

***With these rights come responsibilities
For you as a patient this means:***

Please...

- Tell us of any change of personal details, so that our records are accurate.
- Treat staff with courtesy at all times - remember they are working under doctors' orders.
- Respond in a positive way to questions asked by the reception staff – they are trying to make sure that you get the most appropriate service.
- Attend appointments on time or give the practice adequate notice should you wish to cancel. This means that someone else can use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, please make another appointment.
- Normally only one problem should be discussed during an appointment. There is not generally enough time in a 10 minute appointment to deal properly with more than one problem.
- Don't ask for a home visit unless it is medically justifiable – a doctor can see 6 patients in the surgery in the time it takes to make some of their home visits.
- Give us two working days' notice for repeat prescriptions, to allow for accurate prescribing.
- Be prepared to wait if your own consultation is delayed for unexpected reasons.
- Tell us if you have waited more than three weeks for confirmation of a hospital referral.
- 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, unless the patient has signed a consent form to allow you to do so.



Patient Charter



Dr. Sandra Fenn – Senior Partner (Nottingham, 1989)

Dr. Timothy Sephton – Partner (Cape Town, 1990)

Dr Nick Alexander – Partner (Bristol, 2006)

Dr Priscilla Norgren (London, 1992)

Dr Deborah Morgan (London, 2009)

Dr John Bryant (Nottingham 2009)

Dr Michaela Murray (Nottingham 2005)

Dr Suzanne Root (Bristol 2011)

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All doctors, nurses and support staff at the surgery are committed to delivering high quality services that meet the needs of our patients. Policies setting out the Practice approach to patients' rights are on our website or please ask a member of staff.

Privacy and Confidentiality:

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

Registration of new patients:

All new patients will receive a copy of our practice leaflet and other information to help them make the best use of the surgery's facilities.

Surgery premises:

Our surgery building will be welcoming, clean, easy for patients to find their way around and appropriate to the needs of users, including disabled people.

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 appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- view their medical records, subject to data protection legislation
- know that those working for the NHS are under a legal obligation to keep their medical records and all aspects of their dealings with the surgery 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 notices in the waiting room, information on our website and, where appropriate, in the local media, giving as much notice as practicable.

Suggestions

Your suggestions and comments about the practice are always welcome and will help us to plan service improvements.

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 including details of our Patient Reference Group.

Repeat Prescriptions

- The practice will offer a range of methods by which you can 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 or pre-pay for their prescriptions and experience difficulty in attending the practice to collect repeat medication will be offered a free home 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.

Appointments:***With a Doctor:***

For routine consultations we will endeavour to offer patients an appointment within 10 working days. For medically urgent requests, we will offer a consultation on the same day.

With a Practice Nurse:

For routine appointments we will offer an appointment within 10 working days.

Patients may book an appointment with a GP, practice nurse or healthcare assistant up to 6 weeks in advance.

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.

Out of Hours Emergencies:

The Practice will subscribe at all times to an Out of Hours GP Service to provide continuous service 24 hours a day. Wherever possible, this service will be staffed by local GPs (ie within the Bath & North East Somerset area).

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.