# Policy Name: The Chorley Surgery Patients' Charter

## Policy Number: 123

**Introduction**

All members of the surgery team are dedicated to provide a quality service 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 within the surgery
* Patients will also be directed to our website [www.thechorleysurgery.com](http://www.thechorleysurgery.com) for further information about the practice

**Surgery Premises**

* Our surgery building will be welcoming; easy for patients to find their way around and appropriate to the needs of users, including disabled and vulnerable patients

**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 urgent care from the practice during usual opening hours
* receive appropriate treatment including 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 GDPR regulations and to know that those working for the NHS are under legal obligation to keep the contents confidential

**Accessing Medical Records**

* The Operational Manager will assist any patient wishing to have access to their own medical record, subject to the relevant Data Protection Act and practice policies
* The patient's doctor will be available to explain medical terminology within the legal timescales

**Comments, Suggestions & Complaints:**

* The Operations Manager is responsible for handling comments, suggestions and complaints about any service provided by the practice
* All constructive comments and suggestions will be considered by the practice
* All complaints will be recorded, and written complaints will be acknowledged within five days of receipt. We will respond to all complaints within the timeframes set out in the practice policy
* Where a complaint is made about a doctor, the patient will be able to discuss this with another doctor in the practice

**Changes to Procedures**

* When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained; by means of the patient information leaflet; waiting room noticeboard, announcements on our website and Facebook page

**Repeat Prescriptions**

* The procedure for obtaining repeat prescriptions is explained in our Practice Leaflet and on our website.
* 48 hours’ notice (two working days) for a repeat prescription is required

**Referrals**

* Urgent referrals to other health and social care agencies will normally be made within one working day of the patient consultation
* 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

**Transfer of Medical Records**

* The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent. Where possible this record will sent electronically

**Privacy and Confidentiality**

* We will respect our patients' privacy and confidentiality at all times

**Appointments with a Doctor**

* For routine consultations we will endeavour to offer patients the choice of a telephone or face to face appointment
* For medically urgent requests, we will offer an appointment on the same day; this may be a triage phone call or telephone appointment depending on the nature of the problem

**Home Visits**

* The practice policy for home visits is explained in the practice leaflet, and are restricted to those patients who are housebound

**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

**Patient Responsibilities**

* Courtesy to all members of the practice team at all times
* To attend appointments on time or give the practice adequate notice that they wish to cancel
* An appointment is for one person only; where another member of the family needs to be seen or discussed, another appointment should 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
* When patients are asked to give 48 hours’ notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
* Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary