

Patient Charter

WHAT YOU SHOULD REASONABLY EXPECT FROM OUR PRACTICE:

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origins, religious beliefs, personal attributes or the nature of your health problems.

The team will maintain your right to privacy and will not discuss your illness with other team members, practice nurses or doctors within hearing distance of other people.

Your doctors and practice nurses will strive to see you within 30 minutes of your appointment time. If this is not possible, detail of the delay will be posted on the daily information board. **If you have asked to be seen as an emergency with the On Call doctor you may have to wait longer to be seen, you will be given an information sheet about emergency appointments when you arrive at the practice.**

If you need a repeat prescription, one will be provided within two working days of your request.

We cannot take repeat prescription requests over the telephone.

Patients needing an urgent appointment will be able to see a doctor or nurse practitioner within 24 hours. (If you ask for a named doctor this may take longer.)

You have a right to a full explanation of your illness and any tests, investigations or consultations relating to that illness. You must inform us if you do not understand the explanation.

If you require a home visit or out of hours house call, the doctor or nurse practitioner will make a decision whether to give advice over the telephone or to visit. Lack of transport in itself is NOT a reason for a home visit.

If you have any complaints or concerns relating to the practice, its staff or the services offered, please contact the Practice Director, who will provide a timely response to them.

WHAT THE DOCTORS AND PRACTICE STAFF SHOULD REASONABLY EXPECT FROM YOU:

We ask that you treat Doctors and Staff with courtesy and respect at all times. Doctors have instructed their receptionist team to ask certain questions so that they may deal with your requests in accordance with policies set out by the doctors.

Please let us know if you change your personal details, address or mobile phone number. Please consent to us texting you to remind you of appointments. If you cannot keep an appointment please let us know as soon as possible, please be aware we have an answer phone 0115 9445497 for this purpose so that you do not have to wait to get through, this may enable someone else to be seen.

Please order repeat prescriptions 48 hours in advance. Do not expect prescriptions every time you see a doctor – they are quite often not necessary. Please follow your doctor's advice and take the full course of medications that may be prescribed for you.

Before seeking a home visit think seriously whether it is necessary. When requesting a visit please contact the surgery before 9am unless a genuine emergency arises later. Out of Hours visits should only be requested in an emergency, not for minor illnesses, which can wait until morning.

We are committed to maintaining good communications and providing a high standard of care to our patients. Helpful suggestions are always welcome.

NO SMOKING POLICY

The practice has a no smoking policy within the building and its grounds.

PLEASE NOTE

Any patient who is more than 15 minutes late for an appointment will be asked to book another appointment; the person may be seen at the end of the surgery in exceptional circumstances only.

Routine appointments with the doctor are scheduled for 10 minutes, this limits the time to discuss multiple issues, if you have more than one concern please inform the doctor at the start of the appointment so that your key issue can be discussed first. You may need to make a further appointment to discuss other issues.

People who appear intoxicated or under the influence of drugs when attending the surgery will be asked to book another appointment.

Action will be taken if any patient repeatedly fails to attend for booked appointments. You will be contacted by letter if you fail to attend three appointments, following this if you continue to fail to attend you will be removed from our list.

Any person who is verbally aggressive or abusive will be asked to leave.

Anyone who is threatening or actually violent will be asked to leave or will be removed from the premises by the police and will be removed from our list immediately.

WE OPERATE A “ZERO TOLERANCE” POLICY AND WILL ALWAYS PRESS CHARGES

Removal of a patient from the list will occur where it is judged that the “Doctor/Patient Relationship” has broken down, e.g. in the above circumstances, or if the patient has moved out of the Health Authority agreed practice areas, as per the General Medical Council Guidelines.

No one will be removed from the list because of a medical condition or the perceived cost of treatment.