises and equipment is safe & suitable for task

Prescribing practice if current and appropriate through engagement with Medicines management

\*Practice & PCN team members are supported and supportive, able to provide flexibility when required

**Openness & integrity**

To ensure confidentiality and accurate record keeping

\*Engage in regular audit, evaluation, and reflection upon our care & services we provide as a Practice, PCN Teams and as individuals

To address concerns or complaints should they arise in a timely manner.

**\*Development and improvement In Practice & within the PCN Teams**

To maintain skills and knowledge by pursuing continuous professional development

To see learning as a continuous process for all

Work within the NHS primary care structure to develop ourselves and our services

\*Working with our PCN & locality teams to promote local integrated working

**Service Locations – Up-dated October 2022**

**3 Sites**

1. Forestside Medical Practice, Beaulieu Road, Dibden Purlieu, Southampton SO45 4JA
2. Old Malthouse, Main Road, Marchwood, Southampton SO40 4UZ
3. Urgent Care Hub, Hythe Hospital, Beaulieu Road, Hythe, SouthamptonSO45 4ZB