

PRACTICE CHARTER STANDARDS

Our responsibility to you

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery will be well signposted and names will be indicated on the surgery doors.

Waiting Time: We run an appointment system, and in most cases you will be given a time at which the doctor or nurse hopes to be able to contact or see you. You should not have to wait more than 30 minutes after this time without receiving an explanation for the delay.

Access: We are committed to providing excellent access to our patient services and to providing the opportunity to:

- ❖ **Register with the practice and access services without fear of discrimination**
- ❖ **Consult with a Practice Nurse / Health Care Assistant within one working day**
- ❖ **Consult with a GP within two working days**
- ❖ **Request an assessment the same day if the patient determines this is clinically indicated**
- ❖ **Directly book appointments with the Practice Nurses, Health Care Assistants, and attached Midwives**
- ❖ **Book appointments more than two working days in advance**
- ❖ **See a practitioner of your choice, normally within seven working days**
- ❖ **Request a home visit (subject to clinical need)**

Telephone: We will try to answer the phone promptly and ensure there are sufficient staff to do this. You may be able to speak to a doctor by telephone, but it is likely that the doctor will be asked to call you back.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure you receive the information which directly affects your health and the care being offered.

Health Records: These will be kept confidential at all times, and you have the right to see them, subject to limitations in the law.

