PRACTICE PATIENT CHARTER

**We aim to** **deliver a high quality, patient centred service, in a friendly and efficient manner, aiming to produce an improvement in the health of the practice population.**

More information is in our practice leaflet and website.

The NHS has a published patient charter, called ‘‘Your Health, Your Rights. The Charter of Patient Rights and Responsibilities’. It sets out the standards of care you should receive from the NHS. Our charter is a supplement to this.

The care of your health is planned in partnership between you and us. The success of that partnership depends on a number of factors:

* Establishing a shared responsibility to prevent problems
* Having a clear understanding of each other’s needs
* Acting to benefit your health, care and wellbeing
* Developing regular feedback on how you feel about our services.
* Mutual respect and trust.

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# **OUR RESPONSIBILITIES TO YOU:**

* You will be greeted in a friendly welcoming manner by all members of practice staff.
* We aim to meet your requests for appointments that are convenient to you. Routine appointments will generally be available within 48 hours. If you have specific requests such as a particular doctor, or particular time of day, then this may be longer.
* You have the right to request an appointment with the Doctor of your choice. However, if an emergency appointment is requested this may not be with your preferred Doctor.
* You have the right to request a same day appointment. If you want to be seen urgently, then the call will be passed on to a clinician who will call you back within 2 hours, assess the urgency of the situation and arrange for appropriate assessment. This may not result in a same day appointment.
* If you wish, you can have somebody accompany you during a consultation.
* You will usually be seen within 30 minutes of your appointment time. If there is a delay you will be given an apology and an explanation.
* Requests for repeat prescriptions will be processed within 48 hours.
* You have the right to ask for a second opinion from a different GP within the practice.
* Only you or a person specifically nominated by you to the practice will be able to receive any results or details of your medical information by telephone or in the surgery. In an emergency, this may be waived in order to preserve life.
* You have a right to information about your health, in a format that you can understand.
* You have the right to ask questions about your health and treatment. Five questions that have been shown to help you decide about your health care are:
	+ Is this test, treatment or procedure really needed?
	+ What are the potential benefits and risks
	+ What are the potential side effects
	+ Are there simpler, safer or alternative treatment options
	+ What would happen if we did nothing?
* No Doctor is compelled to provide a specific course of treatment which they do not believe would be in your best interests. You have the right to accept or refuse any treatment, examination, test or screening procedure that is offered to you.
* Urgent referral letters will be sent within 24 hours, and routine referral letters will be sent within five working days.
* We offer a program of health screening and health promotion. We will advise you of steps you can take to promote good health, avoid illness and to manage minor ailments.

# **HOW WE USE YOUR MEDICAL RECORDS:**

* Benbecula Medical Practice will handle your medical records according to the applicable laws and national guidance on data protection and confidentiality.
* While you are registered with the practice, we will keep records of your health and care, including details of consultations, illnesses, tests, prescriptions and treatments provide by everyone involved in your care.
* We share medical records with other health and care professionals when they are involved in providing you with care and treatment. This is on a 'need to know' basis and determined event by event.
* We will use your data to communicate with you about your appointments and medical care, by telephone, email or letter.
* We may share some of your data with local Out of Hours services, urgent and emergency care services such as the Scottish Ambulance Service. Data about medication is shared by default, but you can opt out. We will check with you before we share any other clinical information this way. This is called a Key Information Summary.
* Data about you is also used to manage national screening campaigns such as flu, cervical cytology, bowel screening and management of diabetes.
* Anonymised data is used to claim payments and evaluate and plan services
* We share information when the law requires us to do this, for example when we are inspected, when reporting certain illnesses, or safeguarding vulnerable people.
* Your data is used to check the quality of care provided by the NHS.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. The Data Protection Act gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you.

Under the terms and conditions of the Data Protection Act you can request to see your medical records. An appointment may be made with a doctor and the records will be explained. The doctor has the right to withhold any part of these records that they feel may be detrimental to your health.

Everyone working for the NHS has a legal duty to keep information about you confidential and adheres to a code of practice on protecting patient confidentiality. Further information on this can be found in the document by NHS Scotland – NHS Code of Practice on Protecting Patient Confidentiality. Anyone who receives information from us is also under a legal duty to keep it confidential.

If you have any queries or concerns on how we use your personal health information or would like to access your information, please contact our practice manager, **Sheena MacKinnon.**

# **HELP US TO HELP YOU – YOUR RESPONSIBILITIES**

Please use our services responsibly. To enable us to give you the best possible service we ask you to note the following:

* Please do everything you can to keep your appointment or, if for any reason you cannot attend, please give us as much notice as possible.
* An appointment is for one person only. Please make a separate appointment for each person needing to be seen.
* Please try to attend the practice to be seen whenever possible. A Doctor is able to see many more patients at the practice than on home visits. Additional resources are located at the practice which are not available on home visits and therefore if it is possible to attend the practice, you should do this. You have the right to request a home visit. Home visit requests will be considered by the Doctor and agreed, if appropriate, on the basis of clinical need. In general, home visits will be to your registered address.
* Please inform us of any change in your address, telephone number, and other contact details. This will help if we need to contact you and may help avoid missing an appointment.
* You are largely responsible for your own health and it is up to you to take the advice and action recommended to you.
* Yours views on the quality and type of services, provided by the Surgery and by other health service facilities are welcome. If you wish to put forward any comments or suggestions, please contact any member of staff. A suggestion box is placed at the reception desk for your comments.
* If you wish to make a complaint, please contact the practice manager Ms Sheena MacKinnon, or one of the GP partners. Please ask for our complaints policy for full details. Complaints allow us to put things right.
* Staff have the right to courteous and polite behaviour from all patients. Please refer to our section on violent and abusive patients for more information.

# **SOCIAL MEDIA MODERATION GUIDELINES**

​These guidelines relate to Benbecula Medical Practice’s Patient Participation Facebook page, and any other social media that may be set up by the practice in the future. The moderators reserve the right to hide or delete any comments or content deemed inappropriate. The Social Media moderators are the practice partners and practice manager.

Where such comments imply a failing on behalf of the practice, this will be properly investigated, but not debated on social media. Inappropriate comments include:

* Abusive or hurtful comments
* Comments that use inappropriate language or hate speech, based on colour, race, nationality, ethic or national origin, religion, or sexual orientation. Inappropriate language includes: swearing, graphic descriptions of death or illness
* Personal or organisational attacks, threats or defamatory comments
* Naming individuals linked to legal or clinical enquiries
* Inappropriate or graphic imagery
* Comments or imagery that violates the privacy of our patients and their families or our staff
* Content, comments or imagery that violates copyright or that may be confidential

All opinions expressed by staff of Benbecula Medical Practice on social media pages represent the thoughts of the individual commenters, and not those of the practice. Staff are expected to post responsibly, following the guidance above, and avoiding any posts that bring the practice into disrepute.

Information posted on our social media pages should not be considered medical advice, nor is it intended to replace consultation with a qualified health professional. If you have questions about your health, please contact your doctor. links to other websites found on our social media sites are provided as a service to readers, but such linking does not constitute endorsement of those sites by the practice; we are not responsible for the content of external websites.

By submitting content to the practice’s social media pages (wall posts, comments, photos, links, etc.), you understand that this information is publicly available.

If you are found to have posted offensive comments about Benbecula Medical Practice, including about any members of practice staff, on social networking sites, we will contact you to discuss this. Offensive posts may be reported by us to the appropriate social networking site.

# **RECORDING, FILMING AND PHOTOGRAPHS**

The practice objects to any covert recording made by you or on your behalf, face-to-face or on the telephone, of contacts with the practice. We do know patients and their relatives often wish to have a detailed record of contacts with the practice, in particular where large amounts of information are shared. If you have a concern of this nature, please discuss that with the person you are speaking to at the practice, so that we can consider the best way to address that issue. Covert recordings, i.e. those made without the knowledge of the person to whom you are speaking, raise a concern about whether there is the required level of trust and confidence between a patient and practice. If this is found to have happened, you may be contacted to discuss this with the practice.

# **VIOLENT AND ABUSIVE PATIENTS: ZERO TOLERANCE POLICY**

We are committed to providing a safe environment to patients and staff. The practice will not tolerate violent or abusive behaviour.

* If you become violent, aggressive or abusive to practice staff or any other person within the practice premises, you will be asked to leave the premises.
* If you refuse to leave the premises, staff will dial 999 for police assistance. Charges may then be brought. In such circumstances, the practice will have no other option but to remove you from the register. There will also be the possibility of police interventions.
* Anyone who is violent or causes damage will be removed from the register.
* If you are found to have posted abusive comments about Benbecula Medical Practice or members of practice staff on social networking sites, you will be contacted to discuss this and, depending on the precise nature of the comments made, this may lead to you being issued with a warning or being removed from the practice register of patients. The practice will report abusive posts to the appropriate social networking site.

Following any incident of physical or verbal violence or aggression, the GPs will review the details and circumstances of the incident and you may subsequently receive a warning letter. Any persistent unacceptable behaviour or any single serious incident may result in you being removed from the practice register.