

Waiting Times:

- ◆ Surgeries will normally start on time.
- ◆ We expect patients to be seen within 15 minutes of their appointment and 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. In some cases they may be seen by another doctor in the practice.

With these rights come responsibilities and for patients this means:

- ◆ Courtesy to the staff at all times, remember they are working under doctors orders.
- ◆ Responding in a positive way to questions asked by the reception staff.
- ◆ Accept that verbal or physical abuse will not be tolerated.
- ◆ Accept that your health is your own responsibility, which we can help you with, but we cannot take over for you.
- ◆ Learn from us how to deal with common ailments which do not need professional attention and how to lead a healthy lifestyle.
- ◆ Notify us of any changes of address or contact numbers.
- ◆ To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- ◆ An appointment is for **one** person only. Where another member of the family wishes to be seen, another appointment should be made.
- ◆ Patients should make best use of medical and nursing time. Home visits should be medically justifiable and not requested for social convenience.
- ◆ When patients are asked to give us 48-72 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

Neasham Road Surgery

Dr Christopher Mathieson, Dr Susan McIlhinney, Dr Andreas Russ,
Dr Jodie Harrison, Dr Amanda Riley & Dr Susan Walden

Business Manager: Mrs Janet Robson

Operations Managers: Mrs Lesley Westgarth & Mrs Andrea Francis



PATIENTS' CHARTER

Enquiries & Appointments: 01325 461128

Emergencies : 01325 462272 (8am - 6pm)

Home Visit Request: 01325 462272 (up to 10:00am)

Out of Hours: 111

Our Practice Patients' Charter:

The aim of this practice is to always provide the best possible standard of health care for our patients.

We provide a complete range of services through primary care and take every opportunity to expand the range so that you will always have the maximum care available.

The Practice Patients' Charter sets out a statement of what you can expect from us and what we ask of you in return, so that we can work in harmony together and maintain the aims we have indicated.

- ◆ We will treat you with respect and courtesy and help you to make the best use of our service.
- ◆ Any advice on treatment will be based on clinical need. We will always be willing to explain our findings and the advice we give, including the choices of treatment.
- ◆ We will respect our patients' privacy, dignity and confidentiality at all times over your details and will not divulge information even to a family member without your consent.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

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

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a leaflet; waiting room noticeboard or on our website, giving as much notice as practicable.

Patients' rights to General Medical Services:

Patients have rights to:

- ◆ Be registered with a GP practice
- ◆ See any doctor of their choice if available
- ◆ Be offered a new patient check on joining the practice
- ◆ Receive urgent care from the practice during surgery hours and information on how to access Out of Hours services
- ◆ Receive appropriate drugs and medicines
- ◆ Be referred for specialist or second opinion if they and the GP agree
- ◆ Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential

Referrals:

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GP's will refer you to a private health provider.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Appointments:

Routine appointments with a GP or Nurse Practitioner can be pre-booked up to 4 weeks in advance. For urgent medical consultations, same day appointments can be booked by telephoning the surgery at 8am on the day you wish to be seen.

Appointments with the Practice Nurses or Healthcare Assistants can be booked up to 6 months in advance.