

## **Patient's Charter**

### **Our aim at Cadwgan Surgery is to ensure that:**

We provide our patients with the best possible service. The care of your health is a partnership between you and Cadwgan Surgery. The success of the partnership depends on an understanding of each other's needs and co-operation between us.

### **Our responsibility to you:**

- You have a right to be greeted courteously
- Staff, both medical and administrative, who are involved in your care will give you their names and ensure that you know how to contact them.
- You have a right to absolute confidentiality.
- Doctors and nurses will aim to begin surgeries at the appointed time; any delay will be due to a medical necessity. When there is a delay in excess of 20 minutes you have a right to be informed and to make an alternative appointment.
- We will try to answer the phone promptly and to ensure that there is staffing to do this. You should be able to speak to a doctor by telephone at the end of morning surgery.
- If you have an urgent medical condition, you will be prioritised and will be seen as soon as possible, even when this may cause delay to other booked appointments. We will arrange a home visit as appropriate for you in circumstances where you are too seriously ill or infirm to be brought to the surgery.
- If you have undergone tests or x-rays ordered by the practice, we will advise you when and how to obtain the results.
- You have a right to information about your own health, and in particular about your illness and its treatment, and the likely outcome of the illness.
- You have the right of access to your own health records subject to any limitation in the law.

- You will be offered advice on the steps you can take to promote good health, and on any self-help, which can be undertaken without reference to health care professionals in the case of minor ailments.
- You will be informed about available services by means of the practice leaflet, website and waiting room notice board.
- You may choose whether or not to take part in research or training.
- When registering with the practice you will be offered an appointment for a health check.
- You will be referred to a consultant specialist acceptable to you when your GP thinks it is necessary.
- Any suggestions relevant to improving our services within the practice can be directed to the Practice Manager.
- Any concerns will be dealt with promptly in conjunction with our “Putting Things Right” policy.
- Your repeat prescription will be processed in 48 hours if collected from the surgery, except on a Friday when it will be ready for collection the following Tuesday after 2.00pm. If you arrange collection from a pharmacy, please allow 3 working days.
- You can obtain details about how to access a 24 hour emergency service by telephoning the usual Cadwgan Surgery emergency telephone number. At all times, even when the surgery itself is closed.
- If you change your Doctor we will ensure that your notes are forwarded onwards as soon as possible.
- Any information related to this charter and local standards will be advertised widely to all patients.

### **What we expect from you:**

- Please be courteous to the practice staff.
- Please treat our facilities with respect at all times.
- Please be considerate of other patients using the surgery.

- Do not ask for information about anyone other than yourself.
- Please read our practice booklet and browse our website. This will help you get the best out of the services we offer.
- The practice does not tolerate abusive or violent behavior towards any member of its staff by patients, and such behaviour will result in you being deregistered and being asked to contact Betsi Cadwaladr University Health Board.
- Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency. Please notify us in good time if an appointment cannot be kept so that the appointment can be given to someone else.
- Please only request home visits for the housebound and seriously ill.
- Please only use the emergency care service for emergencies.
- Please avoid telephoning the surgery about non-urgent matters during the peak morning time.
- Please allow at least 48 hours for processing of your repeat prescription, except on a Friday when prescriptions will be ready for collection the following Tuesday after 2.00pm. If you choose a pharmacy as a collection point, the turnaround time is 3 working days rather than the usual 2 if collecting your prescription from the surgery.
- Please tell us about any change of name or address, so that our records are accurate.
- Please allow sufficient time for your consultant's letter or the results of tests to reach us. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.
- Let our Practice Manager know when we have either exceeded or failed to meet our responsibility to you.