



Practice Patients' Charter

Our purpose is to improve the health and well-being of the communities we serve, in partnership with our patients. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

What we will do for you

- Greet you courteously.
- Treat all patients equally.
- Treat all information confidentially.
- Always offer you the treatment and advice we believe is best.
- Give you your preferred choice of doctor wherever possible.
- Arrange a home visit if you are too ill to attend the surgery.
- Make every effort to see you within a reasonable time.
- Welcome your feedback and consider your suggestions and comments fully.
- Try to deal with any issues or complaints promptly.
- Provide you with your medical records when requested, within the limitations of the law.
- Inform you of services available through our website, leaflets, TV screens and noticeboards.

What you can do for us

- Treat all surgery staff with respect.
- Be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency.
- Cancel your appointment if you are unable to attend.
- Only request an urgent appointment if appropriate.
- Request a home visit before 10am if you are too ill to attend surgery.
- Make one appointment per family member.
- Attend for review, when asked, before your prescription is due.
- Give us two working days' notice to get your prescription ready for you.
- Request your repeat prescription via our online services or in writing at the surgery.
- Allow sufficient time for your consultant's letter or the results of any tests to reach us.
- Ask questions if you're unsure of anything about your treatment.
- Ask for health advice and make use of our [supporting a healthy lifestyle services](#).
- Tell us of any change of name, address or telephone number, so that our records are accurate.
- Don't ask for information about other people as we are not legally able to give you this.
- Don't smoke on any of our properties – NHS properties are non-smoking.
- Let us know whenever you feel we have not met our responsibility to you.
- Give us feedback at any time, whether positive or negative.

Zero tolerance

All staff can expect to be treated with courtesy and respect. Any patient who is verbally or physically abusive can be removed from our Practice list with immediate effect.