

**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 board room

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                               |
|---------|------------|---------|---|
| 1       | 25/08/2017 | CEO     | Initial Document                          |
| 2       | 03/04/2019 | DON     | Reviewed no changes                       |
| 3       | 21/01/2021 | BOM     | Reviewed no changes                       |
| 4       | 25/02/2022 | BOM     | Added inclusive under philosophy and aims |
| 5       | 12/02/2024 | DON/BOM | Reviewed – no changes                     |