

MANOR PRACTICE

PATIENT CHARTER

www.manorpractice.org.uk

	OUR COMMITMENT TO YOU:	PLEASE WOULD YOU:
Behaviour	<ul style="list-style-type: none"> We will always treat you with politeness, respect and sensitivity 	<ul style="list-style-type: none"> Treat us in the same manner
Access and appointments	<ul style="list-style-type: none"> Doctor telephone appointments are 10 minute duration Doctor face to face appointments are 10 minute duration Most nurse appointments are 15 minute duration We aim to answer calls promptly by having enough staff to do so We provide same-day access to an On Call clinician if required 	<ul style="list-style-type: none"> Cancel your appointment in advance if you no longer need it Book one appointment per person and try and limit it to one issue per appointment Tell us if you change your contact telephone number or email Sign up to use the NHS app where possible reducing pressure on the phones
Waiting times	<ul style="list-style-type: none"> We aspire to see all patients within one hour of the booked appointment time We will tell you if your waiting time in person is likely to be more than 30 minutes 	<ul style="list-style-type: none"> Do your best to be punctual for your appointment
Home Visits	<ul style="list-style-type: none"> We will notify you in advance of the day and time any home visit that is agreed 	<ul style="list-style-type: none"> Request home visits only if you are too frail to attend or unable to be brought to the surgery Contact us to request your home visit by 10am where possible
Information about your health & our services	<ul style="list-style-type: none"> We will provide patients with information about our services Every effort will be made to ensure that you receive all the information directly affecting your health and the care being offered, including: <ul style="list-style-type: none"> illness, treatment pathways and alternatives possible side effects of treatment duration and development of the illness likelihood of recovery how to prevent or avoid the illness recurring We provide and support NHS childhood immunisation, we have a duty of care to discuss this with you We provide and support NHS travel vaccination We will offer you a chaperone if needed for your appointment We will seek interpreting services for your consultation if needed 	<ul style="list-style-type: none"> Read our practice leaflet or use our website for information about our services Book a telephone consultation with a member of our nursing team to discuss immunisations Visit our website to complete the travel health risk assessment form in advance before you book travel vaccinations Advise reception or the clinician if you require a chaperone at your appointment Make reception aware if you need interpreting services for your appointment

Consent	<ul style="list-style-type: none"> When the clinician is advising you to have investigations or treatment at the surgery, they will explain your choices to you, including any risks, so you can give your informed consent 	
Your care or treatment plan	<ul style="list-style-type: none"> Your clinician will agree your care or treatment plan with you. They will ensure you understand the choices and help you decide Our clinicians will be understanding if you wish to seek a second opinion 	<ul style="list-style-type: none"> Once you have agreed your care plan with your clinician, then we would ask you to follow it. Please discuss with your clinician if your agreed care plan is not working or if you have any concerns about it
Referrals / working with other care providers	<ul style="list-style-type: none"> Once referred, contact the hospital or healthcare provider directly with any queries Urgent referrals will be completed in 24 hours; routine ones may take longer 	<ul style="list-style-type: none"> Tell the hospital if you can't attend your appointment, or if you move house or change your telephone number Any enquiries regarding referrals for third party appointments or treatment should be raised directly to them If required, request copy correspondence relating to hospital visits and outcomes from them rather than from your surgery
Test results	<ul style="list-style-type: none"> If you have had tests here at the practice, or if we have referred you for tests, then we will tell you when to expect the results We will explain the results and discuss what the next steps are 	<ul style="list-style-type: none"> If the clinician asks you to have tests, then please do so Please phone us for results if needed after 2pm Be aware that tests organised elsewhere and not requested by the GP will not be returned to the GP
Repeat prescriptions	<ul style="list-style-type: none"> You will receive an NHS prescription for regular medication, when this is available on the NHS We will offer you regular medication reviews, so your medications remain effective Repeat prescriptions will be ready for collection in 3 working days after 4pm 	<ul style="list-style-type: none"> Take all the medication prescribed, following the instructions given you by the clinician Attend for medication reviews of your condition when requested Plan ahead when ordering your repeat medications so there is enough time Reduce waste and do not over-order your medication Consider using our online ordering service or via the pharmacy Do not request repeat medication over the phone Keep your nominated pharmacy up to date
Feedback & involvement	<ul style="list-style-type: none"> We investigate and respond to all complaints; please see our complaints policy We will change how we work as a result of feedback and complaints if this improves standards We are committed to patient involvement in the delivery of healthcare 	<ul style="list-style-type: none"> Give us feedback about our services Consider joining our patient participation group, please see our website

Premises & waiting room	<ul style="list-style-type: none"> • We do everything we can to make them as comfortable as possible 	<ul style="list-style-type: none"> • Use your phone respectfully on our premises. Remember you may be seated next to patients who are feeling unwell • Tell us if things go wrong, for example if the toilet is out of order • Keep your own children safe and behaving appropriately whilst waiting so that other patients are not impacted and staff can continue to work
Confidentiality and medical records	<ul style="list-style-type: none"> • We will keep your records and information confidential; only disclosing to others for purposes related to your health care (except when you have given permission) • Your medical records are available for you to view or have copies of under a subject access request or via the App 	<ul style="list-style-type: none"> • Please be discrete when you are in the practice especially at the front desk where it is possible to be overheard • Sign up to the NHS app to view items in your medical record as required removing the need to request these from the surgery • Ask if you need to discuss something in a more confidential space