

## **Measham Medical Unit**

### **Practice Charter**

#### **Our Practice Charter**

- ❖ You will be treated with courtesy and respect by all members of staff
- ❖ Whether you make your request by phone, online or by visiting the practice you may be asked to give details so that we can assess what is best for you based on clinical need. We will consider your request for an appointment or medical advice and tell you within one working day what will happen next which could include an appointment on the same day or subsequent day, a phone call that day or subsequent day, a text message responding to your query or advice to a pharmacy or another NHS service
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time
- ❖ We aim to answer the telephone within six rings
- ❖ An aim to provide an appointment with a Practice Nurse within three working days where possible
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours
- ❖ All comments and suggestions about the service are welcome
- ❖ If you have a complaint, this will be dealt with in a professional and efficient manner and acknowledged within 3 working days
- ❖ We wish to make Measham Medical Unit as accessible as possible. If you have hearing, visual or physical difficulties please let us know so that we can enable you to fully use our services

#### **Patients Right's to General Medical Services**

- ❖ To have appropriate drugs and medicine prescribed
- ❖ To be referred to a consultant acceptable to them when they and their GP think it is necessary and to be referred for a second opinion if they and their GP think it is advisable
- ❖ To have access to their health records, subject to any limitations of the law and to know that those working for the NHS are under a legal duty to keep those records confidential
- ❖ To choose whether to take part in research or medical student training
- ❖ To receive a copy of their surgery practice leaflet on request, setting out the services that we provide
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Measham Medical Unit

#### **Patients 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 late for an 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
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of a serious illness or infirmity. Please ring the surgery before 10.30am if possible
- ❖ An urgent appointment is for an urgent medical problem. Please speak to one of our receptionists if it is for a sick note or repeat prescription so that they can advise the relevant process
- ❖ We would ask you to be patient if a doctor is running late. This is often due to unforeseeable emergencies, put please ask if you have been waiting for longer than 30 minutes at Reception
- ❖ Please make a separate appointment for each patient that needs to be seen and if you have more than one problem. 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 yourself and 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

#### **Measham Medical Unit's Mission Statement**

- ❖ Our aims are to offer the highest standard of health care and advice 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