**BELGRAVE SURGERY PATIENT CHARTER**

**Mission Statement**

At Belgrave Surgery our aim is to provide high quality healthcare alongside a caring and friendly service, treating all our patients individually, promptly, courteously and in complete confidence.

**Our Core Values**

* **Patients:** Putting patients at the heart of everything we do
* **Quality:** Providing the highest standard of care and treatment. We encapsulate high quality Health Promotion, providing preventative advice and supportive care to enable every patient to achieve their own optimum levels of self-care, health & wellbeing.
* **Compassionate & Caring**: Being compassionate about enhancing caring for our patients.
* **Well trained staff:** We strive to maintain an innovative and evidence-based approach to primary care practice, within our Hull York Medical School award winning educational context, by supporting and incorporating the thoughts, ideas, knowledge and learning of all who work within our organisation.

**Our Principles**

Our team aims to provide the best possible service to each patient and treat all patients as individuals. We will offer you courtesy and respect at all times whatever your gender, race, religious beliefs, sexual orientation or nature of your health problems.

In order to achieve this we will offer you the following:

* Staff will be courteous and efficient and will be well trained for their role in the practice.
* The main telephone number will be answered promptly by a person during surgery hours of 8.00 am until 6.30 pm each working week day.
* Your request will be dealt with as quickly as possible.
* Waiting times will be kept to a minimum and you will be informed of any unforeseen delay.
* The waiting room will be clean and tidy.
* Repeat prescriptions will be ready two working days after they are ordered.
* An offer of a health check will be made on joining the practice
* An appointment or telephone consultation will be offered as appropriate if you need GP advice urgently that day.
* Referral to a consultant, if your GP thinks this is necessary.
* A chaperone will be available if requested.
* Regular review of your medications will take place if you receive repeat prescriptions.
* Comments, feedback and complaints will be acknowledged and addressed. Complaints will be processed according to the current complaints procedure. (A leaflet is available about the complaints procedure if required).
* We will respect your confidentiality at all times and will only give information if there is a genuine need or if we are legally obliged to do so. (A leaflet is available with more detailed information on this if required).
* You have the right to see your health records.

In Return we ask that:

* You treat our staff with courtesy at all times. Verbal abuse of any kind or violent conduct will not be tolerated.
* You let us know if you are unable to keep your appointment as soon as possible.
* You let us know of any change of address or telephone details.
* You arrive on time for your appointment.
* You only request a home visit if you are housebound and unable to attend surgery.
* Any children attending with you are under your close supervision at all times.