

Out of Hours Emergencies:

The practice will provide a seamless link with the Out of Hours Service. Patients who phone the Surgery outside of practice hours will automatically be connected to the out of hour's service provider.

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 and available, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Tell us of any change of personal details, so that our records are accurate.
- Courtesy to the staff at all times - remember they are working under doctors' 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 only - where another member of the family needs to be seen or discussed, another appointment should be made.
- 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.
- When patients are asked to give two working days 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.
- Please be punctual, but be prepared to wait if your own consultation is delayed for unexpected reasons.
- Please allow sufficient time for consultants' letters and/or test results to reach us, the length before information is received can vary and is beyond our control. We will ensure that urgent information is acted upon during the same working day upon which it is received.
- Do not ask for information about anyone other than yourself.

Tel: 01275 332420 FAX: 01275 331355

Patients' Charter



CHEW MEDICAL PRACTICE

Dr. Sandra E. Fenn – Senior Partner
Nottingham, June 1989

Dr. Robert J. Price - Partner
Bristol July 1971/1973

Dr. E. Wendy Morris - Partner
London, July 1987

Dr. Timothy J. Sephton - Partner
Cape Town 1990

Dr. Mark T. Alban - Partner
London 1997

Dr. Vanessa J Wilkins
Liverpool 1993

Dr. Neil Robertson
Nottingham 2002

www.chewsurgery.co.uk

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 users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining 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 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 its brochure; waiting room notice board or individual leaflets, giving as much notice as practicable.

Suggestions

Your suggestions and comments about the practice are always welcome and will be considered in conjunction with aiming to provide a robust service to all patients.

Communication

The practice team will endeavour to ensure that the information displayed at the practice is factual and relevant to patients. We will ensure that the practice web site is kept up to date.

Repeat Prescription's

- To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.
- The practice will offer a range of methods in which to re-order your repeat prescription, including monthly in advance at the time of collecting your current medication, and on-line via the practice web site.

- Patients who are medically exempt and experience difficulty in attending the practice to collect repeat medication will be offered a free delivery service of their regular medication.

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.

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.

Privacy and Confidentiality:

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

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within 5 working days of the initial contact. 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 five working days.

Patients will be able to book an appointment with a GP or practice nurse up to six weeks in advance.

We are happy to update you on any delay 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.

Complaints

Complaints will be dealt with quickly and efficiently by an experienced member of our practice team. Our complaints procedure is on display in reception, available via the practice web site or available from any member of staff.