

PRACTICE CHARTER

Being a patient attending a busy GP surgery can be an anxious and worrying time for you. We aim to make your time here as short and as simple as possible. The following should help to explain what you, as a patient, can expect from our staff and what we, the staff, can expect from you.

WHAT CAN YOU EXPECT FROM US

- ✚ The reception staff will be welcoming, courteous and helpful.
- ✚ If a clinician is running late, you will be informed of it.
- ✚ You will be looked after in a clean and safe environment.
- ✚ You can ask for a trained chaperone to be present during an examination if you want to.
- ✚ You will be treated with respect and dignity at all times.
- ✚ *Appointments:* The receptionist will offer you the earliest appointment available with your GP. If this is not suitable you will be offered the next available appointment with any GP. Failing this you may be referred to the pharmacist under the Minor Ailments Scheme, or offered an emergency appointment as appropriate. We can also take a message for your GP to contact you.

WHAT WE EXPECT FROM YOU

- ✚ We expect you to be respectful, courteous, polite and non-threatening to all our staff. We also ask you to respect the needs of other patients using the surgery.
- ✚ If you cannot attend your appointment, please call the practice and inform us so it can be made available for someone else.
- ✚ We expect you to respect the premises which were built with you in mind. This includes no smoking or eating anywhere on the premises.
- ✚ Please do not touch or play with Fire Fighting Equipment or block fire exits.
- ✚ Children must not be left unattended. Please be mindful that many people who are here today are unwell.
- ✚ Please help keep the practice clean and tidy so that it is a nice place for you and your family to come to in future.

*If you feel we have failed in the above pledge you are free to speak with the Manager. We value your honest and constructive feedback.

*We also reserve the right to initiate procedures we have in place if you fail to adhere to the above requests. This may result in you being removed from the Practice Register.