

Half Penny Steps Health Centre



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HEALTH CENTRE

Our mission statement:

Delivering the highest level of care to all patients

Our commitment to our patients

- We will treat you as an individual and give you courtesy and respect at all times
- We will endeavour to fully explain any tests and treatments that we plan to arrange and ensure you are in agreement with them
- To explain proposed treatments and medication in the clearest way possible.
- Understand and respect our patients' cultural and religious beliefs and their rights of privacy.
- Give our patients access to their medical records if they request them in line with current guidance
- Ensure that our staff maintain strict confidentiality all times with your personal and medical information
- Endeavour to see patients on time and where there are delays to keep patients informed
- Create a comfortable atmosphere for patients whilst waiting to be seen.
- Make sure all staff are easily identified.
- That when we fall short of these standards, we will be open about our shortfalls, offer an apology and work to put things right for the future