

# Patient's Charter



ESTABLISHED 1918

## BEECHWOOD SURGERY

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### Patients' Charter

#### **Practice leaflet**

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

#### **Surgery Premises**

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

#### **Patients' rights to General Medical Services**

Patients have the right to:-

- Be registered with a General Practitioner.
- See the doctor of their choice irrespective of with whom they are registered. To frequently see different partners is not advisable as this may affect continuity of care.
- Be offered a health promotion check on joining the practice.
- Receive emergency care at any time from the practice.
- Receive appropriate drugs and medicines.
- Be referred for a specialist opinion where appropriate and to be referred for a second opinion if they and the GP agree this is desirable.
- Have the right to review their medical records, subject to the provisions of the Acts, and to know that those working for the NHS are under a legal obligation to keep the contents confidential.
- Choose whether or not to take part in medical research or medical student training.
- Receive information about local family doctor services through the Family Health Services Authority Local Directory.
- Receive a copy of the leaflet, setting out the services provided.

- Receive a full and prompt reply to any complaints about the services provided.

#### **Comments, Suggestions and Complaints.**

- The Practice Manager is responsible for handling comments, suggestions and complaints about any service provided by the practice.
- All constructive comments and suggestions will be given consideration by the practice.

#### **Complaints Procedure**

- All complaints will be recorded, and written complaints will be acknowledged within five working days of receipt.
- Complaints of an administrative nature will be dealt with by the Practice Manager.
- Where a patient wishes to make a complaint about a clinical matter or about a particular doctor they should:
  1. Make their complaint to the Practice Manager.
  2. She will raise the complaint at the next partnership meeting.
  3. The patient will receive a written explanation from the partner concerned within 7 days.
  4. The Practice Manager will contact the patient to ascertain whether they are happy with the explanation. If not:
  5. A meeting will be arranged either with the partner concerned or a partner of the patients' choice.
  6. If the patient is still not satisfied then the practice will ask the FHSA to act as a conciliator.

#### **Changes to procedures**

- When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained

- The procedure for obtaining repeat prescriptions will be contained in our practice leaflet.
- Repeat prescriptions will be available for collection from the reception desk within two working days of the request being received.

### **Referrals**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation.
- We will normally process non-urgent referrals within seven working days of the patient consultation or the doctor's decision to refer.

### **Test results**

- When a doctor or nurse arranges for an investigation or test to be undertaken they will explain to the patient how to obtain the results.

### **Transfer of medical records**

- When the Family Health Services Authority requests the transfer of a medical record on behalf of a former patient it will be despatched within 7 working days, and within 1 working day when the record is required urgently.

### **Accessing medical records**

- The Practice Manager will assist any patient wishing to have access to their own medical record, subject to the relevant Acts.
- The patient's doctor will be available to explain medical terminology within the legal timescales.

### **Privacy and confidentiality**

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

### *With a doctor*

- For routine consultations we will offer patients an appointment within four working days of the request.
- For medically urgent problems patients will be seen the same day in an un-booked surgery. *(This may not be with the doctor of your choice).*

### *With a practice nurse*

- Routine consultations with the practice nurse do not require an appointment. Their hours of availability are published in the practice leaflet.
- Appointments for the various nurse run clinics can be made through reception.

### **Waiting times**

- Surgeries and clinics will normally start on time.
- We expect patients to be seen within 30 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, be seen by another doctor.

### **Home visits**

- We will inform patients of the practice policy for home visits, and how they can be arranged, in the practice leaflet.

### **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.

## **Repeat Prescriptions**

## **Appointments**