

PARSONAGE SURGERY PATIENT CHARTER

ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS

Patients' rights to General Medical Services:

Patients have the rights to:

- Be registered with a General Practitioner.
- Change Doctor if desired.
- 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 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 our surgery leaflet; waiting room notice board, website, giving as much notice as practicable.

Repeat Prescriptions: To ensure the best knowledge of your personal health, these will be signed by a GP Partner wherever possible. 48 hours' notice is required for repeat prescriptions. **No prescription requests will be taken over the telephone.** Please either attend the surgery to make your request via our Reception team or call your preferred pharmacy who will make the request on your behalf & currently collect prescriptions from the surgery on a daily basis. We are also now using the Electronic Prescription Service (EPS) whereby your prescription can be sent electronically directly to your chosen pharmacy.

Referrals:

- Urgent referrals to other health and social care agencies will be made within 48 hours of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within 7 to 10 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 to phone the surgery within a specified time period. Some results take longer to be processed than others so this may vary from one test to another. Please ask if unsure when to call for the result. **IT IS THE PATIENTS RESPONSIBILITY TO CONTACT THE SURGERY TO OBTAIN YOUR RESULT – PLEASE CALL ONLY BETWEEN 10AM & 6PM.**

Please also remember that while the reception team will do all they can to help, they are not trained to discuss these results with you, but will try to obtain further information or ask the Doctor to call you to discuss further.

Transfer of Medical Records:

The GP2GP record transfer process is designed to automatically retrieve the patient's record safely, securely and quickly from the previous GP practice. Typically the record will arrive within minutes of the patient details being entered on to the clinical system.

Not all GP2GP Electronic Health Records (EHRs) will send due to current restrictions, EHRs over 5MB in size and/or EHRs with more than 99 attachments will not send (a future version of GP2GP will remove these size restrictions) - in these instances, we would request your paper records from the Health Authority, resulting in it taking longer for your full medical details to reach us.

The Practice will endeavour to dispatch any medical record required by the Health Authority within 14 working days and on the 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 **medically urgent** requests, we will triage your symptoms with our on duty Doctor & offer an appointment on the same day if they deem your symptoms clinically urgent. For routine consultations patients can book the next available appointment via our reception team or online.

When appointments are in demand, we will implement a triage system that will involve a reception team member taking some details from you and arranging for the Duty Doctor to call you back on the same day to find a solution with you.

To facilitate this process it would help if you are able to give the receptionist the information requested. If for any reason you are uncomfortable providing this information e.g. you are at your place of work or it is highly personal information then state this clearly so this information can be passed to the Doctor.

You must provide a contact number that can be answered by you when the Doctor calls back.

Appointments:

With a Practice Nurse: For routine consultations patients can book the next available appointment via our reception team or online.

Appointment Delays: If there is a delay in the appointment wait (when you arrive) of more than 20 minutes our Receptionist will endeavour to inform you & are happy to update you on any delay situation if you feel that you have been waiting too long. You have the option to rebook if desired.

To keep surgeries running smoothly & on time, please:

Do not save up several problems for one appointment or ask the Clinician to see a family member too. Please ask for a longer appointment when booking if you have several problems as some take longer than others, we usually allocate a 10 minute slot per condition/illness. The Nurse or Doctor cannot deal comprehensively and safely with more than one problem in a single appointment & your request is likely to cause a delay to other booked patients. You will be asked to rebook an appointment if this happens.

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. Usually after a home visit request is received, a Doctor will call the home phone number to talk to the patient and arrange a mutually convenient time. **Requests must be received as early in the day as possible.**

We would ask that home visit requests are only used as a last resort as the equipment available within the surgery is far superior to items that would be transported to your home.

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. The surgery telephone number diverts directly to the 'Herts Out of Hours Team' whenever the surgery is closed.

Waiting Times:

- Surgeries will normally start on time.
- We expect patients to be seen within 20 minutes of their appointment time, and in the event of a delay we will endeavour to offer an explanation or you can speak with our Receptionist for an update & rebook if you feel unable to continue waiting.
- When a Doctor is called away on an emergency we will endeavour to inform patients and give the opportunity to book an alternative appointment, or if preferred, be seen by another doctor (if available) / wait if the Doctor is expected to return.

With these rights come responsibilities for patients - this means:

- Courtesy and cooperation with the team at all times - remember they are working under Doctors' orders.
- Responding in a positive way to questions asked by the reception staff. Shouting / Swearing / Intimidating behaviour etc. will not be tolerated & may result in you being removed from our list.
- 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 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 - home visits should be medically justifiable and not requested for social convenience.
- 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.
- Tell us when you are not happy and give us a chance to work with you to get it right.