



Patient Charter

At Westongrove Partnership, we are committed to delivering high-quality, patient-centered care. This charter outlines our commitments to you and what we ask in return to ensure a collaborative and effective healthcare experience.

Our Commitments to You

Respect and Dignity

You will be treated with courtesy, respect, and without discrimination at all times.

Confidentiality

Your personal and medical information will be handled with the utmost confidentiality, in accordance with legal requirements.

Access to Care

- Urgent medical needs will be addressed promptly, with same-day appointments available for urgent issues.
- Routine appointments will be scheduled at the earliest convenience, considering your preferences and clinical need.
- You have the right to request consultations with a clinician of your choice, subject to availability.

Information and Communication

- We will provide clear explanations about your health, treatment options, and any procedures.
- You will be informed about how to access test results and medical records, in line with legal guidelines.
- Practice information, including services offered and how to access them, will be readily available.

Prescriptions and Referrals

- Repeat prescription requests will be processed within 2 working days when ordered with the NHS App, but may take up to 5 working days when ordered by other routes.
- When necessary, referrals to specialists will be made promptly, and you will be informed of the referral process.

Feedback and Complaints

- We welcome your feedback and will provide information on how to submit suggestions or complaints.
- All complaints will be handled professionally and efficiently, with responses provided in a timely manner.

Your Responsibilities to Us

Respectful Behavior

Treat all practice staff and fellow patients with courtesy and respect.

Appointment Management

- Attend scheduled appointments on time.
- Inform us as soon as possible if you need to cancel or reschedule an appointment.
- Request home visits only when medically necessary.

Communication

- Keep us informed of any changes to your contact details or personal information.
- Follow up on test results and referrals as advised.

Medication and Treatment

- Order repeat prescriptions in a timely manner, allowing 48 hours for processing.
- Adhere to prescribed treatment plans and discuss any concerns with your clinician.

Health Promotion

Engage in health promotion activities and preventive measures as advised by healthcare professionals.

We value the partnership between patients and healthcare providers and believe that mutual respect and cooperation are essential for effective healthcare delivery.

For more information about our services, please visit our website: www.westongrove.com