

The Tudor Surgery Vision Statement

Our key priorities are to:

- Continue to treat patients as an individual and be sensitive to their needs without any prejudice.
- Listen to and understand the needs of our patients.
- Provide urgent appointments for those with immediate and urgent medical needs.
- Recall and review patients with ongoing and chronic health conditions and repeat medications.
- Support training for clinical and non-clinical staff encouraging Continuous Professional Development.
- Utilise available technology to enable all our clinical staff to respond effectively to your healthcare needs, embrace change and innovative thinking keeping governance and security to the fore.
- Maintain standards with our practice prescribing and ensure a time frame of two working days for repeat medication is met.
- Provide non-NHS services in timely fashion against an agreed tariff.
- Provide an environment which is clean, safe and welcoming without discrimination.
- Work jointly with the Virtual Patient Participation Group to communicate change and receive constructive feedback and observation.
- Respond quickly and pro-actively to any concerns you may have about the service you receive from us.
- Ultimately to be a general practice that patients feel comfortable to visit and feel safe in the knowledge they will be offered a good primary care service.
- Providing GP services to other patients in the area in partnership with the other locality practices which will be done with full access to the patient record.