



**The Devonshire  
Lodge Practice**

# **PATIENT'S CHARTER**



**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 navigate and appropriate to the needs of users, including the disabled.

**PATIENTS RIGHTS TO GENERAL MEDICAL SERVICES**

Patients have the right to:

- Be registered with a General Practitioner
- Change Doctor if desired
- Receive urgent care at any time from the practice within opening hours
- Receive appropriate drugs and medicines.
- Be referred for specialist or second opinion if they and the GP agree.
- Have the right to view their medical records, subject to the acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

**CHANGES TO PROCEDURES**

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

**REPEAT PRECRIPTIONS**

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

## **REFERRALS**

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's 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. (Allow three working days before telephoning the surgery).

## **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 the request is 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 endeavour to offer patients an appointment within two working days of the request with any GP. For medically urgent requests we will offer an appointment on the same day with any member of the clinical team.

With a Practice Nurse: For routine appointments we endeavour to offer an appointment within five working days.

## **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 doctor's discretion.

## **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**

We will do our best to ensure that surgeries start on time and that patients are seen within thirty minutes of their appointment time. In the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform 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 AND FOR OUR PATIENTS THIS MEANS...**

- Being courteous 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 as someone else could use the appointment.
- An appointment is for **ONE** person only; if another member of the family needs to be seen or discussed another appointment should be made so that their medical record can 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 just for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions please give us this time as it allows for accurate prescribing.
- Out of hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt to be truly necessary.