

PRACTICE CHARTER

Access to Care

All patients have the right to quality care. We provide fair, considerate treatment regardless of age, sex, race, national origin or any form of disability. Personal dignity is respected at all times.

Privacy and Confidentiality

All patients have the right to every consideration of privacy concerning their medical care. This includes strict confidence about patient condition, treatment and medical records, and the opportunity to talk privately with doctors and nurses.

Information

Patients have the right to be informed of their medical treatment, including test procedures, and are encouraged to actively seek information about their condition. Patients have the right to be informed of alternative treatments and to choose among the alternatives, including the right to refuse treatment.

These are the local standards set within this Practice for the benefit of our patients. It is our job to give you treatment and advice. You will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

OUR RESPONSIBILITIES TO YOU	YOUR RESPONSIBILITIES TO US
<p style="text-align: center;">NAMES</p> <p>The Administrative Staff's names will be available upon request and are fully available on the practice website www.heathbridgepractice.co.uk</p> <p>The Doctors' and Nurses' Consulting rooms will have name plates on the doors.</p>	<p>Please let us know if any of your details change, such as telephone number or address.</p>
<p style="text-align: center;">APPOINTMENTS</p> <p>An appointment system operates.</p> <p>If there is an anticipated delay of 30 minutes running time, you will be kept informed.</p>	<p>Please let us know as soon as possible if you are unable to keep your appointment.</p> <p>Please attend promptly for your appointment.</p>
<p style="text-align: center;">ACCESS</p> <p>We will endeavour to meet the requirements that you state for an appointment.</p> <p>Routine appointments can be made a month in advance. If made early, you will have an opportunity to choose the Doctor and time.</p> <p>In an emergency you will have access to a Doctor on the same day.</p> <p>You may request a home visit, if you are too ill to attend the Surgery.</p>	<p>Please assess how soon you may need access to a Doctor.</p> <p>Please make return appointments well in advance of the date you need to attend.</p> <p>As resources are limited, please do not request a consultation on the same day, unless you feel that you do need to be seen.</p> <p>You will be requested to give information to the Reception Staff. Please comply with this, to enable the Doctor to assess the urgency.</p>
<p style="text-align: center;">TELEPHONE</p> <p>We try to answer the telephone promptly.</p> <p>Telephone messages may be left for the doctors and the nurses. However, please remember that calls may not always be returned on the same day.</p>	<p>Please keep your call brief and avoid calling during peak morning times, for matters that could wait until later in the day.</p>
<p style="text-align: center;">TEST RESULTS</p> <p>If authorised by the Doctor, results will be given out over the telephone.</p>	<p>Please telephone for results as the time specified.</p>

<p style="text-align: center;">REPEAT MEDICATION</p> <p>Repeat prescriptions may be ordered through the practice website, Patient Access, or in writing.</p> <p>Repeat prescriptions may also be requested by letter and will be returned by post, providing a stamped, addressed envelope is enclosed.</p> <p>Only Over 75, disabled or housebound patient can ring to order their repeat of medications.</p>	<p>To request online, please see our website – www.heathbridgepractice.co.uk.</p> <p>To request using Patient Access, visit https://www.patientaccess.com/ and log in with your details.</p> <p>To request in writing, you can visit the practice and submit your request.</p>
<p style="text-align: center;">INFORMATION</p> <p>The practice website contains complete information about the practice.</p>	<p>Please visit our website – www.heathbridgepractice.co.uk. This will enable you to make best use of our services.</p> <p>Please ask if you are unsure.</p>
<p style="text-align: center;">HEALTH PROMOTION</p> <p>The practice will offer patients advice and information on steps they can take to promote good health and avoid illness; self help information, for the treatment of minor ailments.</p>	<p>Remember, you are responsible for your own health and the health of your children.</p> <p>We will give you our professional help and advice- please act upon it.</p>
<p style="text-align: center;">HEALTH RECORDS</p> <p>You have the right to see your health records, subject to any limitations in the law. These will be kept confidential at all times.</p>	<p>Please request in writing to the Practice Manager if you wish to see them.</p> <p>More information on how to request to view your records is available on our website – www.heathbridgepractice.co.uk</p>
<p style="text-align: center;">COMPLAINTS</p> <p>The practice accepts complaints either verbally or in writing.</p> <p>We will acknowledge receipt of complaint within 3 working days.</p> <p>Our aim is to investigate the complaint and contact you with some information / explanation within 21 working days.</p>	<p>Please ask, in the first instance, for the Practice Manager. If they are not available, please write your complaint to Dr Christopher Allen.</p>
<p style="text-align: center;">PREMISES</p> <p>A disabled parking bay is available and access to the practice is user friendly.</p>	<p>Please supervise your children while in the surgery.</p>
<p style="text-align: center;">THE PRACTICE RESERVES THE RIGHT TO AMEND THE ABOVE, AS STANDARDS ARE ALTERED/IMPROVED</p>	