



PATIENT'S CHARTER

Our aim is to:

- Offer appointments within 48 hours to see a GP. Same day appointments are offered to those patients that need them: All children will be seen on the same day.
- Keep patients waiting no longer than 30 minutes for their appointment.
- Ensure prescriptions are available for collection 2 working days after request (if received before 12.30pm) Please bring the tear off portion of the prescription
- Answer the telephone within 5 rings with an appropriate response.
- Keep all patients informed of current services and new developments through our regular newsletter ,practice leaflet and waiting room white board
- Ensure that all complaints and comments are dealt with promptly and efficiently.
- Welcome your suggestions and discuss them fully with the practice team.
- Ensure our premises are accessible and we will always be available to assist you on request
- Respect your privacy and dignity at all times.
- Ensure that all treatments you receive in the surgery are carried out by properly trained staff.

YOUR RIGHTS

Patient's have the right to:-

- Be registered with a practice
- Change practice easily and quickly
- Be offered a health check on joining a new Practice
- Receive emergency care at any time through a GP
- Have appropriate medicines and drugs prescribed and explained fully to you
- Have a choice of where you will be treated if you are referred to a consultant
- Have access to your records, subject to legal limitations and prior arrangement, and know that those working for the NHS are under a legal duty to keep the contents confidential.
- An annual health checked if over the age of 75 years, every 3 years for all patients.
- An influenza vaccination if your medical history indicates the need or if you are aged 65 or over.
- Information about local services from your Primary Care Trust.
- Receive a copy of the Practice leaflet and the practice newsheet wherein we will keep you up-dated with practice,NHS and PCT news which may concern you the patient

HOW CAN YOU HELP?

- Your appointment is for you – each family member needs their own appointment. We are happy to give you a block appointment or you may attend the morning drop-in surgery
- Please cancel your appointment if you cannot attend. This includes clinics, child assessments, vaccinations, minor surgery. Other patients may be given the appointment
- Home visits are requested before 10.00am. Several patients can be seen during the time it takes for a home visit so please do not request a home visit unless it is absolutely necessary
- Visits requested later in the day are for emergencies only.
- Please let us know your change of address and telephone number.
- Sometimes people need more time with the Doctor/Nurse – it could be you the next time so please be patient
- Please attend for regular medication reviews and attend surgery when requested to do so for any other review. We will not ask you unless it is necessary for your wellbeing.
- Please ring after 2.00pm for test results.

We understand that a visit to the doctor may sometimes cause you anxiety and what the doctor is explaining to you is difficult to remember. Please do not leave the premises if you do not understand. Please ask the doctor to repeat what he/she has said or ask a member of staff to help you. Alternatively, you are welcome to bring another person with you: a member of your family or a friend.

The practice team is here to help you and we wish to ensure your visit to the practice is satisfactory. Please let us know if it isn't. Constructive feedback helps us to improve our service to you.