**Howden Medical Centre**

**CHARTER**

**PATIENT’S RIGHTS TO**

**GENERAL MEDICAL SERVICES**

vTo be offered a health check on joining a doctor’s list for the first time.

vTo have appropriate drugs and medicine prescribed.

vTo be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.

vTo have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.

vTo choose whether to take part in research or medical student training.

vTo receive a copy of their doctors practice leaflet, setting out the services that he or she provides.

vTo receive a full and prompt reply to any complaints they make about the care they receive at Howden Medical Centre.

vSerious emergencies are best dealt with by the emergency services - police fire ambulance by dialling 999. In less serious emergencies, a general practice doctor may be appropriate. If you telephone the surgery out of hours [times other than 8am to 6pm weekdays] you will be given the number of the out of hours emergency service, NHS 111. Genuinely urgent cases will be seen as soon as possible. There may be some delay if the doctor is already attending another emergency. In appropriate circumstances, you may be given advice or asked to attend an emergency centre for assessment.

**HOWDEN MEDICAL CENTRES PHILOSOPHY:**

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

**PATIENT’S RESPONSIBILITIES**

vIf you are unable to attend for an appointment please let us know so that we can offer it to someone else.

vIf you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

vA home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:30am if at all possible.

vAn urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.

vWe would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.

vMake a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.

vPlease act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.

vPlease treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

v·To reserve calling out the emergency doctor for genuine emergencies.

·If you are unsure, you can still dial 111 for advice

·To be prepared to give brief but relevant details when telephoning.

·To dial 999 if the case is a serious emergency.

·Be prepared to give brief but clear contact details together with symptoms, any medication, when symptoms started and any wherever possible relevant history.

**ACCESSIBILITY, COMPLAINTS, COMMENTS AND SUGGESTIONS:**

vAll comments and suggestions about the service are welcome. Please use the box provided in the waiting area.

vIf you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.

vWe wish to make Howden Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.