

Complaints and Suggestions

We welcome your comments on the quality and type of service provided by eth practice. If you feel that any quality commitments outlined in this leaflet are not being met, we would like to know about it.

Please supply details of your concerns, including details of any relevant staff member and your name and contact details.



MEDEN MEDICAL SERVICES

Dignity and Respect Leaflet

PATIENTS CHARTER

Our practice leaflet, which is available at Reception and on our website, explains the services we provide. A copy of the leaflet is given to all new patients at registration.

The Patients Charter sets out what you can expect from us, and what we expect from you.

We are committed to giving you the best possible service and our doctors, staff and patients will work together to achieve this. We would like you to do the same.

Surgery Premise

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of the users, including the disabled.

Your Rights

You have the right to:

- Receive NHS services free of charge except in limited cases approved by Parliament.
- Access NHS services and not be refused access on unreasonable grounds.
- In certain circumstances go to other EEA countries for treatment.
- Not to be unlawfully discriminated against in the provision of NHS services.
- To be treated with a professional standard of care by appropriately qualified and experienced staff.

Your Responsibility

- To take personal responsibility for your own and your families good health and well being.
- To follow the course of treatment which you have agreed and to talk to your clinician if you find this difficult.
- To provide accurate information about your health, condition and relevant personal details.
- To participate in important public health programmes such as vaccination.
- To be courteous to our staff at all times.
- To attend appointments on time. Late attendance will delay your consultation and may result in cancellation.
- To cancel appointments in good time—someone else could use your appointment.
- An appointment is for **ONE** person only—where another member of the family needs to be seen or discussed another appointment should be made.
- To make best use of our time—home visits should be medically justifiable, not requested for personal convenience.
- To give adequate notice (2 working days” for repeat prescriptions.
- To inform us immediately of any change of address or circumstances and make sure that we have your correct telephone number.
- To keep our surgery clean and tidy and to be considerate to other patients.

Out of Hours Emergencies

We will do everything possible to ensure that our system for contacting the out of hours service is easy to follow, reliable and effective.

Waiting Times

- Surgeries will start on time
- We expect patients to be seen within 30 minutes of their appointment time, but delays are sometimes unavoidable when treating sick people and medical emergencies do occur. In the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment.

Instruments and Equipment

We will ensure that our instruments and equipment are regularly serviced and where appropriate calibrated to ensure accuracy.

Telephones

Will be answered as quickly as possible, however there are times when the practice is very busy so please be patient.

- To drugs and treatments that have been recommended by NICE for use in the NHS—if your doctor says they are clinically appropriate for you.
- To receive vaccinations recommended by the NHS.
- To be treated with dignity and respect in accordance with your human rights.
- To accept or refuse treatment offered to you.
- To be given information about your proposed treatment in advance, including any significant risks and any alternative treatments and the risks in doing nothing.
- To privacy and confidentiality and to expect us to keep your confidential information safe and secure.
- Of access to your own health records.
- To express a preference for a particular doctor and we will comply where we can.
- To make choices about your care and to the information to support those choices.
- To be involved in discussions and decisions about your healthcare, and to be given information to enable you to do this.
- To complain about our services and to have compliant properly investigated and dealt with efficiently.
- To know the outcome of any investigation into your complaint.
- To take your complaint to the independent Ombudsmen if you are not satisfied with the way it has been dealt with.
- To make a claim for judicial review if you think you have been directly affected by an unlawful act or decision.
- To compensate where you have been harmed by negligent treatment

Changes to Procedures

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of the waiting room notice boards or individual leaflets, giving as much notice as practicable.

Repeat Prescriptions

These will be available for collection from the surgery within 48 hours and 72 hours from the Pharmacy unless the doctor advises that you need to be seen first.

Referrals

Urgent referrals to other health and social care agencies will be prioritised. Where requested, our GP's will refer you to a private health provider.

Non-urgent referrals will be sent as soon as possible.

Test Results

When a doctor or nurse arranges for a test to be taken, you will be informed how to obtain the results. Telephone requests for test results should be made on Friday between 8.30 and 9.30am.

Transfer of Medical Records

The Practice will endeavour to dispatch any medical record required by the PCT within seven working days and on the same day if the request is urgent. Where possible, transfer will also be done electronically.

Privacy, Confidentiality and Respect

We will respect our patient's privacy, dignity and confidentiality at all times. You will be treated with respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Appointments

- For routine consultations with a doctor we will endeavour to offer patients the first pre-bookable appointment with the doctor of choice. For medically urgent requests, we will offer an appointment on the same day.
- For routine appointments with the nurse we will endeavour to offer you the first pre-bookable appointment.
- If there is a delay in the appointment wait of more than 30 minutes we will let you know.

We are happy to update you on any delay situation if you feel you have been waiting too long.

Home Visits

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision whether to home visit will be at the doctor's discretion.

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