

Ball Tree Surgery



Our Mission

We are proud of our surgery and aim to work in a place where...

We have **clear clinical and managerial leadership** listening and actively responding to the needs of individual patients and staff.

We provide **high quality clinical care**, where those accessing our services feel respected as individuals, are cared for with dignity and feel comfortable accessing our services in a **friendly safe inclusive environment that respects and embraces equality and diversity**.

We **aim for continuity**, so people can see the same nurse or doctor for the same problem wherever possible.

We **understand the importance of mental as well as physical health needs** and reduce barriers to access and inclusion through collaboration and communication with our patients.

We aim to have our appointment system providing **excellent access** balanced with good safe working conditions, where people can get an appointment with the right person in the safe appropriate timescale.

There are **effective, efficient systems** to provide smooth services and where we are always striving to continuously improve.

There is **mutual respect among staff and the people accessing our services** with compassion and caring at the forefront of what we do.

Communication within the surgery and those using our services is at the heart of what we do, listening, sharing information and decision making and seeking to understand each other.

There are **consistent policies** communicated across both sites so patients and staff understand the systems, their obligations and responsibilities.

We respect confidentiality and only share information that is necessary,

We admit to any mistakes and learn from them **seeking always to improve** what we do within the constraints of resources available in the NHS. Constructive feedback and ideas are welcomed from those using and working within the surgery.

We aim to **integrate with the community** that we serve.

There is time set aside to ensure **sufficient training and support for all staff** so they feel confident in their roles and are not afraid to ask if they have problems.

There is integrated team working across both sites, where everyone is valued, is listened to and heard and concerns can be shared openly in a **supportive atmosphere**.

We say “hello”, we meet regularly, fun and laughter is encouraged and the value of a good work-life balance is respected and we look after each other's wellbeing.