

### **Out of Hours Emergencies:**

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

### **Waiting Times:**

- We aim to start surgeries on time.
- We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor if available.

### **With these rights come responsibilities and for the patients this means:**

- Courtesy to the staff at all times - remember they are working to doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time; in consideration of our other patients we reserve the right to cancel your appointment if you are more 15 minutes late.
- To give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of clinician and nursing time – discussing the most urgent matter with the clinician first.
- Patients wishing to discuss more than one problem should make a **double appointment**.
- Home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary and an emergency.

# Patients' Charter

## GP CENTRE

### **Dr J M Longley (f)**

*MB BS, MRCS, LRCP, MRCGP, DRCOG, DA, DFFP Dip Med Ac  
Member of the British Medical Acupuncture Society.*

### **Dr A Jolley (m)**

*Bsc, MB BS, DRCOG, MRCGP, DFFP*

### **Dr C Brennan (f)**

*MB BS, DRCOG, FPA Cert. DFFP  
Member of the British Medical Acupuncture Society.*

### **Dr R Scott (f)**

*LMSSA, LRCP, LRCS, DRCOG*

### **Dr J Leghari (m)**

*MB BS, DA, FPA Cert.*

### **Dr D Muktar (m)**

*MB ChB, FRCS*

### **Dr R H Ibberson (f)**

*MBChB, MRCGP, DRCOG, DCH*

### **Dr V Nathan (f)**

*MRCGP, DRCOG, DCH*

### **Dr R Albadri (f)**

*MBChB, MRCGP, DRCOG, DFRSH*

**ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.**

**Practice Leaflet:**

All new patients will receive a copy of our practice leaflet and copies are available from reception.

**Surgery Premises:**

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

**Patients' rights to General Medical Services:**

Patients have the rights to:

- be registered with a General Practitioner
- change from one Practice to another.
- be offered a health check on joining the practice
- receive emergency care at any time from the Practice
- receive appropriate drugs and medicines
- be referred for specialist or a second opinion if they and the GP agrees
- view and receive copies of their medical records, subject to the relevant legislative Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

**Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of its practice leaflet; waiting room notice-board or individual leaflets, giving as much notice as practicable.

**Repeat Prescriptions:**

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP or another GP from your Practice wherever possible.

**Referrals:**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

**Test Results:**

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. Our reception staff will only provide information regarding routine results when they have been signed off by the practitioner.

**Transfer of Medical Records:**

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days from receipt of the request and on the same day if the request is urgent.

**Privacy and Confidentiality:**

We will respect our patients' privacy, dignity and confidentiality at all times.

We do not share your information with any other party unless you have given expressed consent to do so: a leaflet explaining how your information is handled is available from reception.

**Appointments:**

***With a Doctor:*** For routine consultations we will endeavour to offer patients an appointment within **two** working days (48 hours) of the request. For medically urgent requests, we will always try to offer an appointment on the same day. **To ensure we are able to meet all our patient needs in terms of appointments we are unable to guarantee a consultation with a Dr of choice.** We reserve a number of appointments for advance booking up to 3/4 weeks in advance. Routine appointments are allocated at ten minute intervals.

***With a Practice Nurse:*** The Practice Nurse Manager offers minor illness\* clinics 4 days per week and there are daily nurse lead clinics.

*\*restricted criteria applies please ask at Reception.*

If there is a delay in the appointment wait (when you arrive) of more than 30 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

**Home Visits:**

We are unable to guarantee a specific doctor will visit you as this depends on GP availability and other factors. The decision to undertake a home visit will be at the doctors' discretion.