

PRACTICE AND PATIENT CONTRACT

Practice Charter

All members of the surgery healthcare team are dedicated to providing healthcare and services which meet our patients' reasonable requirements. We are a single-handed practice with approximately 3,800 patients. Being single-handed means we have just one GP. Our clinical team includes a Physician's Associate (PA) and a part-time nurse. PAs are medically trained, generalist healthcare professionals, who work alongside doctors to provide medical care. Other allied healthcare professionals include pharmacists, mental health practitioner, physiotherapist, health coach and social prescriber. The size of our team imposes certain constraints on how we operate, which are described below.

In particular:

1. Patients will have a right to be greeted courteously and made to feel welcome at 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
 - Access to health records subject to any limitation in law compiled after 1991.
4. Clinical staff will endeavour to conduct appointments at the appointment time. Any delay will be due to medical necessity. Where there is a delay in excess of 25 minutes, patients have a right to be informed of the reason for the delay and to make an alternative appointment if necessary.
5. The practice will offer advice and seek to inform patients of:
 - Steps they can take to promote good health and avoid illness—for example exercise, diet, not smoking, immunisation 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 and on our website.
6. The practice will inform patients of services available by means of practice leaflets/ notice board in the waiting room and on our website.
7. Patients may choose whether to take part in research or training.
8. Patients shall be referred to a consultant specialist acceptable to them if their doctor thinks this is necessary.

9. The practice operates a triage system, which means that all requests are reviewed by our clinicians and prioritised according to clinical need. We shall triage all requests within one working day. We are not an emergency service and you will be directed to another NHS service if your need is more urgent than what we can offer.
10. 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.
11. Following triage your request will be assigned to a member of our healthcare, who may be better suited to deal with your request, or to an appropriate service such as a local pharmacy. If you are unwilling to accept what is offered you may still see the GP, but you will not get priority and will be offered the next available routine GP appointment.
12. Acute prescriptions will be issued with minimum delay.
13. Repeat prescriptions will be processed by the practice within two working days following the request unless the patient has not attended a requested review. Your pharmacy may require additional time to prepare the medication.
14. Any suggestions to improve service will be considered by the practice and a response will be given.
15. A full and prompt reply to a written complaint will be made by a senior member of staff within 21 days.
16. We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients.

PATIENTS ARE REMINDED OF APPROPRIATE BEHAVIOUR AT THEIR PRACTICE:

1. Treating your doctor and their staff as you would expect to be treated by them – with respect and politeness.
2. To attend appointments on time or to give the practice adequate notice that they wish to cancel (minimum 48 hours)—lateness non-attendance inconveniences other people and wastes appointment time.
3. If you arrive more than 20 minutes late, you will have to wait until the end of surgery or reschedule the appointment.
4. If you have missed your appointments 2 times or more, the practice will write to you. You may also be liable to be removed from the practice list.

5. An appointment is for one person only. Where another member of the family needs to be seen or discussed, another appointment should be made.
6. Patients should make every effort to consult at the surgery or virtually as appropriate to make the best use of clinicians' time. Home visits should be medically justifiable and not requested for social convenience. Facilities for examination are better at the surgery and the less time clinicians spend travelling the more time is available for patients.
7. Repeat prescriptions must be requested in good time. When patients are advised that their repeat prescription is due for review please make an appointment within the next 14 days.
8. Patients should not expect a prescription every time they visit the surgery. Good advice is often the best treatment.
9. Out of hours calls, e.g. evenings, nights, and weekends, should only be requested for genuinely urgent situations.
10. Please try and call outside peak surgery hours for non-urgent matters.
11. 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.

Practice Statement

We work in partnership with our patients which means that we have a responsibility towards each other. This can only be achieved if we work together. We are committed to providing you with the best possible care. In turn, this patient contract lists your responsibilities in helping us run an efficient service and a system that is fair to all patients.

Patient Statement

I agree to and understand the responsibilities listed in this contract. By abiding by the responsibilities in this contract I am making a commitment to working in partnership with the practice and supporting the practice in providing the best possible care to all patients.

Name: {in capitals}

Signature: