

AYLMER LODGE COOKLEY PARTNERSHIP

PATIENTS RIGHTS TO GENERAL MEDICAL SERVICES

- To be offered a health check on joining a doctors list for the first time
- To have appropriate drugs and medicine prescribed
- To be referred to a consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable
- To have access to their health records, subject to any limitations in the law, and to know that those working for the nhs are under a legal duty to keep those records confidential
- To choose whether to take part in research or medical student training
- To receive a copy of their doctor's practice leaflet, setting out the services provided
- To receive a full and prompt reply to any complaints they make about the care they receive at Aylmer Lodge Cookley partnership

AYLMER LODGE COOKLEY PARTNERSHIP PHILOSOPHY

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that practice staff and doctors are trained to the highest level to provide a stimulating and rewarding environment in which to work.

OUR PRACTICE CHARTER

- You will be treated with courtesy and respect by all practice personnel
- An urgent appointment with the doctor or nurse will be made available on the same day when necessary
- A non-urgent appointment with a clinician will be given within 48 hours if requested, this may be with a nurse practitioner or may be a telephone consultation
- We aim to answer your telephone calls promptly.
- An appointment with the practice nurse will be given within 3 days when necessary
- Requests for repeat prescriptions will be dealt with within 48 hours. Please leave your repeat prescription slip with reception or telephone the practice on 01562 822015 or 01562 850770 for Cookley.
- All comments and suggestions about the service are welcome. Please use the box provided in the reception area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make the Aylmer Lodge Cookley partnership as accessible as possible. If you have hearing, visual or any physical difficulties, please let the receptionist know so that we can enable you to fully use our services.

PATIENTS RESPONSIBILITIES

- Please let us know if you are unable to attend for an appointment
- If you are late for your appointment, you may be asked to rebook at another time. Try to let us know if you are going to be unavoidably delayed and we can try and make alternative arrangements for you
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10am if possible.
- An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or a repeat prescription.
- We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask at reception for an explanation.
- Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time they deserve.
- Please act in a responsible and courteous manner whilst at the practice premises for the safety and comfort of others.
- Please treat all staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harrassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.