

THE PRACTICE CHARTER

This Practice aims, always to provide the best possible standard of health care for our patients and to help you to keep healthy. The Practice Patients' Charter sets out a statement of what you can expect from us and what we ask of you in return, so that we can work in harmony together and maintain the aims we have indicated. We are committed to ensuring high standards of care for you and your family and we seek your support in working together. The Practice is fully committed to the principle of equal treatment for all patients and opposes all forms of unlawful or unfair discrimination including those on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Our commitment to our patients is to:

- Treat you as an individual, with courtesy and respect at all times
- Offer speedily the most appropriate care, given by suitably qualified people who will explain your condition and treatment programme to you in a simple and understandable way
- Ensure the premises are clean, comfortable and accessible
- Offer you a consultation for a non-urgent appointment within a reasonable timescale depending on clinical priority
- For urgent cases, offer you an appointment on the same day though this may not be with the Doctor of your choice
- Provide home visits, to the genuinely housebound or seriously ill, although the visiting Doctor may not be the Doctor of your choice. Prior to making a home visit, we may wish to seek from you brief clinical details of your condition, this will enable the Doctor to assess your need
- Endeavour to provide repeat prescriptions within two working days, subject to clinical need
- Inform you when you arrive at the Surgery of any expected delays beyond your appointment time
- Give you access to your health records, in accordance with current legislation and treat all information / personal details in the strictest confidence.

In return for the above and to enable us to provide the best possible service, we ask you to:

- Tell us if you are worried or unsure of any aspect of your condition or treatment
- Arrive in good time for an appointment and if you have to cancel an appointment, please do so well in advance
- Contact us prior to 10.00am if seeking a home visit
- Request your repeat prescriptions well in advance
- Treat the Practice team with courtesy and respect at all times
- Follow all advice and complete any course of medication your Doctor/Nurse offers you
- To co-operate fully with the surgery if you are contacted to attend a clinic to monitor your health
- Advise us promptly of any changes to your name and address.

Points to remember

A GP has a right to remove patients from his/her list and may do so if:

- a patient moves outside the Practice area
- if a patient repeatedly fails to attend booked appointments without telephoning to cancel
- the GP considers that there has been an irreversible breakdown in relationship with the patient.

SUGGESTIONS, COMMENTS AND COMPLAINTS

We welcome any suggestions, comments or complaints which you may wish to make about the Practice. We hope to use this feedback to help us improve the quality of the service which we provide. In general we prefer written comments, since this allows a fuller consideration of the problem. Forms are available from Reception for any comments or complaints which you may like to make, or alternatively, you can write in confidence to our Practice Manager or any of the Doctors. Should you require any assistance please ask at reception. All suggestions, comments and complaints will be acknowledged and if any corrective action is thought to be necessary you will be informed when this has been carried out.