



PRACTICE CHARTER

OUR STANDARDS

Our responsibilities to you:-

- Prompt response – all appointment or advice requests will be considered and patients informed of next step within one working day.
- You will not be treated without consent.
- You will be offered an appropriate appointment with a healthcare professional, dependent on your healthcare issue. This will either be face to face or via telephone if appropriate. We will respect your preference, however, prioritisation of clinical need will be taken into account.
- Provider choice – request to see/speak to a specific clinician will be taken into account, however, this may lead to longer waiting times for recommended healthcare.
- Try to ensure that you are seen at your appointment time, however, some consultations take longer than others and emergencies do occur.
- Ensure prescriptions are sent to your nominated pharmacy the next working day after 3pm, if request received before 12 noon.
- Treat you as an individual based on your clinical need.
- Treat you with courtesy and respect at all times, this is expected in return.
- Keep all patients informed of current services and new developments through our regular newsletter, Practice leaflet, Practice website and Facebook
- Ensure that all complaints and comments are dealt with promptly and efficiently. We ask that all complaints are directed to the Practice Manager, in writing, in the first instance, in order that we can fully investigate. However, you have the right to contact our local Integrated Care Board or Healthwatch if you have concerns.
- Take note of your suggestions and try to act on them where possible.
- Make our premises as accessible to our patients as possible.
- Respect your privacy and dignity at all times.
- Ensure that all treatments you receive in the surgery are carried out by properly trained staff.
- Fair registration – all patients who reside inside our catchment area are welcome to register, unless you have previously been removed by GP request. If registration is refused, this will be fully explained to you. Patients who move outside of the catchment area may be permitted to stay as an “out of area” registration. This depends on current and future health needs, whether you are housebound and the distance to the surgery. If this request is refused, again the reasons will be fully explained to you.

HOW CAN YOU HELP?

Your responsibilities to us:-

- Your appointment is for you – each family member needs their own appointment.
- Remember each appointment is for one medical issue, do not allow medical issues to build up, seek help as matters arise.
- You cancel your appointment if you cannot attend. This includes appointments for any of our healthcare providers.
- Home visits are requested as early as possible and are only for housebound patients.
- Home visits are not requested for children, they should be brought to surgery by a responsible adult so they can be fully examined by the appropriate healthcare professional.
- Visits requested later in the day are for acute emergencies only.
- Provide full information when asked, including what help that it is you want/expect from us. This will also help us direct you to the most appropriate healthcare professional. This information will help you and not obstruct your access. If you decline to provide information, this will lead to a delay in you receiving the healthcare you need.
- You let us know your change of address and telephone number, including mobile and email address as soon as you change it
- Be a patient patient - Sometimes people need more time with the Doctor/Nurse – it could be you one day.
- You attend for regular medication and chronic disease reviews, ensuring you are on the correct and most up to date treatment.
- You don't ring before 2.00pm for test results – give the Doctor a chance to check them.
- Let us know if there is anything incorrect in your records.
- Use the NHS app when ordering repeat prescriptions, and only order what you need; again this is to help you and to save the NHS millions in wastage costs every year.
- Arrive on time and let the receptionists know that you have arrived. If you arrived late for an appointment you may have to wait to be seen or have to make another appointment.
- Do not attend A&E unnecessarily
- Do not contact NHS111 during our opening times. All requests for healthcare should initially come through us.
- Do not telephone the surgery unnecessarily, e.g. to check if a prescription has been sent to the Pharmacy or for test results before 2pm. Our phones lines are extremely busy, ringing unnecessarily leads to a delay for patients who do need to contact us.
- Order your repeat prescriptions on time, ensuring you do not run out, leading to urgent same day requests.
- All requests for healthcare to be done digitally via our website. We only accept them via the reception desk or by telephone for our most vulnerable patients. You can access us electronically during our core opening hours.
- Complete a Friends & Family Questionnaire
- Consider joining our patient participation group

YOUR RIGHTS

Patients have the right to:-

- Be registered with a Practice
- Specify a preferred GP
- If aged 75 or over, have a named GP who will oversee the care and support you may need. This does not mean that you can only see that GP. Appointments will be offered on availability.
- Change Doctor easily and quickly
- Be offered a health check on joining a new Practice
- Receive same day care at any time through a GP if appropriate
- Have appropriate medicines and drugs prescribed
- Be referred to a Consultant acceptable to you when your GP thinks it is necessary and be referred for a 2nd opinion if you and your GP agree it is desirable, to a hospital of your choice.
- 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.
- Choose whether or not to take part in medical research or medical student training.
- Be offered a Health Check if over the age of 40
- An influenza, covid and pneumococcal vaccination if your medical history indicates the need or if you are aged 65 or over.
- A shingles vaccination, if your date of birth is within the ranges set by the Department of Health.
- Be offered a RSV vaccination if your date of birth is within the ranges set by the Department of Health or if you are pregnant
- Receive a copy of the Practice leaflet.

Other Aspects:-

- We want to improve our services to you and welcome any comments or suggestions
- We have a patient participation group who welcome new members – please ask for details
- We operate a practice based complaints system – details can be found in the Practice Leaflet on our website or upon request at the reception desk
- You have the right to leave our practice at any time. We also have the right to have patients removed from our list, but this is only done when the relationship between the patient and doctor has broken down irretrievably. We will also remove patients from our list who are violent or seriously abusive towards any member of staff. Patients who repeatedly failed to attend for pre-booked appointments may also be taken off the Practice register.
- Patients will be asked to register with another practice if they move out of our catchment area.



