Statement of Purpose

Baldwins Lane Surgery is committed to preserving the dignity, privacy, equality and independence of its patients whilst involving them in their own care as much as practicable through a process of self-care and education. The Practice will encourage patients, and where applicable their families or carers, to understand and become involved in decisions relating to their care, treatment and support their own individual needs. The Practice will ensure that the patient’s views and experiences are taken into account in the way their services are provided and delivered.

The Practice provides a comprehensive service in accordance with the Equality Act ensuring that patients will at all times be treated with care and respect without discrimination on the grounds of race, gender, disability, age, sexual orientation, religion or belief, appearance, social class or medical condition.

The Practice promotes equality through our services with access to those services being based on clinical need. We aspire to the highest standard of excellence and professionalism providing high quality care that is safe, effective and focused on the patient.

To maintain our high standards all staff will have access to ongoing training and development appropriate to their role.

The Practice works collaboratively with other care providers in the community in the best interests of our patients. We are part of the Grand Union Primary Care Network which aims to provide better and more integrated care for our patient population, that tackles the causes of ill health and addresses local health needs.  We are also part of Direct Local Health a GP Federation that provides enhanced locality access for the patients of member practices, who may find it difficult to attend during core opening hours, with access to their medical records.

Wherever possible the patient will be offered choices regarding their care consistent with local and national resources available.  We will also encourage patients to be involved in how the service is run. The Practice prides itself on being open and transparent, whilst bearing in mind statutory and regulatory obligations.​