



Patient Charter.

At Thornton Practice we provide an accessible and friendly service to all our patients. Your health is our main priority and is a partnership between patient and the practice team. Success of this partnership depends on a number of factors, and the following should help explain what you, as a patient can expect from our staff and what we, the staff expect from you.

Commitments from the Practice:

- To always treat you with respect and courtesy.
- To treat you as an individual, and to discuss with you the care and treatment we can provide.
- Provide full information on the services we offer.
- Give appropriate care by suitably qualified staff.
- To provide emergency care when needed.
- To refer you to a suitable consultant when necessary.
- Provide access to your medical records, including online access, in accordance with current legislation.
- To hold all patient records, both written and digital secure and confidential at all times, in line with the data protection guidelines, and the NHS confidentiality policy.
- All children will be offered immunisations.
- To initiate appropriate treatment with clear explanation.
- Non-NHS work e.g. insurance forms, will not be treated as a priority over NHS medical care.

Rights and Responsibilities of Patients:

- To always treat staff and other patients with respect and courtesy.
- Provide accurate and up-to-date information regarding your health and personal details.
- To notify the practice as soon as able to cancel appointments if you are unable to attend, as this allows another patient to be seen.
- Attend appointments on time so that surgeries run smoothly.
- If you require a home visit, please contact the practice before 10am.
- Allow 2 working days when ordering your prescription for the practice to process the request. Prescription requests will not be taken over the phone from January 2026. Please ensure you have the NHS app or Patches which enables you to order prescriptions online.
- Follow medical advice and prescribed treatment.
- Be responsible for following up appointments and chasing referrals in secondary care.
- Be patient and understanding. NHS services are in high demand, but we will always try our best to help if we can.
- Give proactive feedback to the practice. This helps us to improve our services.

You have the right to expect a high standard of medical care from our practice, and we will do our best to provide this care with the resources available.

Zero Tolerance Practice:

The NHS operates a zero-tolerance policy with regards to violence and abuse. The practice has the right to remove these patients from the practice list in order to safeguard practice staff, patients and others.

Very occasionally a practice/patient relationship can break down completely. In this situation the patient may choose to register with a different practice, or the practice can remove the patient from their list. We are obliged to notify the patient in writing of their removal from the practice list.

The link below will take you to the NHSE page 'You and Your General Practice'

https://www.england.nhs.uk/long-read/you-and-your-general-practice-english/?fbclid=IwZXh0bgNhZW0CMTEAAR7SmUaTL0pF9ZUJJR3eoV4qW1fQ88zfDCtHx3n2lHOu_z3sT2Clp8mwknWuTA_aem_GrORgixx65jqF0oQgX6UTQ