

First Community is an employee-owned social enterprise, created in 2011 with the vision of “To work in partnership with people living and working in our community to deliver outstanding lifelong local NHS healthcare, supporting everyone to achieve their potential” through the provision of ‘First Rate Care’ by ‘First Rate People’ offering ‘First Rate Value’. We provide health and care

services across east Surrey and parts of west Sussex and are part of the Surrey Heartlands Integrated Care System. We deliver the majority of our adult services in the sub geography known as East Surrey Place. We also deliver Children and Family Services in east Surrey through a Surrey wide partnership known as Children and Family Health Surrey.

Our Vision

To work in partnership with people living and working in our community to deliver outstanding lifelong local NHS healthcare, supporting everyone to achieve their potential

Our Values

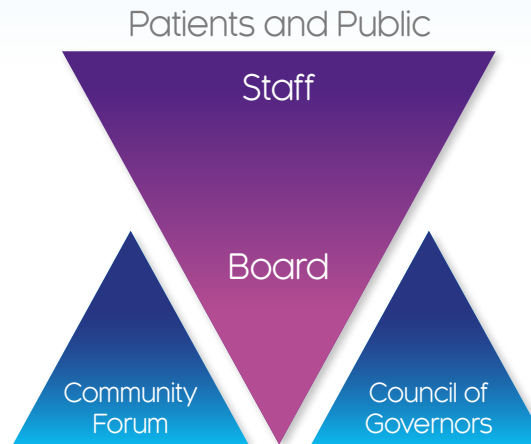
First Rate Care
First Rate People
First Rate Value

Strategic Approach

Our strategic approach guides our annual business planning and our strategic direction as an organisation:

- 1. People** – recruitment and retention and living and working in our community.
Performance – financial viability, data collection and monitoring and quality and safety impacts, outcomes and impacts.
Partnerships – importance of internal and external relationships and partnerships, use our scope of influence working to tackle priorities across partnerships to improve services for local people.
Planet – delivering our sustainability plan.
- 2.** We play to our strengths and build on what we have learned.
- 3.** We do the right things at the right geographical scale be that within a Primary Care Network, across east Surrey with our place-based partners, within our neighbourhoods or Surrey wide as part of Surrey Heartlands. ‘Right’ is determined by the needs of those who use our services, fit with partners and the delivery of best value to the taxpayer.

Our governance



Our Behaviours



Our Strengths

- Delivery of services that are continuously improving.
- Adapting our services to support effective system working.
- Maintaining robust financial management and offering excellent Value for Money – investing in the key areas that are critical to our future.
- Being the glue in our system: both in service delivery terms (joining up other parts of care) and by displaying collaborative behaviours.
- Being strong enough to hold uncertainty but adaptable enough to act when opportunities arise.
- Growing through integrated working and service development with partners rather than competition