



# Practice Charter 2025

Our Practice Charter sets out the standards of care and service we aim to provide for our patients and which we think they should expect from us. We are committed to providing an efficient and high quality service for all patients. To succeed in this we need your help and support. It is important for you to understand all the information we give you. Please ask if you are unsure of anything. Copies of our Patient Handbook can be found in all our waiting rooms.

<b>Our Responsibilities To You:</b> <b>We Are Committed To Giving You The Best Possible Service.</b>	<b>Your Responsibilities To Us:</b> <b>Help Us To Help You.</b>
<p><b>Assistance:</b> We will endeavour to give you good advice, and will be helpful and courteous at all times. Practice staff will wear name badges; those involved in patient care will supply their names to ensure patients know how to contact them.</p> <p><b>Access:</b> A range of appointments are offered Monday to Saturday. You can arrange an appointment by using our AccuRx patient online triage system from a computer, smartphone or tablet through the GP practice website, if you are unable to contact us online we can be contacted by telephone where a member of the reception team can take you through the AccuRx triage system. A duty doctor and an urgent care nurse are available each day if emergency treatment is required.</p> <p><b>Emergencies:</b> Urgent cases will be given priority and will be seen as soon as possible. Out of hours emergencies will be dealt with by the 111 Service and MKUCS as detailed in the Patient Handbook.</p> <p>We run an appointment system in the practice. You will be given a time at which the doctor or nurse hopes to see you. If a surgery is running late you will normally be advised of this when you arrive. You should not wait longer than 20 minutes in the waiting room without receiving an explanation for the delay.</p> <p><b>Telephone:</b> We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. The practice brochure details the specific times and telephone numbers for certain services. Access to the GP or nurse may be via a return telephone call if they are in consultation.</p> <p><b>Information:</b> We provide information about the services we offer in our Patient Handbook. Changes and developments to practice procedures will be clearly publicised. Patient noticeboards and our website will be regularly updated. You will be advised how to obtain the results of all tests and investigations. Our web page can be found at <a href="http://www.npmc.nhs.uk">www.npmc.nhs.uk</a>.</p> <p><b>Repeat Prescriptions:</b> A repeat prescription will be issued where your doctor feels it is clinically indicated. Requests can be made in person or online. You will be asked to nominate a pharmacy so that your prescription can be sent directly there.</p> <p><b>Respect:</b> We will treat you with courtesy and respect at all times. We will treat all patient health matters with complete confidentiality and patient privacy will be observed.</p> <p><b>Health Promotion:</b> We will provide a wide range of health education leaflets for patient information. All eligible women and people with a cervix between the ages of 24 years and six months and 64 years will be offered a cervical smear test in line with current recommendations. Women aged 50 - 64 will invited for a mammogram (breast x-ray) every 2 years by the hospital. All patients aged 50+ along with other risk groups as defined by the NHS will be offered an annual flu jab. We aim to immunise all children and take positive action to recall non-attenders.</p> <p><b>Health Records:</b> Your health records will be kept secure and confidential at all times. You have the right to see your medical records, subject to any limitations in the law. From April 2022 you will be able to access your record online.</p> <p><b>Suggestions and Complaints:</b> We want to improve services and so we welcome any comments you have. Should you have occasion where you need to make a complaint, a copy of our complaints policy and form is available from reception and on our website.</p>	<p>Our practice manager is Karen Hudson</p> <p>Please let us know if you change your name, address or telephone number so we can keep our records up to date.</p> <p>Please ask for home visits only if the patient is too ill to attend surgery. If you cannot keep your appointment, please let us know as soon as possible so it may be offered to someone else.</p> <p>In order that emergencies get priority, please do not ask for urgent attention for non-emergencies.</p> <p>Let the receptionist know if you have been waiting longer than 20 minutes without an explanation either at the desk or using the telephone provided.</p> <p>We try to deal with requests for urgent and home appointments before 10am. If your call is not urgent, please phone later so we can deal with priority cases first.</p> <p>Please read our Patient Handbook. It contains useful information about the practice and the services we provide. If you need any further information, please ask us as we will be pleased to help you.</p> <p>Please allow 3 working days before collection.</p> <p>We ask that you treat the doctors and all practice staff with the same courtesy and respect.</p> <p>Remember you are responsible for your own health and the health of your children.</p> <p>We will give you our professional help and advice to act upon.</p> <p>Please make a written request to the Reception Manager for a copy of your medical notes.</p> <p>Please put your complaint in writing using our complaints form and mark it 'To Complaints Manager'.</p>