

Practice Charter

Our aim is to :

- ... give you our best possible care at all times.
- ... involve you as a partner in your care and to inform you about all aspects of your management and not to follow a course of management without your consent.
- ... treat you with courtesy, respect and equality irrespective of the nature of your health problems.
- ... identify ourselves to you clearly and make it clear how to contact us if needed.
- ... have an appointment system that offers same day and advance appointments
- ... have appointments on the day available to deal with all emergencies. This is for urgent medical problems that need to be dealt with the same day.
- ... provide access for patients to online services
- ... try to run to time for appointments but if we are delayed for any reason our staff will inform you if your wait is likely to exceed 30 minutes.
- ... make home visits if appropriate for those patients who are too ill or infirm to leave the house
- ... allow you to see the Doctor of your choice, but this may not always be possible. We ensure that appointments can be booked four weeks in advanced.
- Patient information is shared with practice staff and allied healthcare professionals only when necessary. All these staff have signed up to and strictly adhere to Caldicott principles and the Data Protection Act.

**IF YOU WOULD LIKE A LARGE PRINT VERSION OF THIS DOCUMENT, PLEASE ASK
AT RECEPTION**

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We ask that :

- ... you treat everyone with due courtesy and respect.
- ... you follow our advice and ask if any aspect of your care is unclear to you.
- ... you make every effort to attend surgery rather than ask for home visits. Home visiting is an inefficient use of Doctor and Nurse time and, examination facilities in most homes are not the same as the surgery.
- ... you only use the emergency out of hours service if your problem is genuinely urgent and cannot wait until we are open. Dealing with non-urgent problems and trivia delays the emergency Doctors and may cause unnecessary suffering for more serious cases. It could also cost lives.
- ... you are punctual for appointments and cancel them well in advance if they are no longer needed. Missing booked appointments inconveniences us and your fellow patients whose need may be greater than yours.
- ... you are patient if we are delayed and running behind during surgery. Sometimes patients may present with more complicated problems and it may take longer than normal to deal with. Remember, you too may have a complicated problem one day, which requires more time to sort out.
- ... if you require an appointment that may take longer than 10 minutes i.e. you have more than one problem to raise, please inform the receptionist at the time you book the appointment.
- ... you keep to the principle of one appointment for one patient. If several individuals need to see the doctor/nurse, please note this at the time of booking the appointment
- ... if you are more than 10 minutes late for an appointment for either Doctor or Nurse, we cannot guarantee that you will be seen and you may therefore be asked to re-book the appointment.
- ... if you are over 16 and have not seen a doctor or nurse in the last 3 years, or are over 75 and have not seen a doctor or nurse in the past year, and you would like to have a 'well person' appointment, please ask the receptionist to arrange an appointment with the Doctor / Nurse as appropriate.