

# ST.AUGUSTINE'S MEDICAL PRACTICE

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## OUR PATIENT CHARTER

**Our aim is to provide high quality care which meets the NEEDS of our patients. This can only be achieved by us WORKING TOGETHER with our patients. Please help us to help you.**

### Your Rights

To be greeted in a welcoming and caring manner.

To be treated with privacy, dignity and confidentiality.

To be treated with courtesy and respect by all members of staff.

To be able to see your health records, subject to any legal limitations.

To receive information about your health, particularly:

- Your illness/condition, its treatment and potential side effects
- Alternative treatments
- Likelihood of recovery
- How to prevent the illness/condition recurring

To be referred to a specialist if you and your GP agree.

### Our Commitments To You

We aim to see patients within 30 minutes of their appointment time. We undertake to inform you of any significant delay and if necessary, to offer an alternative appointment.

When a doctor is called away to an emergency we will inform any waiting patients and offer them the opportunity to re-book an appointment or be seen by another doctor.

If you do not have an appointment and your condition is URGENT, you will be seen by a nurse or doctor on the same day, though this may involve some waiting.

You may book an appointment with any doctor of your choice within the practice.

Repeat prescriptions will be available with 2 working days' notice.

We will offer advice and seek to inform you of:

- Steps you can take to promote good health and avoid illness
- Advice on self-help for minor ailments
- The roles of our Primary Health Care Team members
- Local services available (especially those which are subsidised) to support patients in staying healthy or improving their health eg. Weight loss group, walking club, swimming club
- Research pertaining to illnesses/conditions where appropriate

# ST. AUGUSTINE'S MEDICAL PRACTICE

We will give all new patients a copy of our Practice Information Leaflet and keep copies on the front desk at both surgeries. The leaflet will be updated at least annually.

Our surgery buildings will be welcoming, easy for patients to find their way around, and appropriate to the needs of users. We will make provision for disabled patients to access all appropriate services.

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 5 working days of the consultation or the doctor's decision to refer. If you request it we will refer you to a private health care provider.

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result, and the appropriate lead time for different types of test.

## **Your Responsibilities**

To treat all members of the Primary Health Care Team and admin team with courtesy and respect. Abuse or violence are never acceptable under any circumstances.

To attend appointments on time or give the practice adequate notice if you wish to cancel – someone else could use your appointment!

An appointment is for one person only – if another member of the family needs to see a doctor another appointment should be made.

To show consideration for the needs of other patients.

To request a home visit only if you are too ill to attend the surgery – this is normally reserved for the elderly housebound patients. The duty doctor may call you to assess the need for a visit.

To request an out-of-hours visit (evenings, overnight, and weekends) by the out of hours service, only if it is truly necessary.

To take responsibility for your own health, but co-operate with and take advice from our doctors and nurses to prevent ill health.

To advise us of any change in your personal details such as name and address.

## **Practice Complaints/Feedback Procedures**

We always try to provide the best services possible but there may be times when you feel we have fallen short of our aims. If you wish to make a complaint please ask at reception for information, or write to the Practice Manager. We will acknowledge your complaint and respond within 10 working days.

We are always happy to receive suggestions from patients on how our services might be improved, or positive feedback where you have been pleased with our service as we like to pass your comments on to the staff involved. Appropriate forms are at the front desk. If you prefer you can talk to a member of the Patient Liaison Group who will represent your views at the next meeting (4 – 5 times per annum). A membership list is available in reception.