

## **Clifton Medical Practice**

### **Mission Statement**

Our motivated and well trained doctors and staff aim to provide a high level of patient care to all registered patients and constantly strive to improve the services the practice offers within the resources available. We are committed to giving you the best possible service.

We will:

- Treat you with courtesy and respect
- Give you advice and treatment
- Explain the treatments that are available
- Maintain confidentiality
- Keep up to date
- We will signpost you to the most appropriate service

In return we ask you to:

- Be polite to our staff – a “please” and “thank you” goes a long way
- Keep your appointments and arrive on time. If you cannot make the appointment, let us know
- Let us know if you have any suggestions or complaints
- Let us know when we have done a good job

Reviewed: January 2019

Due for Review: January 2020