

SHIRLAND MEDICAL

MISSION/VISION STATEMENT & BUSINESS PLAN

Queens Park Health Centre, Dart Street, London W10 4LD

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MISSION STATEMENT

Shirland Medical is a well-established GP surgery committed to providing high quality general medical care and enhanced services to our practice population with forward thinking approach.

OUR VALUES:

- To be committed to our patient's individual needs and treat all patients with dignity, respect and compassion
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care
- To treat patients as individuals with the same respect we would want for ourselves or a member of our family, by listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
- To provide an ethos of openness and integrity while maintaining strict patient confidentiality
- To strive to continually improve our services through responsible monitoring and auditing
- To maintain a culture of reflection by understanding when we have got something wrong and reflect constructively on feedback to identify learning opportunities
- To provide a safe, clean and accessible environment for our patients, staff and visitors
- To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently
- To maintain a motivated and fulfilled team by upholding continuing professional development, promoting a friendly working environment, developing strong working relationships and encourage collaborative team-working through mutual support and learning from each other
- To be courteous, approachable, friendly and accommodating

- To provide our patients and staff with an environment that is safe and friendly by operating a zero tolerance policy

VISION STATEMENT

Our vision for Shirland Medical is to provide a one stop centre for health and wellbeing by identifying the needs of the community and providing easier access to the services needed.

To enable this, we are working closely with our colleagues at our Primary Care Network (PCN), West London GP Federation and ICB to widen the scope of services we offer in the community. We now have in house pharmacist, a first contact physiotherapist, paediatric and diabetic MDTs, My Care My Way (who look after our over 65's) and a social prescribing link worker (supporting 18 – 64 year olds). In future we also hope to offer the services of a PCN Mental Health Practitioner.

The GP Partners recently completed their GP educational supervisor course in order to take on trainee doctors which will benefit the local GP workforce in the future.

We have an active PPG group who aim to meet with regularly who provide us with valuable feedback. We take this into consideration when making any changes within the practice.

BUSINESS PLAN

We are aiming to become a training practice for student doctors and doctors who wish to specialise in General Practice. Our 2 GP Partners have recently completed their GP Supervisory Course. There are currently no formal training practices within our PCN that operate in the QPP area. We feel that this places the local area and our PCN at a disadvantage as a place of work as well as recruitment appeal. We hope to rectify this and feel that we have an opportunity here to enhance the health benefits for our patients and the growing local community by becoming an enthusiastic and welcoming training practice.

We will be hosting GP registrars, foundation year doctors and medical students at various stages of their training who will work with us and sit in on GP and nurse sessions to gain valuable experience. They are bound by confidentiality in

the same way as all practice team members. This is in addition to our retained GP.

Since moving into Queens Park Health Centre in January 2021 the practice has continued to grow. Our list size has increased significantly due to the retirement of a local GP who shared the building. In 2021 our list size was 3,800 by the end of the current financial year we aim to have a registered list size of 5,000 patients. This increased list size has enabled us to employ another GP and HCA which helps us meet the needs of our ever growing local population.

We are working closely with our PCN and NWL ICB who are developing new enhanced services to meet the needs of our local patient demographic.