

Our patient focus group has agreed core values on how our patients will behave and work with us. Newlands Medical Centre will promote and encourage these core values with patients.

Core Values from Patients

1. We will always turn up to booked appointments.
2. We will be patient patients – emergencies happen.
3. If we arrive late we will not be offended if we cannot be seen.
4. We will help the Practice improve by providing feedback – compliments, suggestions on service improvement.
5. We will always cancel an appointment we no longer require.
6. We will not be offended if we are asked to book a further appointment if we have multiple issues to discuss.