

## PEASLAKE PRACTICE CHARTER/PATIENTS RIGHTS AND RESPONSIBILITIES

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's rights and responsibilities and co-operation between us.

### **Our responsibility to you:**

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by Dr. Keown or informed that a locum is standing in for her
- You will be informed if there will be a delay or more than 20 minutes for your appointment
- You will be referred to a consultant when Dr. Keown thinks it necessary
- You will be given the result of any test or investigation on request or at your next visit
- Your repeat prescription will be ready for collection 48 hours after your request
- Your suggestions and comments about the services offered will be considered Sympathetically and any complaint dealt with immediately

### **Your responsibility to us:**

- Please treat all surgery staff with respect and politeness
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. **Please ring to make the appointment before 10 am.** Home visits should only be requested if you are too ill to attend the surgery. **Please ring before 10am to request a home visit** Night visits, from Thames Doc should be for emergencies only
- Please be punctual, but be prepared to wait if your own consultation is delayed by an emergency or the patient before you has an unexpectedly long consultation
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us. Dr. Keown will inform you of the usual length of time to wait
- Please attend for review when Dr. Keown asks you to do so
- Please cancel your appointment if you are unable to attend
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well.