

PRACTICE CHARTER

The Primary Care Team are dedicated to providing a quality service which fully meets the patient's requirements:

- To be registered with a GP regardless of race, sex or cultural belief
- To be greeted courteously and dealt with efficiently by staff members
- All patients have the right to confidentiality
- All new patients will be offered a 'New Patient Health Check'
- Where possible and availability of appointments, patients should be able to make appointments with a GP of their choice, although you may be seen sooner with an appointment with available GPs.
- For urgent problems we will offer an appointment on the same day. For routine appointments, we will offer an appointment within five days. For certain doctors it may be necessary to wait for up to two weeks for routine appointments.
- To have a clear explanation of any treatment proposed to you
- Clinical staff will begin surgeries at the appointed time, any delays will be due to medical necessity. Where there is a delay in excess of 30 minutes patients have the right to be informed and to make an alternative appointment
- To be referred to a consultant when your GP thinks necessary
- To expect your medication to be reviewed regularly if you are receiving repeat prescriptions. You may be asked to attend for the review
- Patients may access their own medical records on written request and subject to any limitation in the law. If you require copies there will be a charge
- The practice will offer advice and seek to inform patients of steps they can take to promote good health to avoid illness eg smoking, exercise, immunisation
- The practice will inform patients of services available and any changes to services by means of the practice leaflet, notice boards and the practice website.
- Arrangements for contacting the surgery 'Out of Hours' are as in the practice leaflet and website and by telephoning the surgery number
- We will seek informed consent for any involvement if medical students or doctors in training are involved in any consultation

With these rights come responsibilities and we ask you to respect the following points:

- Please treat our reception staff with courtesy
- To attend appointments on time or give adequate notice that you wish to cancel
- Please try to attend the surgery whenever possible. Home visits should only be requested if you are too ill or infirm to attend surgery. Try to make your request before 10.30 am if possible
- An appointment is for one person and one problem only. Please make a double appointment if you have more than one problem to discuss
- Please inform us of any change of personal details
- Reply promptly to letters sent out recalling patients for immunisations, smears and clinic recalls
- 'Out of Hours' calls eg evening, weekends call outs only when you feel it is really necessary
- We like to receive information, comments and suggestions about our services. Please use our suggestion box

Thank You