PATIENTS CHARTER

CONSIDERATION, RESPECT AND RESPONSIBILITY

* Our aim is to provide a good efficient service for our patients.
* All our staff are trained and expected to be helpful, polite and courteous to all patients. All staff will try to help each patient with their individual needs. To enable us to achieve this please help us to help you. Please keep us informed if your personal details change, such as a change of name, address or telephone number.
* We are committed to giving you the best possible service. This will be achieved by working together and taking shared responsibility for your health. During the corona virus pandemic, many services have been disrupted. Some examples are the increased waiting lists for hospital procedures and a national shortage of blood bottles. This has also meant some disruption to annual reviews for medical conditions, such as diabetes and hypertension. Please be aware that annual reviews are due in your birth month and don’t wait for us to remind you to book in.
* Following consultation you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In return we would ask you to try and follow the medical advice offered and to take any medication as advised.
* You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems.
* We ask that you treat the doctors and all practice staff with the same courtesy and respect.
* If a patient commits an act of violence or abuse towards the doctors, a member of the staff or to any other person present on the practice premises or in the place where the medical services are being provided, they will be removed from the practice list with immediate effect; the police will be contacted and asked to attend.