

Fakenham Medical Practice

Patient Charter

Welcome to Fakenham Medical Practice. We are committed to providing high-quality care and ensuring a positive experience for all our patients. This charter outlines what you can expect from us and what we ask of you in return.

Our Commitment to You:

Respect, Dignity, Confidentiality and Discrimination:

- We will treat you with respect, dignity, and courtesy at all times to ensure we foster a fair and respectful environment
- We will respect your privacy and confidentiality.
- We will uphold equal opportunities and adhere to anti-discrimination legislation, ensuring fairness for all patients and staff.

High Quality & Safe Care:

- We will provide safe, effective, and high-quality medical care, taking appropriate measures to prevent harm.
- We will involve you in decisions about your care and treatment.

Access to Services and Appointments:

- We will provide equitable appointments and services that are accessible during core opening hours (which can be found on our website) and enhanced access hours offering availability on evenings and weekends.
- We will provide information about how to access urgent care when needed and clinically triage all incoming appointment requests to ensure you are offered the most suitable clinician or service for your needs.
- We will offer a range of appointments and facilities expected of a good general practice, including; Child Health, Long Term Condition Monitoring and Minor Illness Practitioners among many more (further information about our clinics and services can be found on our website)

Communication:

- We will utilise a variety of communication methods to provide you information about our services in a clear and accessible way.
- We will provide information in a variety of ways to suit any communication need.

Feedback and Complaints:

- We welcome your feedback and encourage patient and public involvement through our Patient Participation Group (PPG)
- We will address any complaints promptly and fairly without affecting the quality of care.

Your Commitment to Us:

Respect:

- Treat our staff and other patients with respect and courtesy, refraining from violence, abuse and discrimination towards our staff.
- Respect the privacy and confidentiality of others.

Appointments:

- Attend appointments on time or inform us as soon as possible if you need to cancel or reschedule.
- We ask that you arrive 10 minutes before your appointment time for all face-to-face appointments. If you arrive late to your appointment, this impacts other patients, our staff and the ability for us to provide a responsive service to you.
- Understand that for all non-urgent concerns, these appointments will be scheduled in advance ensuring that on the day appointments are available for those with non-life threatening, urgent needs.

Communication:

- Provide accurate and complete information about your health and any treatments you are receiving.
- Inform us of any changes to your contact details or personal information.

Complaints Procedure and Feedback:

- Provide constructive feedback to help us improve our services, ensuring you follow the complaints procedure if required. (information about our complaints procedure can be found on our website)

GDPR (General Data Protection Regulation)

We understand the importance of keeping your personal information safe and secure. Please read our privacy notice on our website for more information.

