

Statement of Purpose

You can count on a warm welcome at Old Farm Surgery

We are a family health practice with a mission to help you lead an active and fulfilling life, whatever your health condition. Our team is dedicated to your continued good health and approaches your care with professionalism, discretion and friendliness.

What we will do for you:

- We are always committed to providing the best possible services
- We will make every effort to see you promptly
- We will always offer the treatment and advice we believe is best in partnership with you.
- We will arrange a home visit if you are too ill to attend surgery
- We will inform you how to get results of x-rays and tests
- We will deal with any problems or complaints promptly and sympathetically
- We will work hard to listen and respond to the needs of our patients and local community
- We value working alongside other local support agencies/services

What you can do for us:

- Please treat all staff with courtesy and respect
- Please telephone before 10am if you need a home visit
- Please tell us if you cannot keep your appointment
- Please ask if unclear about your treatment
- Please be patient - we make every effort to see you in a timely way
- Please help us to help you manage your own health



Live well,
feel better