



Our Mission Statement

City Square Medical Group aims to work collaboratively with patients and other healthcare professionals to provide a high level of patient centred care that we would expect for ourselves or a family member and to ensure patients are always treated with dignity, honesty, and respect. Most of our staff have close ties to the local area, and we are keen to work closely with local services to further enhance patient health and wellbeing.

Our Vision

To provide high quality, patient centred care with an emphasis on continuity of care while engaging in new, innovative ways to improve the delivery and provision of healthcare to our patients.

Our Aims and Values

To provide high quality, safe and effective healthcare to our local community.

To be advocates for our patients and our community, utilising our strong local links effectively to ensure our patients receive the care that is most suitable for them

To focus on continuity of care where possible, so that patients can build close relationships with their health care professional.

Try to involve patients at every stage of their journey, ensuring that we provide safe and effective care which meets the requirements of the patient.

To commit to improving the level of service offered to our patients and to enhance service provision and the patient journey.

To listen, communicate and create a partnership with patients.

To encourage patient communication by joining our PPG group, participating in surveys, and feeding back on services we provide.

To provide our patients and staff with an environment which is safe and friendly.

To ensure patients are treated with dignity, honesty, and respect.

To maintain a culture of continuous learning and training for all staff.

To adhere to and protect patient privacy and confidentiality where necessary.