

PATIENT CHARTER

Your Doctor's Responsibilities:

- To always treat you with respect and courtesy.
- To treat you as an individual, and to discuss with you the care and treatment we can provide.
- To give you full information on the services we offer.
- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- To refer you to a suitable consultant when necessary.
- To give you access to your health records, subject to any limitations in the law.
- We aspire to see all patient within half an hour of the booked appointment time. We will advise if you if the clinician is running behind.
- Urgent referrals will be complete within 24 hours, routine referrals may take longer to process. You can contact the hospital/healthcare provider directly for any further queries after your referral has been sent by the practice.
- If you have had tests at the practice, we will contact you if further action is required. The clinician carrying out the test should give you an estimated time frame on how long the results may take.

Your Responsibilities as a Patient:

- To always treat all staff with respect and courtesy.
- To tell us if you are unsure about the treatment we are offering you.
- To ask for a home visit, only when you are unable to attend the medical centre through illness or infirmity.
- To request such a visit if possible before 10.00am.
- To ask for an out-of-hours visit only when necessary.
- To keep your appointments and contact the surgery in advance if you cannot attend.
- To respect the premises which was built with you in mind.
- Please do your best to be punctual for your appointment.
- Please advise the hospital/healthcare provider if you cannot attend your appointment as soon as possible. Direct any queries regarding your appointment to the hospital/healthcare provider you have been referred to.
- Please have the tests done if your clinician has advised you to do so. If you have not heard anything within the estimated time frame, then please contact the surgery directly.

Our Responsibilities to You

- To always treat you with respect and courtesy.
- To treat you as an individual and to discuss with you the care and treatment we can provide.
- To give you full information on the services we offer.
- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- To refer you to a consultant acceptable to you when necessary.
- To give you access to your health records, in accordance with current legislation.
- To hold all information in the strictest confidence.
- To give you a full and prompt reply to any complaint you may make about our service.

Information about your health and our services

We will ensure that every effort is made to ensure that you receive all the information directly affecting your health and the care that is being offered including:

- Illness and its treatment including any alternative treatment.
- Possible side effects of the treatment.
- Likelihood of recovery.
- How to avoid/prevent the illness from recurring.
- Any other information you request.

Consent and confidentiality

- When the clinician is advising you to have treatment or further investigations at the surgery then your choices will be explained to you including their risks, in order that you can give your informed consent.
- We will keep your records and information confidential; only disclosing to others for purposes related to your health care in your best interest.

Your care/treatment plan

- You clinician will agree your treatment or care plan with you. They will ensure you understand the choices and help you decide.
- Our clinicians will be understanding should you wish to seek a second opinion.

Please inform the clinician if you care/treatment plan isn't working for you or if you any concerns. The clinician can then review the current plan that is in place and amend this based on your concerns.

Repeat prescriptions

- You will receive an NHS prescription for regular medication when this is available on the NHS.
- We will offer regular medication reviews/monitoring, so your medication remains effective.
- We aim to process your prescription request within 48hrs.

Please would you-

- Take all your prescribed medication as advised by the prescribing clinician and follow the instructions you have been given.
- Please do not allow yourself to run out of medication. Please plan ahead and order your medication within a reasonable timeframe.
- Consider ordering online via the NHS app.
- Please attend your medication review.

Our commitment-

- We aim to answer calls promptly by having enough staff to do so.
- We provide access to a same-day clinician should you feel you need it.

Please would you-

- Cancel your appointment in advance if you no longer need it.
- Book one appointment per person.
- Only discuss one problem in each appointment.
- Request a longer appointment if you have more than one problem to discuss.
- Please tell us if your contact details change.

The premises and waiting room-

- We aim to meet the current standards with our both premises and our waiting rooms and aim to make them as comfortable as possible.
- We have a radio situated in the waiting room at our Thorpe Hesley Branch which plays music at an appropriate noise level to provide privacy to the clinician and the patient using the surrounding clinical rooms.

Please would you-

- Use your phone respectfully on our premises.
- Inform us if things go wrong for example the toilet is out of order.

Patient Rights and Responsibilities

You have a right to expect a high standard of medical care from our Practice and we will always try to provide the very best care possible within the resources available. To assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

Very occasionally a Practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different Practice. The Practice also has the right to remove that patient from their list. This would generally only follow a warning letter that had failed to remedy the situation, and we would normally give the patient a specific reason for the removal.

Violent Patients - Zero Tolerance

The NHS operates a Zero Tolerance Policy regarding violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect to safeguard Practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. NHS Kent and Medway is then responsible for providing further medical care for such patients.

Feedback and complaints

- We respond and investigate to all complaints; please see our complaints policy.
- We aim to improve/change how we work as a result of the feedback and complaints we receive if this improves our care of standards.
- We are committed to patient involvement in the delivery of healthcare.

We ask that you consider providing feedback about our service. We value all patient feedback as this can help us improve the quality of service we provide.

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