

Mission Statement

The Hammersmith Surgery is well-established GP surgery that is committed to preserve and enhance its good reputation for being caring and innovative by providing high quality medical services in a friendly, happy and healthy environment.

We undertake to:

- Treat you with respect and courtesy at all times
- Provide you with advice and treatment in a timely manner
- Help you make decisions about your health by treating you with respect
- Discuss available treatments and refer you on to other experts where necessary
- Act as your advocate and guide through health care services
- Maintain confidentiality in what we discuss and the records we keep on your behalf
- Keep up to date with developments in health care by continuing to learn

In return we ask you to:

- Keep your appointment and/or let us know as soon as possible if you can't attend
- Only use urgent out-of-hours services for urgent conditions which can't wait until the next day or over the weekend.
- Treat the staff with respect
- Let us know if you have any suggestions or cause for complaint as soon as possible, The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone. A reply card is available for your comments in reception

