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**Portishead**

**Medical Group**

**At Portishead Medical Group we will:**

**P** : put our population at the heart of all we do

**M** : manage resources wisely

**G**  : go the extra mile to promote health and well-being

**C**  : create an honest and open culture

**A** : actively listen to our population, involve them in decisions about their care

**R** : research and teach, supporting new treatments and clinicians

**E**  : ensure excellent standards in primary healthcare

**S**  : show that we care

**We ask all of our patients to support us by:**

* Taking responsibility for your own health and minor ailments.
* Only ordering the medication that you need, at the right time.
* Recognising that medicine doesn’t always help.
* Respecting your fellow patients and practice staff.
* Attending appointments on time and cancelling appointments if necessary.
* Being aware that appointments are 10 minutes long.
* Respecting the constraints that the practice and staff have to work within.