



Patient Charter

What you can expect from us:

- Our aim is to provide a personal, friendly, professional, and confidential service.
- We will treat all patients equally with dignity and respect.
- We aim to support patients in leading a healthier lifestyle and provide information so that an informed choice can be made.
- We aim to keep patients informed of your services, their rights and any other information which directly affects health treatment.
- We like to offer you your named GP, or GP of choice, where possible, for continuity of care
- We will listen to you and involve you in decision making regarding your treatment options.
- We will offer access to our services in line with the patients' assessed needs.
- We will keep abreast of advancements by attending regular training sessions and updates.
- We will monitor and improve our systems to ensure we operate as efficiently as possible within the resources available to us.
- We operate a practice complaints procedure which may be used in confidence.
- We welcome and consider all feedback from patients and make best use of our Patient Participation Group (PPG) when making decisions that effect our patients.

What we expect from you:

- Please keep appointments made or cancel in plenty of time so another patient may benefit from the appointment.
- Only request a home visit if too ill to attend the surgery.
- Follow up on your test results a week after your test: should there be any serious abnormality you will be contacted by us promptly.
- Follow up on a referral made if you have not heard back within the timescale advised.
- Report to the receptionist or use the automated patient check-in on the wall, on arrival for your appointment.
- Bear with us if there is a delay – this is likely to be due to another patient needing additional time or an emergency: we will try to keep you informed of anticipated delays.
- Use our service responsibly and do not expect immediate treatment for non-urgent/routine conditions.
- Utilise the services of other professional surgery staff – the GP is not necessarily the most appropriate clinician to see.
- Use other avenues of help – Pharmacy, NHS Choices, Patient Online where appropriate.
- Allow sufficient time for processing repeat prescription requests and do not pressure staff to process unauthorised medication requests.
- Keep us informed of any name, address, and telephone number changes.
- Treat us with respect, we will not tolerate verbal or physical abuse.