



## LONG BENNINGTON MEDICAL CENTRE

Patient Participation Group

# Mission, Vision & Values

### Our Mission

Act as a communications bridge, sharing information and views between the Medical Centre and its patients.

### Our Vision

Be a group that patients are proud of, and to put patients' best interests at the centre of everything we do.

### Our Values

**Be Respectful** - Treat patients and group members with dignity and respect.

**Be Attentive** - Listen carefully to patients and group members and ask thoughtful questions.

**Be Trustworthy** - Patients and group members should always trust that we are acting in their best interests.

**Be Approachable** - First impressions count. Treat patients and group members with dignity and respect.

**Be Accessible** - Group members should be readily available, and always go above and beyond.

**Be Generous** - Be generous with your time. Patients and group members must always feel valued.

**Be Open** - Question existing systems, and think about how we can make things better, for our group members and our patients. Be open and adaptable to new ideas.

**Matters reported to group members from patients must be acted upon within a reasonable timeframe to ensure we meet our values.**