

Version:	Review date:	Edited by:	Approved / Reviewed by:	Comments:
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9	January 2026	Stephanie Jones	Reviewed by Stephanie Jones	Reviewed January 2025 no changes made

Out of Hours Emergencies:

We will do everything possible to ensure that our system for contacting the out of hours service is easy to follow, reliable and effective.

Waiting Times:

- surgeries will normally start on time.
- we expect patients to be seen within twenty minutes of their appointment time, and in the event of a delay we will offer an explanation.
- when a doctor is called away on an emergency, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 2 working days notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

Patients' Charter

List all Partners

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MRS STEPHANIE JONES BUSINESS MANAGER / PARTNER
MAMS, DipPCM

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ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired (dependant on whether lists are open)
- be offered a health check on joining the practice, if they so wish
- receive urgent care at any time from the practice and/or out of hours service
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a newsletter, waiting room noticeboard, individual leaflets, social media and practice website, giving as much notice as practicable.

Repeat Prescriptions:

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (Please call the practice in the afternoon to enquire about your results or use Online Consult which is available on our website)

Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity, and confidentiality at all times.

Appointments:

The doctors operate a telephone triage system, whereby patients requesting appointments to see a GP will be contacted by a GP in the first instance. A telephone or video consultation or face to face appointment will be made as appropriate. You can request an appointment by telephone, in person or by using our online form which is available on our website. The nurses' appointments are mainly pre-bookable with only a few same day appointments for urgent matters. It would be very helpful if you could give the receptionist an idea of what your appointment is for so that she can book you into the appropriate clinic with the appropriate nurse and allow adequate time for the procedure.

Extended Hours - appointments

Are on a Tuesday morning and evening and a Friday evening, every week 7.00am - 8.00am and 6.30pm – 8.00pm. The telephone triage system still applies for extended hours appointment requests

Home Visits

If possible please try to telephone reception before 10:30 if you require a home visit. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.