



## Billesdon Surgery Practice Charter

As an NHS patient of this practice you are entitled to the following:

- ~ To be registered with a GP.
- ~ To have a clear explanation of any treatment proposed to you.
- ~ To be supported by a relative or friend if you would like this (see 'Chaperone' below).
- ~ Respect for religious and cultural beliefs.
- ~ Courtesy from the staff.
- ~ To be seen within 30 minutes of a pre-booked appointment time (this may be exceeded during busy open surgeries). If for any reason you cannot be seen within this time, an explanation will be provided.
- ~ A doctor for emergency care 24 hours a day if you are registered with us and staying within our practice area (GP services are provided by an Out-Of-Hours service when the surgery is closed).
- ~ Doctors available to see you in the morning and afternoon on working days.
- ~ To expect your medication to be reviewed regularly if you are receiving repeat prescriptions. You may be asked to see the doctor for the review.
- ~ To be referred to a consultant when your GP thinks it is necessary and to be referred for a second opinion if both you and your GP agree that this is desirable.
- ~ To have access to your medical records and to know that those working in the NHS will, by law, keep their contents confidential.
- ~ To be given detailed information on local health services including maximum waiting times where available.
- ~ To have information given to your relatives about the progress of your treatment, with your consent.

## *Equality*

The practice is committed to treat all patients with equal dignity and respect. We will not discriminate on the grounds of age, culture, colour, disability, gender, race, medical condition, religion, or sexuality.

## *Help Us To Help You*

~ Please try to attend the surgery whenever possible. Home visits should only be requested if you are too ill or infirm to attend surgery.

~ Please ask for a night visit only if it is truly an emergency and not for routine treatment or advice.

~ Please keep your appointment and give as much notice as possible if you cannot attend.

~ Please remember that an appointment is for one person only.

~ Please inform us of any changes to your address or telephone number.

~ Please treat all of our staff with courtesy.

## *Comments & Complaints*

We aim to provide a high quality service. If you have any queries, suggestions or complaints, please let us know.

## *Zero Tolerance*

We support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## *Data Protection Act*

Some of the information we hold about you both on the computer and your paper files is part of your personal confidential patient record which, from time to time, may need to be shared with other health professionals involved in your care. All information about you is held securely and all staff members are trained in confidentiality issues. If you would like to see your medical records please arrange this with the Practice Manager.

## *Chaperone*

All patients are entitled to have a chaperone present for any consultation, examination or procedure. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of the practice staff.