

# Lambert Medical Centre Strategic Framework

## Our Mission

- To build on our traditions of providing high quality healthcare services in a safe environment which is welcoming, caring and accessible for all our patients.

## Our Values

- To treat our patients, fairly, equally and with dignity and respect.
- To take the time to listen and understand our patients needs
- To work in partnership with patients, families and carers.
- To support our patients by promoting health and wellbeing
- To value our staff; providing a supportive and fulfilling environment and encouraging professional development
- To put our patients welfare at the heart of all we do.

## Our Objectives

- Be innovative, adaptable and respond to the changing face of general practice.
- To ensure that all staff have the skills to provide safe and effective care for our patients.
- Listen to patients and staff, valuing their ideas, comments and suggestions
- To work closely with colleagues from other organisations to promote the health of the local population

## Our Operating statement

- Established 6 Partner Practice
- Member of Hambleton, Richmond and Whitby CCG
- High quality general medical services and enhanced services to our population of patients
- List size is 8,200 and continues to grow
- We will monitor our workload and provision of services and adapt accordingly
- Our goal is to be safe, effective and responsive in terms of the healthcare we provide and the business we run
- Deliver best practice
- Collaboration with patients and key stakeholders
- We will encourage and reflect on feedback
- We will maintain an educational environment for our learners and encourage personal development of all our team members

## Our Improvement Priorities

- ◆ Enhance GP Access
- ◆ Reduce unplanned admissions
- ◆ Improve patient choice
- ◆ Demonstrate effective care
- ◆ Develop collaborative, innovative working