

## **Patients Rights to General Services**

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice for ongoing health issues
- Receive urgent care at any time from the practice
- 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.

## **York Medical Group 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.



*"Trust our family to look after your family"*

## **PATIENT CHARTER LEAFLET**

### *Information for patients*

*(Updated 19.2.2021)*



## **Our Opening Times**

Monday: 08:00-18:00

Tuesday: 08:00-18:00

Wednesday: 08:00-18:00

Thursday: 08:00-18:00

Friday: 08:00-18:00

These are our general opening times, we offer early morning and evening appointments at our sites on various days (once Covid Pandemic eases). Please contact your Patient Care Co-Ordinators for our appointment availability.

## **Contact Details**

Acomb: 01904 439100

Monkgate: 01904 439100

York St John: 01904 439101

Water Lane: 01904 439100

Tower Court: 01904 439100

32C, Skelton and Woodthorpe: Temporarily Closed to patients.

For general enquires or more information you can also:

Email: [VOYCCG.InfoYMG@nhs.net](mailto:VOYCCG.InfoYMG@nhs.net)

Visit our website: [www.yorkmedicalgroup.nhs.uk](http://www.yorkmedicalgroup.nhs.uk)

## **Patient's Responsibilities**

- Courtesy to the staff at all times - remember they are working for lots of patients.
- 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.
- An appointment is for one person only - where another member of the family wishes to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time. Home visits should be medically justifiable. Patients will be encouraged to attend surgery where possible.
- Patients are asked to give 72 hours 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.

## **Privacy and Confidentiality**

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



## **Appointments**

With a Doctor / Nurse: For routine consultations we will endeavour to offer patients an appointment with a GP/Nurse within 15 working days. Medically urgent requests will be dealt with on the same day. We encourage one issue per appointment to avoid over running. Patients can book longer appointments to accommodate their concerns.

## **Referrals**

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

## **Waiting Times**

Surgeries will normally start on time.

We aim for 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 needs to attend to an urgent clinical matter, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

## **Out of Hours Emergencies**

We will do everything possible to ensure that our system for contacting the Out of Hours Services (team) is easy to follow, reliable and effective. The telephone number of the Out of Hours GP is recorded on the surgery telephone answer phone during surgery closing times.

## **Our Patient Charter**

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- A non-urgent appointment with a doctor will be offered within 15 working days.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask your Patient Care Coordinator for an explanation.
- We aim to answer the telephone within five rings.
- An appointment with a Practice Nurse will be available within ten working days.
- Requests for repeat prescriptions will be dealt with within 72 hours. This can be in person, over the phone or online.

All comments and suggestions about the service are welcome. Please use the box provided in the waiting area or via the website, Comments and Suggestions section [YorkMedicalGroup.co.uk](http://YorkMedicalGroup.co.uk)

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 the York Medical Group as accessible as possible. If you have hearing, visual or physical difficulties please let the Patient Care Co-ordinator know so that we can enable you to fully use our services.