

## Values

- We value making people feel welcome, with a professional and approachable manner.
- We value all people equally, regardless of race, religion, age, gender, sexuality, or disability; we will never discriminate against patients who have complex health needs.
- We value giving all members of the team the opportunity to develop to their full potential.
- We value teamwork, mutual support and the creation of a friendly working environment.
- We value partnership working with other organisations.
- We value empowering people to help themselves.

## Mission

- To provide primary health care of the highest standard to all patients
- To provide a welcoming atmosphere for patients and visitors
- To provide a working environment for our staff that fosters a sense of pride and satisfaction
- To provide comprehensive healthcare that recognises the wider social determinants of health
- To work with other organisations to improve the health of the community
- To work in close partnership with the Bromley by Bow Centre
- To be open to new ideas and new ways of working
- To provide high quality training for a wide range of health professionals
- To be responsible for the use of our resources so that we hold one another to account to work hard to make the best of what we have

## Vision

Our vision is to improve the quality of life in our practice communities by providing continuous excellent primary health care. Our practices will be welcoming and creative environments. We will be widely known for our inclusive, value-driven model through maintaining high patient and staff satisfaction. Our values and professionalism will be passed on through teaching and partnership with other organisations. We will be a sustainable business in the changing healthcare environment.