

# PRACTICE PATIENT CHARTER

Version 1.0 August 2012, Next Revision September 2013



What our patient should expect from us:

- We will endeavour to give you the most appropriate treatment and health advice from suitably qualified Staff. All care and treatment will be given with your full consent. If you are unsure about any aspect of your health care do not hesitate to ask us.
- We will give you full information about the services we offer and, in particular, about anything which affects your health and care.
- We will treat you with courtesy and consideration.
- We will give you access to your health records, subject to any limitations by law, ensuring strict confidentiality/data protection is maintained.
- We will maintain your right to privacy.
- You will be able to consult a doctor on the same day if the problem is genuinely urgent. To see a particular doctor may take longer.
- We will perform home visits for patients who are unable to come to the surgery for medical reasons. Requests should be made before 10.00 a.m.
- We will provide a full explanation of your condition of any tests carried out.
- We will issue repeat prescriptions within 2 working days unless there are reasons for non-issuing.
- We will ensure that an out-of-hours service is available to deal with emergencies.
- We will offer you appropriate healthy lifestyle information on a regular basis.
- We will endeavour to answer the telephone promptly.
- We have an in-house complaints procedure. If there are aspects of our care about which you wish to comment upon to complain, please contact a member of the management team.

What we expect from our patients:

- The practice staff and doctors are there to be of service to you. Please treat them with courtesy and respect. Be patient with them as they are often following strict guidelines (for your safety) under the organisation's instructions.
- Please turn up on time for your appointment and inform us early if you need to cancel your appointment. Please be patient if the doctor is running late as this is usually due to devoting extra time to those with complicated problems.



# PRACTICE PATIENT CHARTER

Version 1.0 August 2012, Next Revision September 2013



- Whilst privacy is at all times respected, please try to give our receptionists any details that would help towards prioritising your care.
- As the appointment time is only for 10 minutes, try to limit yourself to one problem per visit.
- Unless you are housebound or too unwell to travel we would expect you to come to the surgery. We have better facilities to examine and investigate your problem at the surgery than in your home.
- We provide some appointments for those urgent cases that need to be seen on the same day. Please try not to abuse this system for the benefit of those whose problems are urgent.
- For safety reasons, our repeat prescription system is tightly regulated. Requests for your usual 'repeat' medications would normally take 2 working days. Please think ahead and request your medication before your supply runs out.

