

**BUCKLAND MEDICAL CENTRE  
TARA SURGERY**

To provide high quality compassionate care for our patients and, by working in partnership with them, to make the best use of our health resources.

**TO ACHIEVE THIS WE WILL**

- Place our patients at the centre of our decision making
- Be accessible and approachable to patients and colleagues
- Provide a clean safe environment in which to work and provide health care
- Support our staff and ensure they are trained to for the tasks we ask of them
- Treat our patients and each other with dignity and respect
- Act with honesty and integrity at all times
- Encourage feedback and scrutiny of our performance and to act swiftly and conscientiously to resolve issues when things go wrong
- Make a commitment to ensure best clinical practice for our patients and engage in continual professional development.
- Be open to new ideas and ways of developing primary care to meet the needs of our patients now and in the future.

**OUR PRIORITIES**

- ✓ Make safety and quality a priority
- ✓ Facilitate the professional development of our team
- ✓ Develop effective working relationships with our CCG to improve the health of our patients
- ✓ Reduce unplanned admissions
- ✓ Maintain our high immunization rates including flu vaccination
- ✓ Provide high quality care through the Quality Framework
- ✓ Continue improve access and facilities and provide a safe supportive environment for our staff and patients.