

Market Street Medical Practice

Patients' Charter

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us. Patients have rights and responsibilities and the Practice makes commitments to patients as below.

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- View their medical records, subject to the law, and to know that those working for the NHS are under legal obligation to keep the contents confidential

The practice commitment to patients:

Communications & environment

- All new patients will receive a copy of our practice leaflet and copies will be available at reception
- You will be greeted courteously and we will respect your privacy, dignity and confidentiality at all times
- When changes are introduced to practice procedures that affect patients we will ensure that they are clearly explained, by means of our website and posters and/or leaflets in the waiting room, giving as much notice as possible
- Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including patients with disabilities
- You can expect us to explain your medical problems and treatment, but if you are unsure about anything, please ask
- Your suggestions and comments about the services offered will be considered sympathetically and with a learning approach, and any complaint dealt with quickly

Appointments

- You will be seen the same day if your problem is medically urgent
- For routine consultations with a doctor we will endeavour to offer patients an appointment within five working days of the request
- You will be informed if there will be a significant delay for your appointment
- If 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
- We are unable to guarantee that a specific doctor will visit you at home as this depends on availability and other factors. The decision to home visit will be at the doctor's discretion

Referrals, Tests, Prescriptions & Records

- You will be referred to a consultant when your GP thinks it necessary
- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Non-urgent referrals are dealt with as soon as possible in the order of the patient consultation or the doctor's decision to refer

Title	Version	Author	Valid from	Reviewed	Next review	Out of use
Patients Charter	1	MS	Jan 16	Jan 16	Jan 17	

- When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result
- Your repeat prescription will be ready for collection three working days after we receive your request if you use your prescription tear-off slip or order online. We do not accept telephone requests
- The practice will dispatch any medical records required by the relevant health authority within seven working days and the same day if the request is urgent
- Patients will be able to view their medical records within timescales and under conditions prescribed by law

Patients' responsibilities to us:

- Please treat all surgery staff with respect and courtesy– we are all just doing our job. The practice adopts a zero tolerance policy to violence and abuse by patients
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- 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 – someone else could use that time
- 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. 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, be pleased to hear when you feel praise is due as well

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