

Patient Charter

These are the standards set within this service for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

Our Responsibilities to you: We will endeavour to treat you with courtesy, respect and sensitivity at all times. Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin, religious and cultural beliefs, gender, social class, disability, sexual orientation or age.

We strive to maintain the highest standards of medical practice at all times. The doctors and health professionals concerned maintain these standards through continuing audit of your care and through professional learning.

How we use personal data - Privacy Policy: Spring Grove Medical Practice takes its responsibilities regarding personal data very seriously. Information about the personal data we use and how we process it is available in our **privacy policy**, which complies with current General Data Protection Regulations (GDPR) and Data Protection Act regulations.

Safeguarding Children and Young People and Adults at Risk Declaration December

2018: Spring Grove Medical Practice is committed to the protection and safeguarding of all who use their services including children and young people and adults at risk. The practice ensures that the outcomes for both children and adults are improved by having robust arrangements in place, along with safeguarding children and adult policies.

The practice meets statutory requirements by ensuring that all staff employed undergo a Disclosure and Barring (DBS) check prior to employment. Checks are enhanced or standard depending on the role. All roles where employees have direct contact with service users are subject to an enhanced DBS check.

All staff undertake relevant safeguarding children training which is commensurate with their roles and in line with national guidance. This is regularly reviewed to ensure that it is up to date.

The practice's named safeguarding professional is Dr Luthra, who leads on issues in relation to safeguarding..

Complaints and Suggestions: We shall give you a full and prompt reply to any complaints you make about the service we provide, and try to change the way we work if this would improve care or standards to you and others. In the event of a complaint, patients have access to the Service's Complaints' Procedure. This can be accessed via our reception desk.

Waiting time: We run an appointment system. You should not usually have to wait more than 30 to

45 minutes in the waiting room without receiving an explanation for the delay. However, if you feel you have waited too long, please ask the receptionist for an update at any time.

Access: You will have access to a doctor rapidly in the case of an emergency. We will arrange a home visit as appropriate for those who are housebound. We will try to offer all patients routine access to a doctor or nurse within a week for medical problems of any kind, although it will not always be possible to offer an appointment with the doctor or nurse of your choice. Currently we only allow booking of appointments one week in advance. You will be referred for appropriate investigations, consultant opinions and care at a hospital or clinic when both you and your doctor treating agree it is necessary and would be of benefit.

Telephone: We will try to answer the telephone promptly and ensure that there are sufficient staff members available to do this.

Test results: Blood tests taken by the practice, usually arrive within 7 days. If you have a PIN code, you can check your results online, or check directly with the practice.

Enquiries about tests ordered by the hospital should be directed to that hospital, not to the practice.

Health promotion: The service will offer patients advice and information on steps they can take to promote good health.

Repeat Prescriptions: Please give at least 2 working days for us to provide repeat prescriptions. The best method to request repeat prescriptions is online (a PIN code from our receptionists will be required for this service), but you can also fax, post or request in person. From 1st July 2018, in line with NHS guidelines, we do not accept repeat prescription requests directly from pharmacies.

For your convenience, completed repeat prescriptions can be sent by us electronically, directly to a pharmacy of your choice, for collection.

Medicines that can be bought directly from pharmacies: In line with current NHS guidelines, prescriptions will usually not be provided for medicines that can be bought directly from pharmacies, even if you do not have to pay for your prescriptions. For further please see www.nhs.uk, or ask our receptionists.

Your responsibilities to us:

- We ask that you treat all our staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and could result in you being deregistered from the practice.
- Please let us know if you change your name, address or telephone number..
- If you are referred for a hospital outpatient appointment – please keep it or if you cannot, inform the hospital NOT the surgery as soon as possible. It is also very important to tell the hospital of your new address if you are on a waiting list for an operation.
- Missed appointments. Please always cancel your appointments as soon as you realise that you can't attend, so that they can be offered to other patients. Patients who miss 2 appointments in 3 months, or 3 appointments in 12 months will be sent a warning letter, and on the third warning letter they may be deregistered from the practice, if the last 2 warnings are within a 12 month period.

- Each appointment is for ONE patient only.
- Patients 10 or more minutes late for an appointment, will usually be asked to rebook.