



## **Practice Charter**

### **OUR RESPONSIBILITIES**

You will always be treated with courtesy and respect

#### **Waiting time**

We run an appointment system within the Practice and you will be given a time to see either the Nurse or the Doctor. You should not expect to wait more than 30 minutes without an explanation.

#### **Home visits**

We will visit you at home if you are too ill or infirm to be brought to the Surgery. Please note that home visiting is at the doctor's discretion. Requests for a home visit should be made before 10.30 am

#### **Access to the doctors**

You should expect to be able to see a Doctor for an emergency on the same day. Medical advice is available 24 hours a day by dialling 111 for the NHS 111 service.

#### **Repeat prescriptions**

To ensure effective access for emergency calls this Practice does not accept requests for repeat prescriptions over the phone. Due to a large demand for prescription requests, please allow 4-5 clear working days for them to be processed.

#### **Test results**

If the Practice has arranged for you to have tests, you will be told the results at the next appointment, or if a further appointment has not been arranged, you may ring for the result after 2.00 p.m.

#### **Information**

Full information about the services we offer is in our Practice booklet. We will endeavour to explain/give you full information regarding your care and health.

#### **Patient feedback**

We will endeavour to deal with any problems or complaints in a timely manner. Complaints should be directed to the Complaints Manager. We want to be sure we continue to improve our services to you and welcome any constructive suggestions you may have.

**Always remember, this is your Surgery. Help us to improve the service we offer to you.**

### **YOUR RESPONSIBILITIES**

Please treat your surgery staff and doctors with due courtesy and respect

Please try to keep your appointment and be punctual. If you cannot attend please tell us as soon as possible to allow the appointment to be offered to someone else.

The less time a Doctor spends travelling, the more time is available for seeing patients at the surgery. Please request a home visit before 10.30 am and only if it is strictly necessary.

Please do not call Out Of Hours except in real emergencies. Wherever possible, it is best to wait for the next surgery.

Please avoid phoning for repeat prescription requests. Write your name, address and medication on a slip of paper or one of our prescription order forms and hand it in to reception or post in our post box outside the entrance to the surgery.

You should not expect to be given a prescription every time you visit the Doctor. Please remember to check your cupboards before ordering repeat prescriptions.

If you enclose a SAE we will return the completed prescription by post.

Please ask, when having the test, how long the results are likely to take to return. Results of tests take varying times to return to the Surgery. Please telephone for results after 2.00pm.

Please read our Practice booklet. This will ensure you are aware of the services we offer. If you do not understand something - PLEASE ASK.

Do not suffer in silence. We are keen to hear your views, both good and not so good!

If you are unhappy with us or the services we provide, you have the right to leave our list and register with another practice.

We have the right to remove patients from our list if they repeatedly and persistently ignore their responsibilities to us and other patients.

**Glebe Surgery V2**