

Statement of Purpose and minimum Standards Agreement for Mansion House Surgery

At Mansion House Surgery we are committed to working in partnership with our patients in understanding their needs and delivering the highest standards of medical care to the community.

We, the partners and staff of Mansion House Surgery, believe that every person should be treated with dignity and respect and wish to provide the highest standards of care for all our patients.

As a group of dedicated professionals we are committed to providing and promoting excellent health care to all our patients within a caring environment.

We believe that health care is a team effort and that the whole team should demonstrate and support the above values. We therefore as the Partners and staff employed at the practice will comply with those standards.

We will treat our patients and fellow work colleagues' with dignity and respect. We will treat all our patients and work colleagues in a manner in which we would expect to be treated ourselves.

We are aware of and follow correct practice procedures as written in our procedures' manual.

We will greet patients and visitors to the practice, politely and when answering the telephone, state our name thus identifying ourselves to the patient or caller.

We will as staff adhere to the defined dress code which includes wearing name badges to be identifiable to patients.

We will undertake to keep our surrounding work areas clean and clutter free at all times and project a clean, clinically safe and organised environment to our patients at all times.

We will be fully supportive at all times regarding practice decisions which will require change that are deemed to the benefit of our patients and/or mandated within any current or future legislation.