

## **With these rights come responsibilities and for our patients this means:**

- Courtesy to our staff at all times - remember they are working under doctors' orders
- Responding in a positive way to questions asked by the reception staff
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Please remember, someone else is always waiting for your appointment
- An appointment is for one person and one problem only - where another member of the family needs to be seen or discussed, another appointment should be made. If you wish to discuss more than one problem, please request a double appointment to avoid disappointment and so as not to keep other patients waiting
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for personal ease or social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time to allow for accurate prescribing.
- Out-of-hours and emergency calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

### **Our Mission Statement:**

Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect.

## **PATIENTS' CHARTER**

### **Newbold Surgery**



**ALL MEMBERS OF OUR PRACTICE TEAM ARE DEDICATED TO PROVIDING HIGH QUALITY HEALTH SERVICES WHICH MEET OUR PATIENT'S REQUIREMENTS.**

### **Practice Leaflet:**

A copy of our practice leaflet is available to all registered patients available at the reception desk and from the practice website.

### **Surgery Premises:**

Our surgery building will be welcoming, easy for patients to navigate and appropriate to the needs of users, including patients with disabilities and special requirements.

### **Patients' rights to General Medical Services:**

Patients have the rights to:

- be registered with a General Practitioner (GP)
- change their GP if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree the necessity
- view their medical records, subject to the Acts and associated procedure, and to know all NHS employees are under legally obliged to keep the contents of their records confidential

**Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are discussed in advance with the Patient Representation Group. Information will be clearly explained via the waiting room noticeboard, Practice Website, Newsletter or individual leaflets, giving as much notice as possible.

**Repeat Prescriptions:**

To ensure continuation of care and knowledge of your personal health, these will be signed by your usual GP wherever possible.

**Referrals:**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. When requested, our GPs will also refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

**Test Results:**

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. Routine test results are normally available after 2 pm the following day however more complex investigations may take longer.

**Transfer of Medical Records:**

The Practice will endeavour to dispatch any medical record required by the Primary Care Support England (PCSE) within ten working days and same day if the request is urgent.

**Privacy and Confidentiality:**

We will respect our patients' privacy, dignity and confidentiality at all times.

**Appointments:**

**With a Doctor:** For routine consultations we will endeavour to offer patients an appointment within two to five working days of the request. For medically urgent requests, we will offer an appointment on the same day.

**With a Practice Nurse:** For routine appointments we will endeavour to offer an appointment within five to ten working days.

**Waiting Times:**

- Surgeries will normally start on time
- We will do our best to inform patients if there is a delay of more than 20 minutes for their appointment and offer an explanation. We are happy to update you on any delay situation if you feel that you have been waiting too long.
- When a doctor is called away on an emergency we will inform our patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

**Home Visits:**

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be entirely at the doctors' discretion.

**Out of Hours Emergencies:**

We will do everything possible to ensure our system for contacting a GP out of hours is easy to follow, reliable and effective.