**Patients’ Charter**

**PINFOLD MEDICAL PRACTICE**

**Dr G Bond**

**Dr I Brockhurst**

**Dr J Brunskill**

**Dr F Fuad**

**Dr J Green**

**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:**

* Surgeries will normally start on time.
* We endeavour to see patient 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.

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

* Courtesy to the staff at all times – remember they are working under doctors’ orders.
* Responding in a positive way to questions asked by the reception staff.
* To attend appointments is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
* Patients should make every effort when consulting the surgery to make best use of nursing and medical time – 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.

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

**Surgery Premises:**

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

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

Patients have the rights to:

* Be registered with a General Practitioner.
* Change doctor if desired.
* Request a health check on joining the practice.
* Receive urgent care during surgery hours 8:00 to 18:30 from the practice.
* Receive appropriate drugs and medicines.
* Be referred to specialist or second opinion if considered appropriate after consultation with your GP.
* Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contacts confidential.

**Changes to Procedures:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained by the following means: waiting room TV screens, website, or social media, SMS, giving as much notice as practicable.

**Repeat Prescriptions:**

For repeat prescriptions, we will endeavour to turn requests around within 48 hours (excluding weekends and Bank Holidays).

**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 arranged for a test to be taken the patient will be informed how to obtain the result.

**Transfer of Medical Records:**

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

**Privacy and Confidentiality:**

We will respect our patients’ privacy, dignity, and confidentiality always.

**Appointments:**

***With a Doctor:*** For routine consultations we offer pre bookable appointments that can be booked up to one month in advance or appointments that can be booked on the same day.

***With a Practice Nurse:*** These are offered for a variety of needs including Chronic Disease monitoring, minor illness, routine reviews. Please speak to reception to arrange an appointment appropriate to your needs.

If there is a delay in the appointment wait (when you arrive) of more than 20 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 availability and other factors. The decision to home visit will be at the doctors’ discretion.