

**Dr J A Mir's Surgery**

**Practice Charter - Patient Leaflet**

## Patient's Responsibilities

### continued

- ❖ Please accept any invitation for screening issued by the Practice or Health Authority and ensure your children are vaccinated and immunised.
- ❖ Please let the Receptionist know if you change your address or telephone number.
- ❖ You are ultimately responsible for your own health and that of your family. Please help us to help you.

### Location

The Practice is located in Blurton Health Centre on Ripon Road. It is a single storey building so all areas of the practice are easily accessed. Disabled Parking places are provided. Toilets are provided for use by patients with a disability.

### Patient Participation Group

The Practice has a small Patient Group made up of patients registered to this practice. The practice is endeavouring to encourage more patients to join the Group from all age ranges and ethnicities so as to be more representative of the practice profile. It is hoped that patients will recognise that they are valued and by being involved they will feel they have an opportunity to influence and improve the practice to the benefit of all patients.

The Group meets at least 4 times in a year so if anyone is interested in joining please contact the surgery. If you cannot spare the time but have access to e-mail, you can still join and be contacted for your comments through your e-mail.

**Dr J A Mir's Surgery**  
**Blurton Health Centre,**  
**Ripon Road, Blurton,**  
**STOKE-on-TRENT**  
**ST3 3BS**

Dr J A Mir  
Dr A Hussain

Sr G Marren  
(Practice Nurse)

D Ball  
(Midwife)

### OPENING TIMES

**Mon:** 08:30 - 20:00

**Tue:** 08:30 - 18:00

**Wed:** 08:30 - 18:00

**Thu:** 08:30 - 13:00

**Fri:** 08:30 - 18:00

**Sat:** **CLOSED**

**Sun:** **CLOSED**

**(Closed Bank Holidays)**

### TELEPHONE NUMBERS

**Appointments, General and Business Enquiries**  
01782 319375

**Emergencies, Visits and Out of Hours**  
01782 319375

**Results (after 11:00am please)**  
01782 319375

**Fax** 01782 593713

Dr J A Mir's Surgery

## PRACTICE CHARTER

### Information for Patients

### Dr J A Mir's Surgery's Practice Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

**Please take a copy**

*(Revised January 2016)*

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at Dr J A Mir's Surgery.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 48 hours (working days)
- ❖ To offer the opportunity to book an appointment with the doctor of your choice; although you may have to wait longer for this type of appointment.

## Our Practice Charter

- ❖ We will endeavour *not* to keep you waiting to see the Doctor or Practice Nurse. Should there be a delay we will keep you informed but please ask the Reception staff for an explanation if you are kept waiting longer than 20 minutes from the time of your appointment.
- ❖ We will answer the telephone politely and quickly and take a message if the person you need to speak to is not available or arrange for the person to ring you back.
- ❖ Appointments with the Practice Nurse or Health Care Support Worker if present are available, but please advise the reception staff of the nature of your appointment so that sufficient time is given.
- ❖ Requests for repeat prescriptions will be dealt with and available at Reception within 48 hours (2 working days). This can be in person or through your local pharmacy, by post, or on-line (you will need to register for this service).
- ❖ All comments and suggestions about the service are welcome. Please use the labelled box provided outside the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make Dr J A Mir's Surgery's Practice as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to use our services.
- ❖ You are entitled to have a chaperone present for any consultation, examination or procedure. Please be aware that the clinician may also require a chaperone to be present for certain consultations.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:00 if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ The clinical team has instructed the reception team to ask certain questions so that they may deal with your request in accordance to the practice policies.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment is not tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

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