

# PATIENT'S CHARTER

## Sharrow Lane Medical Centre



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**Dr Mark Rogers**  
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### **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 twenty 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 for the patients, which means:**

- Courtesy to the staff at all times – remember they are working under doctor's orders.
- 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. Someone else could use your appointment!
- An appointment is for one person and one problem only – where another member of the family needs to be seen or discussed, another appointment must be made and the medical record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience.
- Patients are asked to give 48 hours' notice for repeat prescriptions. This is to give us the time to allow for accurate prescribing.
- Out-of-hours calls (eg evenings, nights and weekends) should only be requested if they are felt to be truly necessary.

**ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.**

### **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, easy for patients to find their way around and appropriate to the needs of uses, including the disabled.

## **Repeat Prescriptions**

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

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

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- Have the right to view their medical records, subject to the acts and know that those working for the NHS are under legal obligation to keep the contents confidential.

## **Changes to Procedures**

When changes are introduced to the practice procedures that affect patients, we will ensure that these are clearly explained by means of our brochure, waiting room notice board or individual leaflets, giving as much notice as practicable.

## **Referrals**

- Urgent referrals to other health and social care agencies will be made within seven working days of the patient consultation. Where requested our GP's will refer you to a private health provider.
- We will normally process non-urgent referrals within seven-ten working days of the patient consultation or the doctors' 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 2pm the following day, although some results take longer).

## **Transfer of Medical Records**

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and the same day if requested urgent.

## **Privacy and Confidentiality**

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

## **Appointments**

**With a Doctor:** for routine consultations we will offer patients an appointment within three-four weeks. For medically urgent requests, we will offer an appointment on the same day.

**With a Practice Nurse:** For routine appointments we will offer an appointment within two weeks.

NB: If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delayed situation if you feel that you have been waiting too long.

## **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.