



Vision

We know our patients, and our patients know us.

Mission

Bridge House Medical Centre provides personal, safe and accessible general practice — including our dispensary — to the people of Stratford-upon-Avon and the surrounding villages. We do this through a stable team who know their patients, care grounded in evidence, and a habit of measuring what we do and making it better.

Values

Five, each with a behaviour statement — values without behaviours are just adjectives, and the behaviour line is what you point an inspector to.

Value	What it means here	Where the evidence already sits
Personal	We treat people as individuals we know, not episodes. Continuity is designed in, not left to chance.	Named GP allocation, complex care register, usual-GP data
Safe	We get it right first time and say so when we don't. Every incident and near-miss is reviewed and learned from.	Significant event log, dispensary near-miss log, DCB0160 file, duty of candour records
Open	We are honest with patients and with each other. Anyone can raise a concern and expect to be heard.	Freedom to Speak Up guardian, complaints handling, staff survey
Fair	Access is shaped by need, not by who shouts loudest or who can use an app. Rural, housebound and digitally excluded patients are planned for.	Appointment mix, home-visit policy, dispensary delivery arrangements, EDI monitoring
Improving	We measure what we do, act on what we find, and check it worked.	QI workbook, PDSA cycles, You Said We Did log, QOF/QPMS reconciliation