



PULBOROUGH MEDICAL GROUP

STATEMENT OF PURPOSE

Registered Manager: Mr Alan Bolt

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Pulborough Medical Group) is required to provide to the Care Quality Commission a statement of purpose.

Vision:

To deliver the highest level of medical care to the population of Pulborough and beyond, in modern purpose built premises; to deliver health care in a flexible and innovative way to meet patient choice and to reflect changing political and economic circumstances.

To provide a rewarding place to work in a supportive team and a healthy work / life balance for those who work at Pulborough Medical Group

Our Aims and objectives:

- **Provide a high standard of Medical Care**
 - **Be committed to our patients needs**
 - **Act with integrity and complete confidentiality**
 - **Be courteous, approachable, friendly and accommodating**
 - **Ensure safe and effective services and environment**
 - **To improve as a patient centred service through decision making and communication**
 - **To maintain our motivated and skilled work teams**
 - **Through monitoring and auditing continue to improve our healthcare services**
 - **Maintain high quality of care through continuous learning and training.**
 - **To guide our employees in accordance with diversity and equality.**
 - **To ensure effective and robust information governance systems**
 - **Treat all patients and staff with dignity, respect and honesty**
- To maintain a culture of openness, transparency and shared learning.**

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy stable practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

Pulborough Medical Group has been based in Pulborough Primary Care Centre since August 2007; the building represents a collaboration between Barnhouse Surgery and Lower Street Surgery (both in Pulborough) to join together and provide a purpose built centre to deliver high quality care to their patients. The aim has always been to attract other health service providers to the Centre, to deliver care closer to home; with the changes to the NHS over recent years, the Practice & Partners have an ongoing desire to add to and improve the services and facilities available.

We work closely with the Pharmacists, the community nursing team and health visitors, all based on the ground floor of the Primary Care Centre, to identify and support those at risk, vulnerable, palliative care and long term condition patients.

For the future, we are looking at ways in which we can improve our patient access; encourage the use of elearning for staff, improve our significant event reporting process, to forge closer links with other Practices in our locality groups with a view to collaborative working.

Reviewed January 2016

Update due January 2018