

# Our patient charter

Our aim is to provide patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. Patients will be treated with courtesy at all times and we will respect our patients' right to privacy and confidentiality.

This patient 'charter' has been created jointly with our amazing patients. The aim of the document is to help us all work together to improve the care our practice can provide.

# Our patient charter.

## What you can expect from us.

- We will greet you in a friendly and welcoming manner and treated with courtesy by everyone working in the practice.
- We will keep your information confidential at all times.
- You have a right to information and are encouraged to ask questions about your health.
- Urgent requests will be assessed by a GP who, working together with the patient, will decide the most appropriate care required. This may include a face to face, telephone or digital appointment within the practice and/or accessing other health care settings or services.
- We will offer appropriate advice about how to stay healthy and avoid illness.
- We will inform you of developments in the practice through leaflets, posters, and on the practice website.
- We take your comments, suggestions or complaints about the service seriously and you will receive a prompt reply to any issues you raise with us.
- Your repeat prescriptions to be ready for collection 2 working days after requesting with the practice.
- We will make sure you have access to your medical records within the time-limits set legally.
- We will give a clear explanation of any treatment proposed, including any visits and any alternatives before you decide whether you will agree to treatment.
- We will make sure you can choose whether or not to take part in medical research or medical student training.

## What we expect from you in return.

- Please keep your appointment or tell us in advance if you can't make it. This means that we can give the appointment to someone else who needs it.
- Please be on time to your appointment so you don't cause delays to other people who are waiting.
- Please come to the surgery for appointments unless you are prevented by serious illness or are housebound. This helps us because a doctor can see more patients when based in the surgery.
- Please make more than one appointment if more than one member of your family needs to see the doctor when you come to the surgery. This will avoid unexpected delays for other patients.
- Please be kind to our team, including receptionists. We are very busy and our team are doing everything we can to help you.
- You are responsible for your own health and we ask that we work together to provide the best possible care and avoid ill health.
- Please plan ahead when ordering repeat prescriptions and order well in advance so we can get the replacement medicines to you before you run out.
- Please carefully follow the treatment prescribed by your doctor.
- Please turn off your mobile telephone before your appointment.