**Sonning Common Health Centre (SCHC)**

**Vision statement, core values and patient charter 2023**

**Vision Statement**

The Sonning Common Health Centre team believes in providing excellent, effective and accessible health care in a safe, caring, and patient centred way.

**Core values - SCHC**

**Patients** - Putting patients at the heart of everything we do

**Quality** - Providing an evidence based high standard of care .

**Ethical** - Operating with openness and transparency

**Compassion** - Caring about our patients and their relatives

**Team** – Supporting the practice team through dedication to teaching, training and professional development

**Resilience**- Planning for the future and responding to the current demands of General Practice in a realistic and supportive way for staff and patients

**Accessibility**- Utilising innovative processes and available IT to provide care in the most appropriate way for patients

**Health and wellbeing promotion-** Encouraging patients to access physical activity and local health initiatives and empowering them to maintain and improve their own health

**Patient charter:**

**We undertake to:**

•       Treat you with respect and courtesy at all times

•       Provide you with advice and treatment in a timely manner

•       Help you make decisions about your health

•       Discuss available treatments and refer you on to other experts where necessary

•       Act as your advocate and guide through health care services

•       Maintain confidentiality in what we discuss and the records we keep on your behalf

•       Keep up to date with developments in health care by continuing to learn

**In return we ask you to:**

•       Keep your appointment and/or let us know as soon as possible if you can't attend

•       Only use urgent out-of-hours services for urgent conditions which can't wait until the next day or over the weekend.

•       Be courteous to staff and other patients

•       Let us know if you have any suggestions or cause for complaint as soon as possible

•       Let us know when we have done well

Saved: n/infozone/staff information and newsletters/sonningcommonhealthcentre vision and core values final June 2023