

PATIENT'S CHARTER

PATIENT'S RIGHTS TO PERSONAL MEDICAL SERVICE

Patients have the right to:

- Be registered with a General Practitioner
- Be offered a health check when joining the Practice
- Receive emergency care at any time from the Practice
- Receive appropriate drugs and medicines
- Be referred for a specialist opinion where appropriate
- Have the right to review their medical records subject to the provision of the Access to Medical Records Act 1990
- Choose whether to take part in medical student training
- Receive a full and prompt reply to any complaints about the services provided by the Practice.

REPEAT PRESCRIPTIONS

- Repeat prescriptions will be made available within 48 hours (excluding weekends and public holidays)

REFERRALS

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation
- Non urgent referrals will be made within 3 working days of the patient consultation or the Doctor's decision to refer

TEST RESULTS

- When a Doctor or Nurse arranges for an investigation or test to be undertaken, they will explain to the patient how to obtain the results. This will normally involve telephoning the Practice.

TRANSFER OF MEDICAL RECORDS

- When Primary Care Support England transfer medical records on behalf of a former patient, it will be dispatched within 7 working days, or within 1 working day if required urgently

ACCESSING MEDICAL RECORDS

- A patient will be able to have access to their own medical records subject to the Access to Medical Records Act 1990. To do so, a patient must make a request in writing, addressed to the Admin Team Leader

PRIVACY AND CONFIDENTIALITY

- We will respect our patient's privacy and confidentiality

APPOINTMENTS

With a Doctor:

- For routine consultations we will offer an appointment within 2 working days of the request. It may not always be possible to make an appointment with a patient's own Doctor due to holidays or sickness
- For urgent medical problems we operate a triage system, where the Receptionist will take brief details of the problem and a clinician will then call the patient to discuss symptoms and offer advice, a prescription, or an appointment if necessary.

With a Practice Nurse:

- Routine appointments will be offered within 1 working day of the request

WAITING TIMES

- Surgeries and Clinics will normally start on time
- We expect patients to be seen within 30 minutes of their appointment and in the event of delay, to be given an explanation
- If a Doctor is called to an emergency, we will offer another appointment, or for the patient to see another Doctor

HOME VISITS

- Patients who are too ill to attend the surgery will be visited at home

OUT OF HOURS EMERGENCIES

- We will ensure that our system for contacting the Duty Doctor is reliable and effective

THIS IS A TWO-WAY AGREEMENT BETWEEN THE PRACTICE AND OUR PATIENTS

In order to maintain a good service we ask patients to:

- Be courteous to our staff
- Inform us if you cannot keep an appointment
- Give 48 hours notice (excluding weekends and public holidays) for a repeat prescription request
- Contact the Doctor out of hours for medical emergencies only
- **Make a longer appointment if you have several problems requiring attention**
- Attend for reviews as requested
- To request, where possible, home visits before 10.30am