

# PATIENT CHARTER

**Dr Hunter (MBChB, MRCGP, DipPracDerm, DRCOG)**

**Dr Wilcox (MBChB, DRCOG, MRCGP)**

**Dr Astill (MBBS, BSC, MRCGP, MRCP)**

**Mrs Louise Johnston**

We adhere to high standards of confidentiality as laid down by Information Governance guidance and details of your medical record will be shared amongst healthcare professionals only when requested by you or if necessary for the patient care pathway.

Personal questions will only be asked in the course of ensuring the most appropriate care is received. We are committed to providing services to patients, regardless of personal beliefs, sexual orientation, lifestyle, cultural backgrounds, age or socio-economic status. We will treat everyone equally with respect, courtesy, integrity and dignity.

In return we request patients treat staff and Partners of the Practice with respect and courtesy. We operate a zero tolerance policy and any patient who abuses or harasses staff, Partners or other patients of the Practice, either physically, verbally or in a threatening manner, risks removal from the Practice list and/or Police intervention.

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Partners

Dr Alison Hunter / Dr Richard Wilcox / Dr Mark Astill / Mrs Louise Johnston

[www.unityhealth.info](http://www.unityhealth.info)

In addition to the statement overleaf, the standards of service you can expect to receive from the staff and Partners of the Practice are:

- Positive and Helpful manner
- Meeting your needs within the boundaries set out in Practice protocols and procedures
- Referral to other personnel or outside organisations where we cannot help directly
- Sensitivity towards your needs
- Dealing with your enquiries promptly
- Keeping you up to date of services provided
- Dealing with your feedback positively and quickly
- Maintaining confidentiality at all times when dealing with you and your medical records
- Skilled staff able to do their jobs properly
- Offering you an on the day appointment with a nurse or doctor
- Allowing you access to your medical records subject to any limitation in law
- Professional and polite behaviour at all times
- Wearing a name badge and/or offering their name
- Accessible and welcoming reception areas
- Tidy, clean and safe surgery environments
- Offering you a high standard of clinical care
- Answering questions to the best of our ability and signposting you on if we cannot help
- Prescribing medication within the limitations of the law with explanations of the side effects
- Offering home visits to patients who are too ill or infirm to attend surgery, if we are contacted before 11am
- Answering the telephone promptly with the surgery name and the staff members name
- Offering to take a message if the person you wish to contact is unavailable
- Returning your phone calls within a reasonable timescale
- Aiming to respond fully to correspondence within ten working days
- Aiming to send an acknowledgement of correspondence within five working days
- Informing waiting patients if the doctors surgeries are running more than 15 minutes late and offering you the chance to re-book if they run more than 30 minutes late
- Offering you a chaperone during a physical examination during a consultation
- Aiming to be punctual but not guaranteeing this, such as in the case of an emergency
- Aiming to refer you for an urgent referral within 24 hours and for non-urgent within three working days

What we expect from our patients in return:

- All staff and Partners to be treated with respect and courtesy at all times
- A polite manner to be used at all times with the staff
- The reception staff are under instruction from the clinical and management teams. Please be mindful of this if you cannot gain the outcome you wish for. They are acting according to Practice policies
- That you attend your appointment in good time OR
- That you contact us to cancel your appointment if you cannot make it, so it can be offered to another patient. (We may write to patients who regularly do not attend pre-booked appointments without cancelling).
- That you keep us up to date of any changes to your personal or contact details
- Respond to any invitation for screening issued by the Practice or health authority
- An awareness the your Doctor or Nurse may ask you to make another appointment if you have several issues which cannot be covered in one consultation
- That you care for your own health as much as we care for it...please help us to help you

Date of next review; August 2019