

# ROWLANDS CASTLE SURGERY

## STATEMENT OF PURPOSE

### **Rowlands Castle Surgery aim to:**

1. Provide a high standard of medical care, treatment and support to our patients, their families and carers.
2. Be committed to our patients' needs and act in their best interests.
3. Act with integrity and complete confidentiality.
4. Be courteous, approachable, friendly and accommodating.
5. Ensure safe and effective services and environment.
6. Improve as a patient centred service through decision making and communication.
7. To maintain our motivated and skilled work teams.
8. Through monitoring and auditing, continue to improve our healthcare services.
9. Maintain high quality care through continuous learning and training.
10. To guide our employees in accordance with diversity and equality.
11. To ensure effective and robust information governance systems.
12. To treat all patients and staff with dignity, respect and honesty without discrimination.