



Fulwood Green Statement of Purpose

The cardinal aim of Fulwood Green Medical Centre is to provide accessible, patient-centred, high quality, evidence-based General Medical Services to our patients at all times.

We will do this by delivering our objectives:

1) ACCESS - We will provide same-day access to an appropriate clinician for those who believe themselves to require it. This may be by telephone or face-to-face.

We will provide routine access to a choice of male or female clinicians across 10 sessions and extended hours within a reasonable time. This will also be via telephone or face to face.

2) QUALITY & SAFETY - Our clinicians will be appropriately trained and with current knowledge to deliver the highest quality healthcare advice and interventions. We will have systems in place to ensure continuous quality improvement through clinical audit, significant event analysis and the honest review of complaints and feedback.

3) CHOICE - We will provide a wide variety of community based services in house for our own patients and those registered at other practices. We will offer choice of hospital and community services at the point of referral and help to guide our patients in their choice. Whenever possible, we will engage in shared decision making with our patients to help them to make the right choice for them.

4) CUSTOMER SERVICE - All our staff will provide the highest level of customer service to our patients. We will be honest and sensitive and if we say we shall do something, we will do it.

5) DIGNITY - We will support vulnerable people of any age to access care in a manner appropriate to them. We will support a dying patient's wish whenever possible and ensure communication with them and their carer is compassionate and honest. Our building will facilitate privacy and dignity and a chaperone policy applied to all appropriate interactions.

6) PREVENTION/PROACTIVE CARE - We will engage with our patients at every opportunity to support them to make the right lifestyle choices to support their health & wellbeing and signpost to in-house and community services as appropriate. We will actively seek out those at risk of developing problems and engage with them in a way appropriate to their needs.

7) LONG TERM CONDITIONS - We will have rigorous call/recall programs in place to ensure fewer patients miss the opportunity for good long-term conditions care. We will actively engage non-attenders in a manner that helps them engage.

8) EQUALITY - We believe in the parity of esteem of physical and mental health and will reflect that in all our interactions with patients. We will treat all patients depending upon their needs and not discriminate on the grounds of age, gender, race, sexuality, nationality, religion or any other characteristic.

9) COLLABORATION - General Practice is only part of many of our patients' experience of services. We will work with community and hospital services, pharmacies, neighbouring practices, social services and charities in our neighbourhood to improve the offer for our patient's year on year. We will be an enthusiastic member of our Clinical Commissioning Group to shape services for the future. We will work with our Patient Participation Group to ensure the patient voice is considered in any service development.

10) ENVIRONMENT - Our premises will be bright, warm and welcoming with sufficient space to allow privacy and dignity. It will be a clean and safe place for patients and staff.