

INTEGRITY

- We take responsibility for our work.
- We do the best possible job we can, every time.
- We offer the best standard of care / medicine / surgery and then we allow the client to decide.
- We work through cases and try to minimise pattern recognition.
- We do what we say we are going to do.
- We follow through on promises to clients and staff.

HONESTY

- We know and acknowledge our strengths / current limitations and we ask for help when we need it.

FEEDBACK

- We provide feedback to one another to help the whole team move forward together.

TEAMWORK

- We support each other and take the time to teach new staff rather than take on their jobs for them to get them done faster.
- We try to share the workload so we all finish on time.
- We help each other on cases with an open mind and no judgement.
- We provide complete handovers for patient care – either written or verbal to ensure continuity of care.

CULTURE

- We form close relationships with other co-workers, even outside work.
- We put effort into getting to know our colleagues and show genuine interest in them.
- We love to have a laugh.

NON - JUDGEMENT

- We can feel comfortable going to management / supervisors etc and know they care about us as people as well as us as employees / the business.
- We don't judge each other for the things we don't know yet – we work to change this.

DEVELOPMENT

- We reassess where we are at professionally and personally very regularly and make pro-active steps to get where we want / need to be.
- We have the freedom to pursue what we are interested in and the diversity is encouraged.

MENTAL HEALTH

- We have the emotional intelligence to articulate how we are feeling
- We are trying to foster an environment where those of us who need support can feel comfortable to openly talk about that and get the help they need.
- We give everyone a chance and take them at face value.

PROFESSIONALISM

- We arrive on time / early to work wearing clean, ironed appropriate uniform.
- We foster relationships with our clients and we don't rush them or dismiss them.
- We try to promote business by doing a good job and developing our own clients.
- We keep ourselves and our staff members safe and don't attend to repeat offenders.
- We use appropriate PPE and don't take unnecessary risks.
- We value our own time and skills.
- We communicate promptly and professionally with specialists via email/ phone.

RESPECT

- We treat all clients with respect.
- We respect our equipment and our staff.

VETERINARY SERVICES

- We always offer the best available standard of care – even if it means referring to a specialist or colleague.
- We uphold CE wherever possible, researching cases with commitment.
- We follow through cases and avoid passing cases between multiple vets.
- We respectfully strive to find a suitable solution for all parties eg. Financial constraints
- Be the best patient advocate you can be.
- Keep up to date with records to allow full handover of information (where possible)

Gold Standard Patient Care

