# Friendly Family Surgery

# Mission Statement

We are a friendly and family orientated practice and keep abreast of exciting developments in the study of medicine and look at the best ways in which these can be applied to benefit our patients. The practice remains committed to the ideals of traditional family medicine, adopting a holistic approach with a commitment to continuity of care.  Our fully trained staff members are keen and motivated to provide patients with treatment following national guidelines, whilst maintaining a personal approach. The team is understanding of the health needs of the local community and strives to improve the wellbeing of Bolsover as a whole by attending to the needs of the individual.

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As a GP practice we cover minor medical treatments as well as medical consultations, this will include physical measurements, discussion of diagnosis and treatment options, medical prescribing and/or referrals to other agencies if necessary. The doctors are supported by an advanced nurse practitioner, practice nurses, a health care assistant and a phlebotomist.

Our mission at Friendly Family Practice is to provide compassionate, patient-centred healthcare to our community. We are dedicated to delivering high-quality medical services with integrity, respect, and professionalism. Our team strives to create a welcoming and supportive environment where every patient feels valued and heard. We are committed to continuous improvement and innovation in healthcare, ensuring that we meet the evolving needs of our patients and contribute positively to their well-being."

**To deliver our mission we**

We put patient safety and welfare at the heart of all we do create a welcoming environment where patients are treated with dignity and respect

provide excellent quality care, promoting and sharing evidence-based best medical practice

We adopt a holistic and patient-centred approach

We support patients to make decisions which will improve and maintain their health and wellbeing.

We constantly review the care we provide and embrace innovation and technology to continually improve our service.

We welcome and adapt to change through active participation in training, education, and research.

We work in collaboration with other health, social care and community organisations for the benefit of our patients.

**Values:**

* **Kindness.** We ensure that our patients are treated with compassion and empathy. Our words and actions demonstrate our sincere care for our patients.
* **Quality.** We strive to achieve the best possible outcomes for our patients, aiming for excellence in clinical care.
* **Integrity.**  We are honest and share how we practice with transparency. We are open and honest about what we can and cannot do. Maintaining a duty of candour, we are accountable for our actions.
* **Responsiveness** We listen to our staff and patients and respond to their feedback. We welcome other opinions. We review and respond to compliments and complaints in a timely manner. We are aware of, and respond to, the dynamic needs of our community.
* **Sustainability**  We use resources fairly to ensure nobody is excluded, discriminated against, or left behind. We use resources responsibly considering our environmental impact. We ensure financial stability for business continuity and practice development.

**Home Visiting Service**

Team Up is part of Derbyshire’s response to the ageing well agenda.  It is a joining up of Health & Social Care services locally to deliver the right care in the right place at the right time.  The Home Visiting Service is part of the Team Up response. The Home Visiting Service was established by North Hardwick & Bolsover PCN to provide a dedicated GP led home visiting service to the Housebound Patients allocated to the Practices within the PCN. It is staffed by a GP, ACP’s and ECP’s provided by the PCN via the Team Up service who will work under the command and control of <insert Practice name> registered with CQC to deliver the activity of Treatment of disease, disorder or injury.  The service is specifically for Housebound Patients who require a home visit because of a health crisis with the aim of treating the patient in their place of choice and avoiding (where possible) a hospital admission.  The care will be provided in the patient’s own home or care home