



## HEALTH ON CENTRAL

Let's rethink general practice. What is it that makes Health on Central unique?

A culture of learning and teaching

It's old school. It's about relationships.

So, don't over complicate it.

People love what they love. Give them what they love in a way that makes your work meaningful, joyful and interesting.

**For our team we need a curious disposition, a compassionate heart and an ethical, evidenced based brain**

Patients want;

- Relationships with their doctor and staff
- Feeling welcomed
- Being part of it
- To be known

How to do this?

- With a smile
- With compassion and care
- Welcoming people by name
- Not clinical
- Making the space inviting. A medical home.
- Value for money

**So with this in mind we have developed our practice charter.**

### **The people**

- Compassionate and caring
- Ethical
- Problem solvers
- Thought changers
- Communicators
- Learners and teachers

### **The culture**

- Appreciative
- Respectful
- Innovative
- A space for teaching and learning
- Collaborative
- Evidenced based

**The processes**

- Flexible workspace
- Team Based Care
- Professional Development a priority for all staff
- Flexible appointment book responsive to changing demands of patients and doctors
- Quickie Clinic
- Chronic Disease Home

**The physical space**

- Not your usual GP surgery! Think - funky industrial space which reflects the buildings previous life as a hardware store. Eclectic warehouse style with a vertical garden.
- A waiting room which is a destination which caters for different ages and needs.
- A care room for well children to play and mums to breastfeed in private

**IT and communication**

- Best Practice
- HotDocs for online appointments, online scripts and referrals
- Wifi throughout practice
- Active and interactive social media of practice Facebook site, Instagram, email and SMS to communicate with patients and community. Practice Blog.

**Management**

The management is a flattened hierarchy where all opinions are valued. Opinions and reflections are sought and valued. The work environment is collaborative amongst staff to innovate and problem solve.