

Mission Statement: To Provide the Best Possible Digestive Health Care

Our Values: A Friendly, Caring, Efficient Environment
Communication, Trust and Teamwork
Ethics and Confidentiality
Social Responsibility
Traditional and Integrative Health Care

Our Philosophy and Aims:

- To uphold the right of all patients to expert, professional, efficient and courteous service.
- To protect the patient's rights privacy by maintaining confidentiality.
- To provide inclusive, quality patient care at all times.
- To promote a harmonious environment, whereby all DHC personnel work together, as a team, to provide the highest standard of patient care.
- To maintain a high level of service whilst preserving budgetary constraints.
- To appreciate and acknowledge the worth and contribution of all personnel in the delivery of quality patient care.
- To attract new consultants, staff and patients to DHC by maintaining our reputation for safety, quality and excellence.
- All staff are required to abide by the DHC Code of Conduct.

The manual and the Quality policy is available

- On the intranet
- In the pre anaesthetic waiting area
- On the SONIQ screen in main reception

A copy of the Quality Policy is

- Supplied to VMOs as part of their credentialing pack
- Available for external suppliers upon request
- Displayed throughout the facility
- Included in the relevant area of the website
- On the intranet
- In the orientation pack for new staff

NB: Other interested parties can have access if requested.

Version	Date	Author	Description
5	12/02/2024	DON/BOM	Reviewed – no changes
6	11/02/2026	DON	Reviewed – no changes
7	04/03/2026	DON/BOM	In the pre anaesthetic waiting area and on the SONIQ screen in main reception