

Greenhead Family Doctors

Practice Charter

Available in alternative formats

Greenhead Family Doctors

Our Practice Charter

This practice is run by a team of well qualified and experienced colleagues, led by Drs Ramesh Edara and Madhuri Navuluri. We continually strive to provide an exemplary service for all the registered patients.

This charter sets out the standards of service you can expect from us and how you can help us to help you

Our standards

Our staff receive regular training taking the feedback you provide in to consideration.

We will ensure that privacy, dignity and respect for cultural beliefs are respected.

We provide wheelchair/pushchair access from the rear of the Surgery.

We provide a range of leaflets and a practice leaflet giving you information on the services we offer.

You have the right to access your health records (subject to certain limitations). We are committed to ensuring that your records remain confidential.

We operate appointment system, pre bookable 2 weeks in advance and also on the day.

We offer online access to medical records, appointments and repeat medication requesting.

We allocate you a named GP, but as you are registered to the practice, you are free to see either of the doctors.

We provide same day telephone appointments for the problems that can be dealt with over phone. Doctor may ask you to come to surgery after the telephone consultation.

Patients requiring dressing changes/BP check etc need to be booked with nursing staff.

We would appreciate your comments, suggestions about our services and complaints if, unfortunately these arise. Please let the practice manager know if you have a complaint, in person or writing. She will arrange to meet you to discuss this further.

If you need assistance when the surgery is closed, please ring the usual surgery number for further instructions or you can ring 111. In emergency, ring 999.

Greenhead Family Doctors

Help us to help you

We are committed to giving you the best possible service. This will be achieved by working together.

Please attend your appointments on time. If you can't make it ring reception to cancel or rearrange the appointment so that we can offer that appointment to someone else.

Home visits take up more of the Doctor's time and should only be requested if you are not well enough to get to the surgery. If you need home visit ring before 1030 am so that doctor/s can prioritise their day.

Please remember an appointment is for one person only.

Please inform us of any change in your address or circumstances and mobile number etc.

Please treat our reception staff with courtesy, we have zero tolerance policy.

If you would like to speak confidentially to the receptionists, please advise reception on arrival.

Doctor involves you in management plan, please ask the doctor if you have any questions about your medication or treatment.