

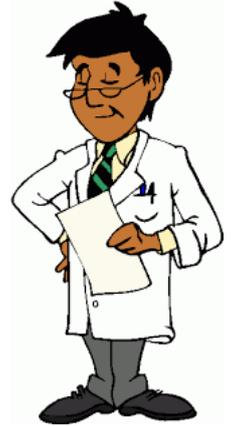
# PATIENT CHARTER

All members of the surgery primary health care team are dedicated to a quality policy to achieve health care and services, which meet our patients' requirements.

## Your Rights

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- 1) *Patients will have a right to be greeted courteously and made to feel welcomed to the practice.*
  - 2) *Patients have a right to absolute confidentiality.*
  - 3) *Patients have the right to information about their own health including*
    - ❖ *the illness and its treatment*
    - ❖ *other forms of treatment available*
    - ❖ *the likely outcome of this illness / disease*
  - 4) *Access to health records subject to any limitation in law compiled after 1991.*
  - 5) *Doctors and Nurses will endeavour to begin surgeries at the appointment time. Any delay will be due to medical necessity. Where there is a delay in excess of 30 minutes, patients have a right to be informed the reason for the delay and to make an alternative appointment if necessary.*
  - 6) *The practice will offer advice and seek to inform patients of:*
    - ❖ *Steps they can take to promote good health and avoid illness exercise, diet, smoking, vaccinations etc.*
    - ❖ *Advise on self-help which can be undertaken without having to see the doctor or nurse in cases of minor ailments as outlined in our practice leaflet & on our website.*
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- 7) *The practice will inform patients of services available by means of practice leaflets/ notice boards in the waiting room/newsletter and on our website.*
- 8) *Patients may choose whether or not to take part in research or training.*
- 9) *All new patients will be offered an appointment with the nurse or doctor.*
- 10) *Patients shall be referred to a consultant specialist acceptable to them if their doctor thinks this is necessary.*
- 12) *Patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this may cause delay to booked appointments.*
- 13) *A GP will be available to assess home visit requests. All home visit request will be triaged by a GP.*



- 14) *Acute prescriptions will be issued with minimum delay.*
- 17) *Repeat prescriptions will be available 2 working days following the request unless patient has not attended for review as requested. Hospital request for medication may take longer to enable us to carry out the necessary checks*
- 18) *Any suggestions to improve the service will be considered by the practice and a response will be given.*
- 19) *You have a right to complain or make a suggestion. An acknowledgement will be sent within 48 hours of receiving the complaint/suggestion. All complaints will be responded to within 28 days, by a senior member of staff. A copy of the complaints procedure is available on request.*
- 20) *We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients.*



# YOUR RESPONSIBILITIES



**RESPECT** Give respect Get respect

- a) *Treating your doctor and their staff as you would expect to be treated by them -with respect and politeness.*
- b) *To attend appointments on time or to give the practice adequate notice that they wish to cancel - lateness or non-attendance inconveniences other people and wastes appointment time.*
- c) *An appointment is for one person only, where another member of the family needs to be seen or discussed, another appointment should be made.*
- d) *Patients should make every effort to consult at the surgery to make the best use of nursing and medical time. Home visits should be medically justifiable and not requested for social convenience. Facilities for examination are better at the surgery and less time the doctor spends travelling the more time is available for patients.*
- e) *Repeat prescriptions must be requested in good time using the slip provided by posting it into the request box. If a medication review is due, please book a routine appointment to see a GP.*
- f) *We do not accept repeat prescription request directly from pharmacist except in some exceptional circumstances agreed by the practice.*
- g) *Patients should not expect a prescription every time they visit the surgery. Good advice is often the best treatment.*
- h) *Out of hours calls, e.g. evening, night and weekends, should only be requested for genuine emergencies.*
- i) *Attend hospital A&E for genuine emergencies only (information leaflet available)*
- j) *Please try and call outside peak surgery hours (9am-10am and 1pm-2pm) for non-urgent matters.*
- k) *Please remember doctors are only human - they cannot solve all your problems and some illnesses cannot be cured.*



*Thank you for helping your surgery provide a better service.*