

The St James Practice

Our mission statement:

Here at St James We endeavour to serve our local community in providing the best quality medical care we are able to. We offer a friendly, welcoming environment in which we hope patients feel comfortable and confident enough to confide in us.

We aim to undertake the following:

- Provide each and every person with the respect and dignity in which they deserve.
- See all patients in a timely manner.
- Discuss different treatment options with you, and when appropriate refer you onto the relevant specialist/s for further care.
- Build and to continue to build a level of trust with you, and assure you that patient confidentiality is strictly adhered to at all times.
- Provide a duty of care to you, with emphasis on our young and elderly patients.

In return we would like to kindly ask you to:

- Always try to give at least 24hours notice if you are unable to attend your scheduled appointment.
- Appreciate that emergency appointments are only available for urgent medical emergencies and all none urgent / routine enquiries should be actioned routinely with a routine appointment.
- Treat all our staff with respect.
- Appreciate all appointments are scheduled to last no more than 10 minutes, however, double appointments consisting of 20 minutes are available upon request. Provide us with fair and honest feedback on the services in which we provide you. You can do this by either completing a patient feedback form which is available at reception or alternatively you can use our available feedback podium held within the patient waiting area.
- Be considerate of your surroundings, and the people around you.