

Updated: 10/07/2019

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed according to CCG guidelines.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, including for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their confidential health records, subject to any limitations of the law.
- ❖ To choose whether to take part in research or the training of future doctors.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Ardleigh Surgery in accordance with the law.

Ardleigh Surgery Philosophy:

Our aims are to offer the highest standard of health care to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day whenever possible.
- ❖ A non-urgent appointment with a doctor will be offered within 2 working days wherever possible.
- ❖ Our standard is to see 80% of patients within 30 minutes of their appointment time. If you have waited longer than this please ask the receptionist for an explanation.
- ❖ We aim to answer the telephone within 10 rings.
- ❖ An appointment with a Practice Nurse will be available within 3 working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This request can be made in person, by telephoning the surgery in the afternoon, or by using our online service.
- ❖ All comments and suggestions about the service are welcome.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Ardleigh Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are >15 minutes late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ If when booking an appointment the receptionist asks why you want the appointment please respond as the response allows our care navigators to book you an appointment with the most appropriate clinician for the appropriate length of time.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity and unfortunately not for those who have no transport. Please ring the surgery before 10am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

- ❖ If you ask for, or the GP suggests a referral and you accept referral to a consultant or clinic, it is expected that you will attend that clinic.