**ST ALBANS MEDICAL CENTRE**

**MISSION STATEMENT**

We are a well established practice in Kingston upon Thames Surrey. The partnership has remained stable for over 20 years.

Our mission is to provide our patients with the best possible care and to help people live longer, healthier and happier lives.

**Our Values**

We are committed to the continuous development and life long learning of everybody working for the practice

We value and respect everybody as individuals and are committed to learn from our experience and make improvements

Our GP’s and Nurses have developed skills and services in the Community in order to provide more local and appropriate services as well as reducing demand on secondary care

**Our Objectives**

* Improve patient satisfaction
* Prevention of illness and disease
* Promotion of healthy lifestyle
* Reducing demand of secondary care
* Improve organisational performance
* Reduce Waste
* Improve employee satisfaction and effectiveness

**In return, relating to the above statements, we ask you to:**

* Keep your appointment, or let us know as soon as possible if you can’t
* Only use the out-of-hours services in an emergency
* Be nice to our staff! They do their best for you and respond very well to “thank you”
* Let us know if you have any suggestions or cause for complaint as soon as possible
* Let us know when we have done well