

## **MILL ROAD SURGERY – PATIENTS CHARTER**

These are the standards set within this practice for the benefit of all patients. It is within our remit to give you appropriate treatment and advice and for it to be given by suitably qualified staff. No care or treatment will be given without your informed consent and if you are unsure of any treatment information given, please ask.

### **Our responsibilities to you**

We will treat you with respect, courtesy and sensitivity at all times. You will be treated as individuals regardless of ethnic origin, religious or cultural beliefs, gender, sexual orientation, social class, disability or age.

### **Appointments**

All consultations are by appointment. We offer pre-booked appointments for routine conditions, on the day appointments for those who need to be seen more quickly and telephone triage (assessment of symptoms over the telephone) by a GP for all other urgent appointment requests. We hope that you are seen within 30 minutes of your planned appointment and will be informed by the Reception staff if there is an undue delay. GP appointments are of 10 or 15 minutes duration and if you have a number of problems you wish to address, you may be asked by the GP to book a further appointment. Please consider when requesting an appointment, if your condition could be dealt with by a Community Pharmacist.

### **Home visits**

We will arrange a home visit as appropriate for those who are housebound and unable to attend the surgery. You need to ensure that you inform us of any change of your address, so we can ensure you are still living within the Practice boundary.

### **Prescriptions**

We will process your request for repeat medication within 48 hours, where the working week is Monday to Friday.

### **Telephone**

We will endeavour to answer the telephone as promptly and as helpfully as possible. We will endeavour to give you a clear and helpful answer. We will ensure that when the surgery is closed an answer machine message will advise you what to do

### **Test results**

If you have undergone any tests carried out by the Practice, we will inform you of any abnormal results.

### **Medical records and information**

All Practice staff requiring access to your medical information are required to keep your information confidential. Information is shared with other health professionals only for the purpose of your direct patient care. Information is shared with non-health professionals only when you have given your express consent.

## Complaints and suggestions

If you are not satisfied with any aspect of your care, we will follow the NHS complaints procedure in dealing with your complaint. Suggestions we receive into the Practice are discussed with the Practice team and representatives of the patient group.

## Patients' responsibilities

- Please remember you are responsible for your own health and the health of any of your children. We will give you our professional help and advice. Please act upon it.
- Please treat the doctors and staff of the Practice with courtesy and respect. Abusive or threatening behaviour towards any staff member will not be tolerated and you will be advised in writing where we have concerns regarding your behaviour. Should we need to write concerning your behaviour on 3 occasions, then you will be removed from the surgery list.
- Please inform the surgery if you change your name, address or telephone number. If you are no longer living in the Practice catchment area, you will need to register with a local GP.
- If you have an appointment booked, please make sure you attend. If you need to cancel an appointment, please give 24hrs notice if possible.
- If you need to order your repeat medication, please ensure we have **48 hours' notice** to process and provide you with your prescription, where the working week is Monday to Friday. We need written requests for repeat prescriptions or you can order your medication on-line. Telephone request for repeat medication is available for housebound patients only.
- If you are referred for a hospital out-patient appointment or to another service, please ensure you attend the appointment. If you need to change this appointment, you will need to contact the service provider and **not your GP**. It is also important to inform the hospital of your new address if you are on a waiting list for treatment.
- Please ask for home visits by the doctor only when you are too ill to attend the surgery. Please ensure you phone the surgery before 10.30am for this service.
- Please keep your telephone call brief and avoid calling before 11am for non-urgent matters.
- Test results take time to reach us. The Practice will contact you should any treatment or follow-up be required for abnormal results. Enquiries about tests ordered by the hospital should be directed to that hospital and **not your GP**.