

Mission Statement

Acorn Surgery aims to provide high quality health care in a responsive, courteous and cost-effective way. Our goal is to provide a wide range of quality primary care services as accessibly as possible. All staff within the Acorn Team are committed to providing the best care possible, involving patients in decisions about their care. We aim to treat all patients with dignity and respect, providing the same care irrespective of race, gender, religion, age or medical condition. Our overarching aim is to treat our patients, and colleagues, in a way we would want members of our own families to be treated. To this end we will:-

- *Work within the framework of NHS Primary Care Services to provide professional medical, nursing and other services in order to meet the specific needs of each patient.*
- *Continually promote best practice through use of specialist expertise and knowledge within the wider Practice Team, encouraging and supporting CPD of each member of staff in order to use the most up-to-date approaches to care and treatment.*
- *Promote and nurture a culture which is innovative, forward-thinking and flexible.*
- *Provide a service which puts the welfare of every patient at the heart of everything we do.*

Working as a team

We will promote and generate a strong team work ethic by:-

- *Relating well within and across the Practice Team.*
- *Valuing the contribution of each team member.*
- *Building a mutually supportive environment.*
- *Co-operating with other teams of attached staff.*
- *Encouraging and enjoying involvement by our PPG (the Acorn Patient Team).*

Integrity

We will continuously encourage integrity within the Practice by encouraging people to

- *Speak and act truthfully at all times and in all situations.*
- *Be accountable for their actions.*
- *Promote an environment of honesty and fairness.*

Learning and improving

We will adopt and maintain a 'can-do' approach to work and work-life by:-

- *Adapting in a positive way to change.*
- *Building on and celebrating achievements.*
- *Developing and broadening the range services we provide.*

Values

We will work in an empathic, understanding and holistic way by:-

- *Appreciating the varied values and norms of people and groups, irrespective of gender, race, culture, sexual orientation, age or disability.*
- *Conveying compassion in word and action.*
- *Responding to individual cultural and religious beliefs wherever practicable.*
- *Assessing and responding to needs of patients.*
- *Providing an appropriate range of services.*
- *Maintaining a health-promoting environment.*

Respect

We will respect the individuality of people by:-

- *Showing courtesy.*
- *Seeking to understand their needs.*
- *Treating everyone fairly.*
- *Valuing each person as a unique individual.*
- *Being especially supportive to patients who are vulnerable and have special requirements.*
- *Accept and embrace the views of others.*