

# Parson Drove Surgery: Patient Services Charter



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## Introduction

This document highlights what patients can expect from Parson Drove Surgery, in addition to what we expect from our patients.

## Our Responsibilities to You

You have the right to register with Parson Drove Surgery, and to be accepted, unless there are reasonable grounds for us to refuse (such as you do not live within the catchment area), in which case you will be informed of the reason.

You have a right to be treated with dignity and respect and we will treat all patients in a fair and respectable manner. We have a duty not to discriminate against patients or staff, and to adhere to equal opportunities and ethnic and human rights legislation.

You have the right to privacy and confidentiality and to expect the NHS to keep your confidential information safe and secure. You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a practice that meets required levels of safety and quality. We have a responsibility to provide all patients with safe care and to do all we can to protect patients from avoidable harm.

We promise to:

- ✓ *Treat you fairly, courteously and respectfully*
- ✓ *Respond to queries promptly and professionally*
- ✓ *Ensure treatments are appropriately prescribed and clearly explained*
- ✓ *Work effectively to minimise wait times*
- ✓ *Provide prompt referrals to alternative services when required*
- ✓ *Maintain a comfortable and relaxed environment*
- ✓ *Guarantee confidentiality with relation to your care*
- ✓ *Ensure information and/or updates about the practice are easily accessible and regularly updated*
- ✓ *Wherever possible, provide a minimum of 24 hours' notice of any cancellations or amendments to appointments*
- ✓ *To see you as close to your appointment time as possible*

## Appointments & Services

Practice appointments are available via telephone or face to face, with some limited online services. Appointments can be made by contacting our friendly and dedicated reception team during practice hours, on 01945 700223. Currently, due to the Covid-19 pandemic and the need to protect our vulnerable and elderly patients and staff, all face to face appointments are triaged by telephone, where a medical professional will assess the need for you to visit the practice.

We will always endeavour to offer you an appointment on a suitable date and time, with a relevant medical professional; this may not always be your Doctor. On

occasion, we may deem it necessary to book you an appointment with one of our Advanced Nurse Practitioners or Practice Nurses. Unfortunately, due to high demand and limited appointment availability, we may not always be in a position to offer you an appointment. If you require an appointment on the same day, please call at 8am wherever possible to increase the possibility of booking an appointment. Emergency appointments can be made for urgent requests.

If you are 15 minutes or more late to your appointment, unfortunately you will be advised to rebook.

You have access to out-of-hours and extended services which provide GP and Practice Nurse appointments, which are available to our patients after 6.30pm on weekdays and during weekends.

We will ensure our practice leaflets and website information is available and regularly updated, informing you of our opening hours and the service(s) we provide. For the most up to date information, please refer to our website:

<https://parsondrovesurgery.com/>

### **Patient Participation Group**

We host and promote a Patient Participation Group (PPG), which all patients currently registered with the practice are welcome to join. This supports patient and public participation in both the practice and local health systems as appropriate.

Meetings are held every other month to discuss: (this is not an exhaustive list)

- What's happening at this practice
- What's happening in the NHS
- Local health service issues affecting local patients
- Services to be commissioned
- Developing and running patient surveys

### **Feedback**

We encourage patients to provide feedback about their experiences with the practice. There is a patient services survey available to complete at all times on our website. Additionally, we ask patients to participate in an annual survey where more detailed data will be collected. If you wish to discuss anything further, you are welcome to contact our Patient Services Manager, Rob Coles, on

[Robbie.coles@nhs.net](mailto:Robbie.coles@nhs.net)

## **Compliments and Complaints**

We have a compliments and complaints policy which the practice will follow and respond to in a timely manner. If you choose to use this policy, your care, or how you are treated by our practice team will not be effected. You can access this policy on our website, via the following link: <https://parsondrovesurgery.com/index.php/have-your-say>

## **Safeguarding**

We have a responsibility to safeguard all of our patients, particularly children and vulnerable adults, from any form of harm, abuse or neglect. You can view our Safeguarding Policy on our website, including useful contacts at the practice.

## **General Data Protection Regulation (GDPR)**

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly. Please read our privacy notice on our website for more information.

## What we expect from our Patients

Whilst we will treat all patients with courtesy, dignity and respect, we expect our patients to treat our staff in the same manner. Whilst at the practice, or whilst engaging with any of our staff or services, violence or the causing of nuisance or disturbance could result in prosecution and you could be de-registered from the practice.

You should not unlawfully discriminate against the provision of NHS services, including on grounds of gender, race, disability, sexual orientation, religious beliefs, gender reassignment, pregnancy and maternity, or mental or civil partnership status and you must not discriminate staff.

You must provide the practice with accurate information about your health, condition and status. You should take personal responsibility and make a significant contribution to your own and your dependant's good health and well-being. National public health programmes such as cervical screening, immunisation and vaccinations are important for prevention and early diagnosis. Please take the opportunity to participate in these.

Please avoid calling during peak morning times for non-urgent matters, use online booking facilities where appropriate (currently suspended due to Covid-19).

You must always attend appointments, or cancel appointments with as much notice as practicably possible. Treatment of other patients may be delayed if the practice is unaware that you cannot attend. The practice has a policy to deal with non-attendees (who do not cancel appointments) and this could result in you being de-registered from the practice.

We ask that you:

- ✓ *Always treat our reception team, medical professionals, other staff members and other patients with courtesy and respect*
- ✓ *Keep us informed of your correct contact details in order for us to keep your records up-to-date, especially when moving home*
- ✓ *Remember to cancel appointments in good time if you are not attending or unable to attend*
- ✓ *Arrive 10 minutes before your appointment time*
- ✓ *Only request home visits or emergency appointments when entirely necessary*

Repeated rudeness from a patient will result in a written warning and failure to improve will result in the removal from the practice. In all other instances where the doctor/patient relationship has broken down, the practice will write to the patient explaining the reason for the patient's removal.

Assaults and abusive language to any member of staff will result in the immediate removal from the practice. The police and Clinical Commissioning Groups (CCG) will be informed. In extreme cases we may summon the police to remove offenders from the practice premises.