

The Quarter Jack Surgery Practice Charter

The Quarter Jack Surgery aims to give you the best possible care. These are the standards set within the practice for the benefit of our patients.

You can expect to:

- be registered with a doctor who will be your named GP.
- apply to change your doctor if this becomes necessary
- have appropriate drugs and medicines prescribed
- be referred to a consultant acceptable to you when your doctor thinks it necessary, and to be referred for a second opinion if you and your doctor agree this is desirable
- have access to your health records, subject to any limitations in the law
- know that those working for the NHS are under a legal duty to keep the contents of your records confidential
- be given detailed information about local family doctor services through NHS Choices.
- receive a copy of the Practice Leaflet, setting out the services provided
- receive a full and prompt reply to any complaints you make about NHS services
- be offered a health check when joining a doctor's list for the first time

Our responsibilities to you

- The surgery is open 8.30am – 6.30pm, Monday – Friday. Staff are available via the telephone 8.00am – 8.30am for medical emergencies. Pre-booked late appointments are available Monday – Thursday from 6.30pm, and at weekends emergency cover is provided by the NHS 111 Service by telephoning 111.
- **People involved in your care** will be identifiable by a name badge and be available if you wish to contact them.
- The practice will run an appointment system and you will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes. If you find that this **waiting time** has passed you should approach the reception desk and an explanation will be given to you. However, please bear in

mind that some consultations take longer than others and medical emergencies do occur.

- We will try to answer the **telephone** promptly and to ensure that there are sufficient staff to do this. You will be able to speak to a doctor by telephone either during (having made a telephone consultation appointment) or at the end of each surgery.
- Your **treatment** will always be given by suitably trained and experienced staff.
- You will be treated as an individual and as a partner in your healthcare irrespective of ethnic origin or religious or cultural beliefs.
- Full **information** about the services we offer will be available on request or in our practice booklet. Every effort will be made to ensure that you receive information which directly affects your health and the care being offered.

Your responsibilities to us

Help us to help you.

- Please let us know if you change your name, address or telephone number.
- Please do everything you can to attend an appointment and tell us as soon as possible if you cannot. Failure to attend wastes valuable clinical time.
- Please ask for home visits by a doctor only when you are too ill to visit the surgery.
- Please keep any telephone call brief and avoid calling during the peak morning-time if your call concerns a non-urgent matter.
- Please do not ring for test results unless you have been specifically asked to do so. Enquiries about a blood test ordered by the hospital should be directed to the hospital not the practice.
- Please treat the doctors and practice staff with the same courtesy and respect that you expect from us.
- Please ask at reception if you wish to discuss any matters in private.
- It is important that you understand any information given to you. Please ask questions if you are unsure of anything.
- Remember, you are responsible for your own health and that of your child.
- We will give you our professional help and advice, please act upon it.