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| **Whitecliff Group Practice**  **Whitecliff Surgery, Whitecliff Mill Street**  **Blandford Forum, Dorset, DT11 7BH** | **Eagle House Surgery,** **Whitecliff Mill Street, Blandford Forum, Dorset, DT11 7DQ** | **Whitecliff Group Practice**  **Child Okeford Surgery, Upper Street**  **Child Okeford, Dorset, DT11 8EF** |

# PATIENT’S CHARTER

**OUR SURGERY TEAM ARE DEDICATED TO DELIVERING A RECOGNISED HIGH QUALITY OF MEDICAL CARE FOR THE PATIENTS IN OUR PRACTICE AREA.**

**Appointments**: All patients registered with the Practice will also be allocated a ‘usual doctor, but may choose to see any doctor. If you do wish to see a specific doctor and they are not available; we will offer you an appointment with an alternative doctor within the required timescale. Individual doctors will not always be available for appointments due to their working patterns; or because they are dealing with medical paperwork and test results, attending training courses, on leave, etc.

**Urgent Requests:** If you need to see a doctor quickly because of an urgent medical need; then the receptionist will take your details and a doctor will telephone you back that day to discuss your health. The doctor will then arrange an appointment in an appropriate timescale, based on their initial assessment of your condition. We are unable to guarantee a specific doctor will contact you as this depends on availability.

**Non Urgent Appointments:**We will endeavour to offer patients an appointment within 2 working days of their request. Appointments can also be booked up to 1 month in advance.

**With a Practice Nurse:**For routine appointments we will offer an appointment within 5 working days.

**Appointment Times**:

* Surgeries will normally start on time. If a doctor is running late, please be patient. Delays occur because of emergencies, or unforeseen complications with the patients booked in before you. We will always choose to run late, rather than compromise our standards of care.
* We expect patients to be seen within 20 minutes of their appointment time, and in the event of a delay we will offer an explanation. If there is a delay in the appointment wait when you arrive of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.
* 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 possible to be seen by another doctor.

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

* 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 -
* Patients are asked to give 2 full working days notice for repeat prescriptions, to give us the time to allow for accurate prescribing.

**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 and change doctor if desired.
* Be offered a health check on joining the practice
* Receive urgent care at any time from the practice during working 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. Requests to view medical records should be put in writing to the Practice Manager.

**Changes to Procedures**: When changes are introduced to practice procedures that affect patients, we will communicate this as widely as practicable using a variety of media options.

**Repeat Prescriptions**: To monitor your condition and ensure your medications are safe and appropriate, we ask that you attend for regular reviews; annual reviews may be easier to remember if booked in your birthday month. Please book your appointments as your reviews become due.

* Asthma/ COPD reviews are carried out by a nurse once a year.
* Diabetes reviews and blood tests are carried out by a nurse every six months.
* High blood pressure or heart conditions require a blood pressure check with a nurse every six months and annual blood tests.
* Many other medications also require an annual blood test.
* Our pharmacist and pharmacy technician carry out medication reviews over the telephone and can help guide you on any other reviews that you need.

**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.
* Non-urgent referrals will take a little longer (up to 10 working days).

**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.

**Home Visits**:

Home visits should be medically justifiable and not requested for social convenience. 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.