

Rockliffe Court Surgery

PATIENTS' CHARTER

The aim of this Practice is to always provide the best possible standard of health care for our patients.

We provide a complete range of services through primary care and take every opportunity to expand the range so that you will always have the maximum care available.

The Practice Patients' Charter sets out a statement of what you can expect from us and what we ask of you in return, so that we can work in harmony together and maintain the aims we have indicated.

- We will treat you with respect and courtesy and help you to make the best use of our service.
- Any advice on treatment will be based on clinical need. We will always be willing to explain our findings and the advice we give, including the choices of treatment.
- We will respect our patients' privacy, dignity and confidentiality at all times over your details and will not divulge information, even to a family member, without your consent.

Our Responsibility To You:

- All new patients will receive a copy of our Practice Booklet.
- You will be greeted courteously.
- You have a right to confidentiality.
- You have the right to see your medical records, subject to the limitations of the law.
- You will be seen the same day if your problem is urgent.
- You can always be seen the same day at the walk-in surgery, however, to see a doctor or clinician of your choice could take longer.
- You will be informed if there will be a delay of more than 20 minutes for your appointment.
- You will be informed when a doctor is called away on an emergency and be given the opportunity to book an alternative appointment or, if preferred, be seen by another doctor.
- You will be referred to a Consultant when your GP thinks it is necessary. Urgent referrals to other health and social care agencies will be made within one working day of your consultation.
- We will normally process non-urgent referrals within five working days of your consultation or the doctor's decision to refer.
- You have the right to receive appropriate drugs and medication.
- You will be given the result of any test or investigation on request or at your next appointment.
- Your repeat prescription will be ready for collection within 2 working days of your request.

- Your personal health information is used by us to ensure that you receive the best possible care, and that those involved in your care have accurate and up-to-date information to help them provide the best possible care for you.
- Your suggestions and comments about the services offered will be considered sympathetically.
- Any complaint will be acknowledged in writing within two working days and a response will be made within 10 working days.
- Our Surgery building will be welcoming, easy for patients to find their way around and appropriate for the needs of users, including the disabled.

Your Responsibility To Us:

- Please treat all Surgery staff with the same respect – we are all just doing our job.
- Do not ask for information about anyone other than yourself.
- Tell us of any change of name or address, telephone number or e-mail address so that our records are accurate. If you move outside our practice area you will have to register with another GP surgery.
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend Surgery.
- Please cancel your appointment if you are unable to attend.
- An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your Consultant's letter or the results of any tests to reach us. This is usually two weeks.
- You will be advised of the usual length of time to wait.
- Use the tear-off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due.
- Do let us know whenever you feel we have not met our responsibility to you.
- We would, of course, also be pleased to hear when you feel praise is due!

Confidentiality:

All staff are bound by strict rules of confidentiality.

Comments and Complaints:

If you have any comments or suggestions regarding the service we provide, please contact our Practice Manager, Mrs Gwenda Blake, who is available Monday to Friday. She is also there to respond to any complaints you may have.

Staff Protection:

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The staff in this Practice have a right to do their work in an environment free from such behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this Practice. If you do not respect the rights of our staff, we may choose to inform the Police and make arrangements for you to be removed from our medical list.