



## Vision

Inspiring communities today and tomorrow

## GreenLight Mission

We are an innovative and socially responsible organisation,  
together building a better tomorrow

## GreenLight@GP Mission

Competent and innovative HCPs developing and delivering  
high quality healthcare to local communities

## Values

We are compassionate and caring

We work with energy

We are passionate

We are courageous

We are inclusive

We are respectful

We empower others

We are trusting

We listen

Values	Behaviours you will see <i>Note: these values are for all departments at GL (i.e. Campus, GL@GP, Wholesale, Pharmacy, Travel)</i>
<b>We are compassionate and caring</b>	<ul style="list-style-type: none"> <li>- We operate a 'learning culture' - we learn from mistakes and understand that a blame culture is not compatible with GL Values or patient safety.</li> <li>- We go above and beyond to put the patient at the centre of their care, delivering exceptional patient care, in a caring and compassionate manner.</li> <li>- We are polite and kind to all, whilst being mindful of any impact of our actions, remaining calm in all situations.</li> <li>- We take time to understand other points of views, feelings and perspectives, showing empathy to all.</li> </ul>
<b>We are courageous</b>	<ul style="list-style-type: none"> <li>- We will voice our opinions</li> <li>- We will identify and address any risks or wrong-doings and speak up when things go wrong.</li> <li>- We will be open to change and the unknown.</li> <li>- We will build and encourage supportive relationships to promote courage.</li> </ul>
<b>We empower others</b>	<ul style="list-style-type: none"> <li>- We learn about our colleagues and their way of working, to help create a working environment that allows them to do their best work, every day.</li> <li>- We will create opportunities to help others to learn and develop.</li> <li>- We will incorporate patient beliefs into our consultations.</li> </ul>
<b>We work with energy</b>	<ul style="list-style-type: none"> <li>- We lead by example, demonstrating a professional behaviour and attitude at work.</li> <li>- We put 100% energy into our work and encourage a happy and inspiring work environment.</li> <li>- We work together collaboratively, celebrating efforts, innovation and achievements.</li> <li>- We display determination, efficiency and flexibility.</li> </ul>
<b>We listen</b>	<ul style="list-style-type: none"> <li>- We are polite and respect the opinions of our customers, patients, colleagues and co-owners.</li> <li>- We demonstrate 'active listening' when talking to patients and colleagues, by asking questions and responding with empathy and understanding.</li> <li>- We take the time to listen and encourage feedback for development from all.</li> </ul>
<b>We are passionate</b>	<ul style="list-style-type: none"> <li>- We are passionate and committed to providing an outstanding service in all areas of our work.</li> <li>- We seek solutions to barriers that impact of the provision of excellent healthcare.</li> <li>- We demonstrate pride in what we do and who we work for.</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>- We carry out our role with respect to colleagues, patients and customers.</li> <li>- We are considerate of the privacy of others</li> <li>- We act in a non-judgemental manner and promote the value of everyone by embracing diversity. We do not tolerate any form of discrimination.</li> </ul>
<b>We are trusting</b>	<ul style="list-style-type: none"> <li>- We are trusted by our colleagues, patients and customers.</li> <li>- We will be reliable, honest, accountable and competent</li> </ul>
<b>We are inclusive</b>	<ul style="list-style-type: none"> <li>- GL was founded on the principles of inclusion and employee ownership. We work towards shared decision-making.</li> <li>- All colleagues, co-owners, patients and customers, from all walks of life, and all backgrounds, are welcome at GL.</li> </ul>