

Concordia Health Primary Care Mission Statement

Melbourne Grove Medical Practice

"We aspire to deliver services that are clinically excellent, to our patient population and that makes the best use of public money. We will evolve to meet the ever changing needs of our patients and other Stakeholders. Our employees will be proud to deliver patient-centered, responsive care"

Champion of patients

Our patients deserve to be involved in the way that services are delivered. Our patients are our customers, and we are passionate about reaching out to our patients, to engage with them and to encourage them to get the most from our services.

Pride in our people

Our patients expect clinical excellence and - crucially - so do our staff. We are committed to the professional development of all our clinical and administrative teams. Our employees have the opportunity to progress both within primary care and within the Concordia Health Community Services team.

Pride in our service

We are very proud of the continued improvements in standards we achieve together as a team and with our patients. We ensure that effective pathways are in place for chronic disease management, in screening for cancers and protecting against illness and actively encourage healthier lifestyles.

Evolving to meet the requirements of the NHS

We are continuously looking to improve the quality of our services ensuring at all times that we safe-guard high standards of care. This is achieved through an integrated approach to governance which is predicated on the creation of an environment within our practices and services in which clinical excellence flourishes. Our main responsibility is to put quality of care at the heart of everything that we do, to provide a framework for Clinical Governance and to support our staff in the delivery of primary services

*The clinical objective of the practice is to deliver "**high quality clinical services**".*

We believe that there are three clinical principles that underpin this clinical objective namely that:

- Services should be patient-centered

- Services must be delivered safely and through a learning environment and
- Services must be effective

The clinical objective is of paramount importance. All three clinical principles are vital to provide clinical oversight, ensure the maintenance of patient safety and provide a platform from which there is continual clinical quality improvement.

Our clinical governance also includes patient and public involvement; staff management; and continuous learning.

We strive to deliver high quality care, to respond to service users input, to learn from patient surveys, audit and mistakes, in an environment where all practitioners and staff are encouraged to develop their skills and expertise. In this way we will ensure that the care we offer to individual patients as well as the populations we serve is delivered and developed in a way that continuously improves.

Protecting patients is not simply important; it is one of the prime directives of medicine. Patients have a right to compassionate, competent, safe care that proactively seeks to improve their health and well-being.

Adam Hurd

Managing Director

Concordia Health Ltd

April 2018