

## **PATIENT CONTRACT**

This document sets out information about how we provide care at Galleries Medical Practice and how we hope to work together. We would ask any new patients to read and sign this document and then book a new patient appointment with our health care assistant. Due to COVID 19 pandemic, some changes to our standard operating procedures had to be initiated to facilitate care in line with Govt. policies.

### **Our Mission**

To deliver an all-round valuable patient centred experience from a dependable team who care about supporting their patients' needs.

### **Our Vision**

To become a reliable, knowledgeable, skilled practice, which is adaptable and is responsive to its patients' needs and expectations.

### **Our Values (COACH)**

- Communications

Having clear and concise communication channels between all staff & Patients to ensure a consistent approach

- Outstanding Service

Having motivated staff structure in place to ensure positive relationships and therefore offer outstanding service

- Awareness

Having a confident approach to Learning & Develop to ensure the surgery, staff and patients are continually educated

- Champions

Having subject experts who are trained specialist in specific fields to ensure the surgery develops

- Happiness

Having an open, honest and professional approach at all times to ensure happiness of all involved.

### **Appointment system**

The Practice runs an appointment system for all consultations. Currently, owing to COVID 19 the practice is running a remote consultation model and the GP may offer a face to face appointment if it was felt to be appropriate. The appointments can either be via telephone, video or by filling an e-consultation form on our website.

Please ask for more than one appointment if you want more than one patient to be seen by the doctor or nurse. Appointments are generally booked at 10 minute intervals; if you feel you may need a longer appointment because of complex problems please speak to a receptionist. This makes the system fairer for everyone because other patients do not have an unreasonable wait as a consequence of the GP overrunning.

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If the doctor has to deal with an emergency, your appointment may be delayed. If this happens you will be offered the opportunity of either waiting or re-booking.

At times when all the appointments are booked, you may be directed to Extended access (a federation of local GPs providing out of hours service) GP appointments or 111 clinical triage service.

You may also be directed to Recovery at Home (RAH) service which is a community service run by experienced GPs, Nurses and other allied clinical/social care professionals.

### **Booking appointments**

Before booking an appointment, please consider visiting our all new 'digital portal' on the practice website which can provide initial help in managing certain medical conditions. The practice runs 'urgent' on the day appointments and routine appointments are usually within a week or less.

You can book an appointment either by downloading NHS app which allows you online access to our appointments or by ringing the surgery. You can also fill in an e-consultation page on our website and we will be getting back to you by the end of the next working day with further advice and guidance.

If you wish to have a telephone or video consultation, please inform the admin team and we have the capability to accommodate your request in most instances.

### **Cancelling Appointments**

If you make an appointment to see a GP or nurse and then find you are unable to attend, please ring the surgery or you could alternatively cancel by MJOG text messaging. Please try and give us 24 hours where possible, so that we can make the appointment available to another patient. Patients who fail to attend for three booked appointments within a six month period without cancelling may be asked to register with another practice as this is unfair to other patients.

### **Late Attendance**

Patients who attend too late for an appointment may be asked to either wait until the end of the surgery or make a further appointment for another day.

### **Prescribing Drugs of Addiction**

The practice strictly follows Sunderland NHS CCG prescribing policies. Any opiates (such as codeine, morphine, tramadol etc) are prescribed on a short term basis barring exceptional circumstances owing to the potential side effects and risks of dependence and addiction. If you are already on these medications or any controlled drugs/sedatives, you will need to first see the GP and you may be put on a reducing regime to help you come off these tablets. If you want to find out the ill-effects of these medications, please request for a leaflet at the reception desk. By registering with our practice, you are in agreement with our prescribing policies.

## **Repeat Prescriptions**

We see ourselves as a digital practice and would encourage our patients to apply for online access so repeat medications can be requested easily by using NHS app. You may also request repeat scripts by ringing the practice (due to COVID rather than coming down to the practice). Please allow us 3 working days for your script to be sent over electronically to the chemist of your choice. You do not need to request for a script more than 72 hours in advance.

## **Test results**

Most blood/urine test results will be actioned and ready in 72 hours from the point of having your test. We will be texting you if any action is needed on your blood test result or alternatively you can call between 3 PM – 5 PM on any working day or go to your online account to view your results.

Common actions include:

‘Normal result’: No further action is needed

‘Satisfactory’: This could be normal result for you although the test result may be slightly out of range.

‘abnormal’: Blood test may need to be repeated or a discussion may need to occur with you, or further blood tests may be needed.

## **Referral**

If a decision has been made to refer you to the hospital, the clinician may request for your email address so the referral paper work can be e-mailed over to you. Suspected cancer referrals (also called two week wait referrals) will be done on the same day and you should be receiving an appointment within two weeks from the point of referral. It is very important that you inform the surgery if you do not receive an appointment within two weeks time.

Routine referrals can take around 6-8 weeks on an average to get an appointment and if you wish to chase up your referral or cancel/amend your appointment, it is best that you first ring the hospital to inform of this. The practice follows a ‘choose and book’ electronic referral system and you have the choice to choose a hospital of your choice in most instances.

## **Home Visits during Surgery Hours**

Home visits are for patients who are too ill or unable to come to the Practice. For visit requests please telephone the surgery before 10.30am.(unless a genuine emergency arises) Doctor may contact you first to discuss your condition. Please note that for every home visit, up to six patients can be seen in the surgery. Not having transport is not a valid indication to request a home visit.

## **Change of Personal Details**

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It we need to contact you it is important that we have your correct details if you change your personal details please either come to the surgery and complete a change of details form or go onto our **website** and print one out for completion. You can also email us.

**Opening Hours and Emergency Out of Hours Service**

The practice is open from 8 AM to 6 PM, Monday to Friday. Please visit our website for any training days when the practice may be closed. If you need any medical advice or appointment outside these hours you need to ring 111 or 999 in case of an emergency.

**Expected Behaviour**

We aim to offer the best medical service and care to our patients at all times and we aim that this is done by our staff with compassion and politeness. We hope that In return our patients will treat our staff in the same way with consideration and politeness. Should any patient use abusive language or threatening behaviour towards any member of the Practice, then we reserve the right to remove that patient from the list with immediate effect.

I have read the patient contract and agreed to my obligations

Patient Signature ..... Date.....