



Statement of Purpose

Highfield Health
Dr Nicholas Lowe and Associates
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Highfield Health is a General Practice Partnership open to all students at Southampton University, and residents in Highfield, and the local area. We work in partnership with our patients and our Patient Forum to provide medical care for our patients.

We are a General Medical Services (GMS) Practice, offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our GPs assess, diagnose, treat, and manage illness. They carry out screening for some diseases and promote general health and wellbeing. Our GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care. Our GPs also provide the link to further health services and work closely with other healthcare colleagues. They may also arrange hospital admissions and referrals to other services and specialists, and they link with secondary and community services about patient care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in the treatment of our patients.

Our GPs are also involved in the education and training of doctors, practice staff and other healthcare professionals.

Location:

The Practice main address is:

Highfield Health, 38 Highfield Road, Highfield, Southampton, SO17 1PJ

Our Mission Statement

To improve the health, well-being, and lives of those we care for.

Vision

To work in partnership with our patients and staff to provide the best Primary Care services possible working within local and national governance, guidance, and regulations.

Our Aims and Objectives



- To provide high quality, safe, professional, Primary Health Care, General Practice services to our patients
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- To be a learning organisation that continually improves what we can offer patients.
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice, and control.
- To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To encourage our patients to communicate with us by joining our Patient Forum, talking to us, participating in surveys, and feeding back on the services that we offer.
- To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently.
- To take care of our staff offering them support to do their jobs and to protect them against abuse
- Have a zero tolerance of all forms of abuse.
- To provide our patients and staff with an environment which is safe and friendly
- To operate on a financially sound basis.