

Patients' Charter

BELVIDERE MEDICAL PRACTICE

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ALL MEMBERS OF THE SURGERY TEAM ARE DEDICATED TO PROVIDING PATIENTS WITH A QUALITY SERVICE.

Practice Leaflet:

If you would like a leaflet please ask at reception.

Surgery Premises:

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

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- receive urgent care from the practice
- receive appropriate drugs and medicines

- be referred for specialist or second opinion if they and the GP agree
- 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 contents confidential.

Changes to Procedure:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, with posters in the waiting room notice boards giving as much notice as practicable.

Repeat Prescriptions:

To be ready for collection after 72 working hours.

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 5 working days of the patient consultation or the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result (results are normally available after 2 pm the following working day).

Transfer of Medical Records:

The practice will endeavour to dispatch any medical records required within 7 working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

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.

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 expect patients to be seen within 20 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 the doctors' direction.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel.
- An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.

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- Patients should make every effort when contacting 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 72 working hours notice for repeat prescriptions, please give us this time as it is to allow for safe and accurate prescribing.
- Out of hours calls (eg evenings, night and weekends) should only be requested if they are felt to be truly necessary.