

**Shawbirch Medical Centre**  
**Mission Statement and Values**

Shawbirch Medical Centre  
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[www.shawbirchmedicalcentre.nhs.uk](http://www.shawbirchmedicalcentre.nhs.uk)

***' Our aim is to provide high quality healthcare, in a personalised, efficient, accessible and timely fashion, taking into account the needs of our patients and the local population, while at the same time being mindful of the use of NHS resources'***

**Our values are:**

- To provide high quality healthcare for the patients we treat
- To ensure that the medical care we give is safe and prompt
- To ensure that you are seen by the right person and at the right time for the problem you have
- To act as an advocate when you are dealing with your care which occurs outside of the practice
- To treat all of our patients with consideration, dignity and respect
- To listen to the needs of our patients and respond to these to the best of our ability
- To provide an environment for our patients which is clean, safe and welcoming
- To communicate with other healthcare providers efficiently with regard to your care

**We also aim to:**

- Provide a culture of ongoing professional development, learning and reflection for our staff
- Work well as a team and value each other for their differing skills and attributes
- Have systems in place to learn from events where improvement is needed
- Be accountable individually and as a collective for our actions
- Ensure that all members of the team act with honesty and integrity
- Collaborate with the local Clinical Commissioning Group using NHS resources appropriately
- Celebrate our successes!

**Shawbirch Medical Centre**

Dr Caroline Freeman - Dr Peter Coventry - Dr Paul Davies - Dr Charlotte Garrington  
Dr Emily Steedman - Dr Clare McDermott - Hazel Heinink ANP  
Practice Manager – Mrs Ruth Waldendorf