



Mission Statement:

At Pennant Hills Day Surgery, our team is committed to providing the highest possible level of medical care, to our local community. Our team of doctors, nurses and administrative staff are committed to making patients the centre of their focus.

Pennant Hills Day Surgery is dedicated to using cutting edge technology, equipment and techniques to provide the latest up to date medical care for our patients. We are committed to maintaining our long-standing reputation for clinical excellence and meeting the healthcare needs of the community.

Our workplace provides a place of mutual respect and open communication that empowers our employees to develop and achieve outstanding performance. The satisfaction of our patients is recognised as the greatest source of our success.

Quality Policy:

The management and staff of Pennant Hills Day Surgery are committed to:

- Providing the best available care to our patients,
- Providing the best available service to our doctors,
- Provide a competitive, affordable and safe health care service to our community.

We are committed to continuously reviewing and improving our quality management system. We are also committed to continuously improving, getting better and learning: learning from our errors but also learning from others: best practice keeps on changing, and we need to want to learn to follow and improve what we do.

We have processes for planning: these are transparent to our team members, and affect all team members. It is important that you know what your role and contribution is. The outcome of the planning process is a set of objectives which will be reviewed and updated at least yearly.

Finally, it is important that **all team members:**

- Are aware of the requirements of our management systems,
- Identify, report, record all problems, incidents, complaints, or areas of improvements,
- Comply with the intent and the content of our management system,

The Quality Policy and Objectives are reviewed annually for suitability and effectiveness through the Management Review process.