

Practice and Patient Charter



Waltham Forest
Clinical Commissioning Group

Our practice's responsibilities to you	Your responsibilities as a patient
You have the right to choose this GP practice, and to be accepted by this practice unless there are reasonable grounds for us to refuse (such as if you do not live within the catchment area), in which case you will be informed of the reason.	You must register with a GP practice – the main point of access for NHS primary care.
You have a right to be treated with dignity and respect and we will treat all patients in a fair and respectful manner.	You must treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution and you could be de registered from the practice.
We have a duty not to discriminate against patients or staff, and to adhere to equal opportunities and equality and human rights legislation.	You have the right not to be unlawfully discriminated against in the provision of NHS services, including on grounds of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity, or marital or civil partnership status and you must not discriminate staff.
You have the right to privacy and confidentiality and to expect the NHS to keep your confidential information safe and secure.	You must give your GP practice accurate information about your health, condition and status.
You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a practice that meets required levels of safety and quality.	You should take personal responsibility and make a significant contribution to your own and your dependents' good health and wellbeing.
We have a responsibility to provide all patients with safe care and to do all we can to protect patients from avoidable harm.	National public health programmes such as cervical screening, immunisation and vaccinations are important for prevention and early diagnosis. Please take the opportunity to participate in these.
You can access GP practice appointments (during surgery hours) via telephone, online or face-to-face.	Please avoid calling during peak morning times for non-urgent matters. Use online booking facilities where appropriate.
You have access to Out-of-hours and extended access services which provide GP and practice nurse appointments is available to all our patients after 18:30 on weekdays and at weekends.	You must always attend appointments, or cancel as soon as possible. Treatment of other patients may be delayed if the practice is unaware that you cannot attend and this wastes valuable time which could have been spent on another patient. The practice has policies to deal with persistent non attendees (who do not cancel appointments), and this could lead to you being de registered with the practice.
We will make available our practice leaflet and online information, informing you of our opening hours and the services we provide.	Please read our practice leaflet or visit our website This will assist with information on the primary care services we offer.
We host and promote a Patient Participation Group (PPG), which all patients and carers are welcome to join, this supports patient and public participation in both the practice and local health system as appropriate.	We welcome your participation. If you wish to find out more, ask a member of the practice team how to join our PPG. Even if you are not a member, please ask how you can share feedback with us to help improve our services for all.
We have a complaints policy which will be followed when a complaint is received. All complaints will be treated in confidence and will be dealt with in a timely manner, this will not affect your care, or how you are treated by our practice team.	If you have positive or negative feedback from yourself or on behalf of a carer in relation to your experiences, treatment and services, you may contact the practice manager. If you have a complaint, you can send it in writing by following the practice complaints process or by contacting NHS England.