

# BIRTLEY MEDICAL GROUP PRACTICE CHARTER



“Help us to help you!”

## What will we, the practice, do for you?

- We will aim to treat you as an individual and to show you courtesy and respect at all times.
- We will treat all patients confidentially unless the law compels us to disclose information.
- We are committed to providing equality of access to our services by creating an environment in which people treat each other with mutual respect, regardless of age, disability, race, ethnicity, religion or belief or sexual orientation.
- We will try to offer continuity of care. All our patients are entitled to treatment from a clinician here at the practice. However, it may not always be possible to see your own GP.
- We will provide details of access to Out of Hours services when the practice is closed. Our Out of Hours service is provided by NHS 111 and the telephone number is 111.
- We want to provide a time for you to see a clinician at a time that is suitable for you and fair to all our other patients. We offer a mixture of same day and book ahead appointments. Same day appointments are for urgent problems.
- We will give you information about your own health (illness and treatment, possible side effects, prevention or recurring illness etc).
- We will offer you medical advice and information for the promotion of good health.
- We will provide you with test results when you telephone the surgery for them, or request that an appointment be made with the GP or Nurse Practitioner to discuss them.
- We will respect your right to refuse any treatment if you wish. When you visit a clinician at the practice, this usually implies consent to examination and treatment. The clinician cannot act against specific instructions, so you should tell the clinician about any treatment you do not want. However, you cannot insist on a particular treatment if the clinician thinks this is not appropriate.
- We will provide you with a choice for your hospital referrals by offering you access to the “choose and book” system.
- We will provide you with the opportunity to give feedback on your experience of using the service.

## What you can do for us?

- Please treat all practice staff with courtesy and respect.
- Please keep your appointment or cancel in good time for us to offer it to someone else.
- Please try and keep telephone calls brief to reception. The first two hours of the morning are extremely busy. If possible, leave routine calls until later in the day.
- Please contact the surgery between 7am and 10.30am for home visits during the day. Home visits are intended for those patients who are housebound and unable to attend the surgery.
- Please be responsible for your own health and that of your children. Please take the advice given to you at the practice.
- Please let us know immediately if you change your address or name and remember to give your phone number and postcode.
- Please give us plenty of time to arrange a repeat prescription before running out of your medication. Please allow two working days before collecting your prescription from the surgery or three days if it is collected from a pharmacy.
- Please ask your doctor or a member of staff about receiving the results of tests that are ordered for you.
- In some instances, your referral appointment cannot be made through “choose and book” and this will be done through the hospital. Please contact the surgery if you have not received confirmation from the hospital within 1 month from the referral date.
- Please contact the surgery if you have not received notice of your urgent hospital referral within 10 days.
- Please follow up hospital appointments with the secretary of the department you attended and not through the surgery.
- You have the right to see your medical records subject to the limitations of the law. Requests for access must be made in writing. Please ask a member of staff for further information.
- Please let us know what you think about the service you receive. You can get involved in our patient group or with our annual surveys and questionnaires. We also have a comments box available at reception.
- Please ask at reception for an NHS health check if you are aged between 40 – 74 years.