

A
Partnership for Care
The Marfleet Group Practice
Guide & Charter



Dr John Anthony David Weir
MB ChB DCH FPCert MRCGP DRCOG
London (Leeds). 1986. (Male)

Dr Ling Yu
MB ChB MRCP(UK) DSc MSc
London (Glasgow) 1991 (Male)

Dr Jesús M Chapela
LMS DFSRH DRCOG DPD PG DipTher
Pontevedra (Santiago de Compostela) 1994 (Male)

Dr F Magrabi
MBBS MRCGP DFSRH
University of Karachi 1997 (Female)

DR C Cai
MBBS MSc MRCGP
Suzhou Medical College (Female)

Dr WJ Mathias
State Exam Med 2002 Marburg, Germany

Preston Road, Hull, East Yorkshire. HU9 5HH
Tel : (01482) 701834 : Fax : (01482) 784757
Hauxwell Grove, Middlesex Road Hull
Website: www.themarfleetgrouppractice.nhs.uk
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Practice Guide

Practice Area

The area served by the practice includes parts to the east of the River Hull to the city boundary, including south Bransholme and Kingswood. We do not cover North Bransholme. Our Inner Boundary includes residents in postcodes HU7, HU8, HU9 and HU11. Also included too our outer boundary are the villages of Ganstead, Coniston, Bilton, Wyton, Swine and Thirtleby in postcode areas HU7 and HU11.

Welcome

On behalf of the partners and staff, may I welcome you to the practice. This booklet is designed to give you full information about all our services and sets out the standards of service we hope to achieve - together with important details of how you can help us to help you.

Nicky Hebblewhite

Practice Manager

Registering as a Patient

You can register as a patient with the practice by bringing your medical card to reception during normal office hours. Alternatively, you may complete a special form provided by the practice.

Choice of Doctor

Patients may express a preference to receive services from a particular doctor - either generally or in relation to a particular condition. Unless there are reasonable grounds for not doing so, the practice will try to comply. In any event, appointments with a particular doctor at a particular time may not be possible due to demand - and in this case patients will be offered the choice of an alternative arrangement.

Routine Health Checks

New patients joining the practice may attend a routine health check – usually with one of the practice nurses. Patients aged 16 and over or who are under 75 years and who have not seen the doctor or attended any clinic within the last 3 years may request a consultation during which time any appropriate health checks will be made. Similar assessments are available to patients aged 75 years or over if they have not had such a check within 12 months of their request.

Office Hours

These are the general office hours for both of our surgeries.

Please read other sections to find out the best times to contact us for various services.

PRESTON ROAD	Monday to Friday	8am to 6pm
HAUXWELL GROVE	Monday to Friday	2pm to 6pm

Doctors Surgery Times

These are the times during which the doctors will be available for surgery consultations. Please read other sections on how to book appointments.

PRESTON ROAD	Monday to Friday	
	8.30am to 11.30am	3.00 to 6.00pm
	Urgent cases only	6.00pm to 6.30pm
HAUXWELL GROVE	Monday to Friday	
	3pm to 5.45pm	

There is easy access for disabled patients at both surgeries. Patients are seen each afternoon at our Hauxwell Grove surgery by appointment. Special nurse-run clinics may also be run at the branch surgery in addition to the notified hours.

CONTACTING HEALTH CARE SERVICES

NHS 111

If you need help fast, but it's not a life-threatening situation you can now call 111. A trained advisor will ask you questions about what is wrong, give you medical advice and direct you to someone who can help you, like an out of hours doctor or community nurse. If the advisor thinks your condition is more serious, they will direct you to hospital or send an ambulance.

Call 111

- if you think you need to go to hospital,
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call the practice. If a health professional has given you a number to call for a particular condition, you should continue to use that number. If you don't speak English, tell the advisor what language you want to speak and they will get you an interpreter. NHS111 service is available 24 hours a day, 365 days a year. The call is free from landlines and mobiles.

999

You should only call 999 in an emergency – for example when someone's life is at risk or someone is seriously injured or critically ill. Examples of an emergency would be:

unconsciousness,
a suspected stroke,
heavy blood loss,
suspected broken bones,
a deep wound such as a stab wound,
a suspected heart attack,
difficulty in breathing,
severe burns, and
a severe allergic reaction

PHARMACY SCHEME – MINOR AILMENTS

IF YOU ARE SUFFERING FROM A MINOR AILMENT you could avoid having to see the doctor and discuss your condition straight away with your local pharmacist.

The service is confidential as pharmacists are bound by NHS confidentiality Regulations and the Data Protection Act. You should take evidence of your identity - e.g. NHS number. You may still need to visit your GP if the pharmacist advises this or if you need to obtain medication that can only be issued on prescription. The service is available from participating pharmacies at the times specified by them.

You can use the scheme if you are registered with a GP surgery in the Hull area, don't pay for your prescriptions and are suffering from one of the following conditions set out below:

ACNE
ATHLETES FOOT
COLD SORES
CONSTIPATION
COUGHS AND COLDS
CYSTITIS
DANDRUFF
DIARRHOEA
EARACHE
ECZEMA
EYE CONDITIONS
HAEMORRHOIDS
HAY FEVER
HEADLICE
HEARTBURN
INDIGESTION
INSECT BITES & STINGS
MOUTH ULCERS
NASAL CONGESTION
NAPPY RASH
PAIN
TEETHING
THREADWORM
THRUSH
WARTS & VERRUCAE

YOUR GP

Home Visits

We recognise that home visits may be needed in circumstances where the patient is infirm or so ill or they cannot attend the surgery. You should ring the surgery **before 10.30am** on weekdays to request a home visit. Please be prepared to give sufficient detail so that the doctor may prioritise his visits. Patients will not be able to specify the name of the visiting doctor when making the request. **Out of hours requests** for the doctor should be confined to **urgent** cases that cannot wait until the next day - either for a home visit or attendance at the surgery.

Surgery Appointments with the Doctor

An appointments system operates at our Preston Road surgery. To book an appointment, ring 701834 or call in person during office hours. You can ask to see the doctor of your choice - but this may not always be possible on the day or time of your choosing. In those circumstances, if you are unable to wait, you will be offered an alternative appointment with a doctor who is consulting in the surgery.

For each day (Monday - Friday), some appointments (red slots) are saved for last minute booking. This is to prevent surgeries being fully booked up days or weeks in advance. You can telephone after 1pm for the next morning's reserved appointments or after 8am for that afternoon's reserved appointments. You may ask to see a particular doctor BUT we cannot guarantee availability. He or she may not have a

surgery that day - or his limited number of “yellow slots” may have already being taken. The doctors work a rota system that allows for on-call duty, leave and other important Practice business. Accordingly, there are occasions when it is extremely difficult to see a particular doctor in surgery.

If you judge that you must be seen by the doctor due to the seriousness or severity of your symptoms/illness and you are able to come in to the surgery, you can be seen as an **urgent** ‘sit & wait’ appointment. You will be asked to attend at the surgery at a given time. Normally, you will be seen within 30 minutes of that given time. Your appointment will be with the next available doctor in the surgery. We are not able to offer these ‘urgent’ appoints with any specific doctor. Routine sick notes, non-urgent problems or repeat prescription requests are not considered urgent for this purpose and you may not be seen at the time if the problem is clearly non-urgent.

Cancellations

If you are unable to attend for a booked appointment, it is essential that you let us know as soon as possible. Your appointment may then be offered to someone else. Patients who regularly fail to attend appointments will initially receive an advisory letter but continued non-attendance without cancellation or reasonable explanation may result in action to remove the patient from the list.

Patient Experience

The practice is very keen to ensure that patients receive first class care and service from doctors, nurses or staff. If patients have any concerns they should IMMEDIATELY raise these with our Helpdesk staff who are there to help. Should you remain unhappy about any aspect of the practice performance, please draw this to the attention of the Practice Manager. Complaints packs are available at reception. We positively encourage feedback and to that end, patients will find suggestion boxes at our main and branch surgery. Over the years we have acted Our Patient Group would like to hear of any general problems and ideas to improve how the practice operates. Patients may apply to join the Patient Group if they would like to be actively involved.

PRESCRIPTIONS

Medication is not always necessary. Therefore, patients should not expect a prescription every time they see the doctor or make a request for medication. As a matter of policy and best practice, we do not telephone prescriptions through to the pharmacy- unless in extreme circumstances.

ACUTE PRESCRIPTIONS

Request for one- off prescriptions for routine or minor ailments for which you do not need a personal consultation with the doctor (acute prescriptions) can be requested by telephone or by visit to reception. The doctor will consider your request in the light of the symptoms you have described. If the doctor decides to prescribe medication, we will do our best to have prescriptions ready for 4.30pm on the day of your request - if it is a week-day (Monday - Friday). You should ring before 10.30am on a week-day (Monday - Friday) if you want the prescriptions that day.

REPEAT PRESCRIPTIONS

Repeat Prescriptions are for medicines or other medical items which the doctor considers you will require again. **We recommend that patients either order their repeat medication ONLINE or by using the Practice counterfoil that is attached to each repeat prescription printed.** We do not routinely allow patients to re-order their repeat prescriptions on the telephone - as this causes the phone lines to be

blocked for long periods. It is also safer to rely on printed records to avoid misunderstandings.

Ordering by Repeat Counterfoil

If patients re-order using the repeat counterfoil, they should deliver or post the request to us. Always enclose a self-address and stamped envelope if you wish us to post the new prescription to you. A tick should be placed alongside the item/s required. Alternatively, you may deliver your repeat prescription request Monday to Friday by personal visit during office hours.

Ordering On-Line

Ordering your prescriptions on-line is a fast, convenient and safe way of reordering your regular prescription. First you need to obtain a username and password from the practice. You may then type in the special web address or access the site via a hyperlink on the Practice website Prescriptions page. You simply put a cross in the box of the desired repeat item and this will securely be transmitted to the surgery for attention.

Preston Road Patients who are housebound or who need to discuss the prescription request may ring the Repeat Prescribing Unit between 9am and 5pm [weekdays only] on 790681. Patients at the branch surgery who are housebound or who need to discuss their request may ring on 376330 between 1pm and 5.30pm [weekdays only].

Repeat prescriptions will normally be ready for collection after 4.30 p.m. (Branch surgery 2pm) on the 2nd working day after the day we receive your request. Those ordered on Friday will be ready after 4.30 pm (Branch surgery 5pm) on the following Tuesday. Please give appropriate notice when ordering repeat prescriptions - particularly near to holiday periods. You should clearly mark the computerised counterfoil when ordering.

Practice Nursing Department

Practice Nurses

The nursing department at our Preston Road Surgery is staffed by 6 experienced practice nurses and one healthcare assistant. They carry out a variety of work including vaccinations, blood pressure checks, ear syringing, dressings, blood tests and cervical smears. Additionally, they offer advice on health promotion and conduct special clinics. We have several special programmes – for example for patients with heart disease, diabetes or asthma. Appointments are needed to see the nurse. Please make an appointment by ringing 701834 or by a personal visit to the reception during office hours. The treatment room is normally open Monday to Friday 9.00 am to 12.00 pm and 1.30 pm to 5.30 pm.

Julie Salvidge Senior Practice Nurse RN

Keren Jennings Practice Nurse RN

Kirsty Swanson Practice Nurse RN

Edwina Flanagan Practice Nurse RN

Tracy Iveson Practice Nurse RN

Carole Hookem Practice Nurse RN

Paula Iveson Health Care Assistant

District Nurses

District nurses carry out a range of tasks in the community. As part of this, they undertake nursing care arising from hospital discharges or G.P. referral - sometimes at a patient's home and often at certain times in our treatment room. From time to time they will assist with 'over 75' checks or influenza injections where patients are housebound.

Health Visitors

Health visitors are attached to the practice. Each is a qualified Registered General Nurse (RGN) and is responsible for a particular part of the practice area. They have a range of duties, but have important responsibilities in respect of the health and welfare of children up to 5 years of age.

Counselling Services

The Practice counsellors are available on-site to see patients with a range of problems affecting their mental well-being. Referrals are made via the doctor who will first discuss the issues with the patient concerned.

Psychiatric Services

Appropriate referrals are made through the doctor who may call upon the services of various mental health professionals.

Young Persons Clinic

The Practice runs a specialist clinic for young persons. This is supported by doctors at the surgery, practice nurses and a consultant in Sexual & Reproductive Health. Services include advice, diagnostic services and support on all aspects of health and in particular on sexual health matters.

Investigations and Results

From time to time the doctor may take various tests for the purpose of diagnosis or monitoring. You will be given some indication of the length of time needed for results to be received. You should ring for results after 3pm Monday to Friday.

Contraception

A wide range of confidential contraceptive services are available at the Practice either through routine consultations with the doctor assisted by the practice nurses, or via the young person's clinic. These include Implanon, IUCD, Depo-Provera, emergency contraception and the pill.

Minor Surgery We do not currently offer minor surgery services

Private Medical Examinations

The doctors are available to carry out a range of routine and specialised medical examinations. These include Seafarers medicals, examinations for Heavy Goods Vehicles (HGV), Public Service Vehicles (PSV), pre-employment or taxi medicals – all at competitive prices. Please ask at reception for full details.

Immunisation

The practice provides a full range of childhood and adult immunisations. These may be carried out by the doctor, practice nurse or community nurse - according to circumstances.

Adult Immunisations

We carry out a wide variety of immunisations. Some of these may be available through the National Health Service. Others are only available privately. Our nurses are trained to give advice on appropriate courses of injections - including those for employment or travel purposes. We are also a Yellow Fever Centre. You can contact them through our switchboard for advice and book at reception for an appointment to be given an injection. If you are seeing the doctor in surgery, he will also be willing to advise on any injections you might require.

Childhood Immunisations

Immunisation is of vital importance to the health of children. The Immunisations Department will send out appointments for children to attend either at the practice or at a Clinical Commissioning Group commissioned clinic for all childhood immunisations.

It is important that appointments are kept. If for any reason you cannot attend on a particular day, please contact us so that we can arrange an alternative. Our records show the immunisation status of every child. If we find that any are outstanding we will contact you to offer an appointment. Remember, some diseases can be fatal.

Protect your child with a full course of immunisations. If you are unsure about your child's injections or require any advice, please ring the practice nurse or receptionist. You can also discuss the matter with the doctor the next time you have an appointment. The health visitors will also be happy to offer advice. Each Thursday we hold a child immunisation clinic.

Maternity Care

The practice advises all expectant mothers to have their babies in hospital. On confirmation of pregnancy, you will be referred for specialist hospital care. The hospital will then periodically arrange to see you and monitor your progress with routine examinations and tests

Six-week post-natal examinations by the doctor in the surgery are arranged once you leave hospital. Working with general practitioners and other health professionals, community midwives play an important role throughout maternity care including advising, reassuring and caring for new and expectant mothers.

Child Health Surveillance

This is carried out within the practice by some of the doctors and attached health visitors. It is a means of ensuring that your child's development is carefully monitored in the early years. You need to register your child for health surveillance in order to receive the service. Once registered, parents will receive appointments for the appropriate checks.

Complaints

The practice welcomes comments or suggestions from patients about the services provided. If you have any complaints, then these should be addressed to the Practice Manager who will advise you and take appropriate action. The practice has provided adequate machinery for complaints to be dealt with fairly and quickly. It will not tolerate any verbal or physical abuse of staff or doctors.

Violent or Abusive Patients

The Practice will not tolerate threats or actual violence or verbal abuse either towards staff, patients or other persons within the practice premises or its grounds. According to the circumstances and seriousness, the police may be involved and the offender may be removed from the practice list – either immediately - or following a warning in the case of less serious breaches.

OUTREACH CLINICS

On behalf of the Hull Clinical Commissioning Group, the practice hosts consultant outreach clinics in neurology.

BRANCH SURGERY

The branch surgery is located in Hauxwell Grove, Middlesex Road, on the Ings Estate. The surgery operates an appointment system. The building is open from 2.00 pm.

Surgery times Monday to Friday are 3.00 pm to 5.45 pm. The branch surgery is closed on Saturdays. It has easy access facilities for disabled patients and special toilet facilities. Although, medical records are now computerised and available at both sites, associated manual records are stored at the site you normally attend. It is therefore better if you do not alternate between the branch and main surgery unless invited to a special clinic. Limited car parking is available on site.

Medical Records

The practice takes seriously its responsibilities to protect information about patients from inappropriate access. Everyone in the NHS has a legal duty to keep information about patients confidential. Sharing of clinical information between health professionals is an essential part of managing your health. For example, appropriate and relevant information about a patient's health is routinely passed to a consultant or other health professional at the time of a referral. By law, we have to pass on information about new births - and infectious diseases that may endanger the safety of others. Whilst we treat information passed on about sexually transmitted diseases as anonymous, by law personal details in cases of infectious diseases that may endanger the lives of others have to be passed on. A court order or exceptional circumstances where the health or safety of others is at risk may also require us to pass on details.

Patients have a right to access health information held on computer and in certain manual records. If they wish to see their general practice records, they should first make a written request giving their full details so that the records can be located. Sometimes, the doctor may withhold information if it is felt that harm could be caused to you - or other people if the information is about them. If a copy is required a fee may be charged.

Patient Group

The Practice Patient Group comprises patient volunteers and members of the Practice who meet periodically to discuss various issues. You can contact a patient representative by letter addressed to the Patient Group Representative at the Practice. Further information on the Patient Group can be found on the Practice website: www.themarfleetgrouppractice.nhs.uk

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Preston Road, Hull, East Yorkshire. HU9 5HH
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Hauxwell Grove Middlesex Road Hull HU8 0RB

A **Partnership for Care** **OBJECTIVES**

The practice is committed to the aim of improving the health care of its patients. As part of this, we will continue to strive towards providing the best possible standards of service.

APPROACH

We regard the achievement of objectives as a matter for the practice, its patients – and various other bodies which make up the Health Service. Each must play their part.

RIGHTS AND RESPONSIBILITIES

Rights and responsibilities go hand in hand. Commitment and partnership are the means by which we can reach our shared goals. By working together we can make the best use of available resources.

THE PRACTICE CHARTER

This document has been voluntarily drawn up by the practice in support of the national and local initiatives to recognise citizen's rights. In order to achieve the various standards of service set out, it is vital that all patients recognise their own responsibilities to the practice and other patients. That is why, in addition to the standards of service we hope to achieve, we have clearly set out the various ways in which you can help us to help you.

Access to Medical Records

Inevitably, the practice holds medical information on its patients. This is contained in electronic forming computer files and in writing. You have rights under the Data Protection Act, the Access to Medical Reports Act and the Access to Health Records Act. Unless required otherwise by law, we will not give information or release records without your written consent. Since practice time is expended on this non-NHS work, administration costs are payable – depending on the service provided. Details of costs and services are available on request.

Your responsibility to us ...

- *To ensure that proper documentation is completed.*
- *To give proper notice and allow appropriate time for us to respond to requests.*
- *Where required, to pay fees and be prepared to support cheques with valid cheque guarantee card.*

Appointments

We are a group practice. An appointments system operates at our Preston Road surgery. You can ask to see the doctor of your choice – but this may not always be possible on the day or time of your choosing. In those circumstances, if you are unable to wait, you will be offered an alternative appointment with a doctor who is consulting in the surgery. Each day, some appointments are saved for last minute booking. This is to prevent surgeries being fully booked up days or weeks in advance. You can telephone after 1pm for the next morning's reserved appointments or after 8am for that afternoon's reserved appointments. Patients are seen each afternoon at our Haukswell Grove surgery by appointment only.

Your responsibilities to us ...

- *To understand that there is heavy demand for appointments.*
- *To consider whether an appointment with the doctor is really necessary.*
- *To notify us as soon as possible if you wish to cancel an appointment.*
- *To remain patient with reception staff.*

Consultations

Consultations are used to diagnose, advise and treat or reassure patients. They vary in length according to individual needs. Although the doctor is under great pressure, every effort will be made to ensure that you understand your diagnosis and treatment.

Your responsibilities to us ...

- *To be ready to confirm details of symptoms, any past illnesses medication, hospital admissions or any other relevant information about your health.*
- *To be as clear and as brief as possible.*
- *To understand that the doctor has your best interests at heart.*
- *To ask if you are unsure about what is being said to you.*
- *To bear in mind that medication is not always necessary.*

Communications

We believe that effective communications play a vital part in the 'partnership' we seek. Information will be available to you in various forms. When the main surgery is closed a message on our answering machine will give details of the doctor on call. Posters, leaflets and booklets will give you details of our services and a range of health related matters. Our staff will try to help you at all times in a friendly, courteous and efficient manner. We will listen to any comments you wish to make

Your responsibilities to us ...

- *To recognise that our staff are very busy and to be brief yet informative.*
- *To communicate with us at appropriate times.*
- *To realise that anger or frustration must not be communicated in terms of physical or verbal abuse of staff.*
- *To listen and give proper consideration to advice given.*
- *To read any posters or literature offered.*

Complaints

The practice welcomes comments or suggestions from the patients about the services we provide. If you have any complaints, then these should be addressed to the practice manager who will advise you and take appropriate action. The practice has provided adequate machinery for complaints to be dealt with fairly and quickly. It will not tolerate any verbal or physical abuse of staff or doctors.

Your responsibilities to us ...

- *To consider whether a complaint is justified.*
- *To recognise that most complaints can be dealt with at practice level.*
- *To remain calm and refrain from becoming loud, abusive or violent if a complaint arises.*

Conduct

The practice recognises that all patients have a right to be treated with courtesy and respect. It does not discriminate on the grounds of race, colour or creed.

Your responsibilities to us ...

- *To be courteous towards doctors and staff.*
- *To be mindful of the proper procedure if a complaint arises.*

Confidentiality

Information on patients is kept on computer and in writing. Strict procedures and security measures are in force to prevent unauthorised access to these records. Staff would face dismissal if confidential information were to be disclosed to unauthorised parties. Information given to the doctor at a consultation is treated in strictest confidence.

Your responsibilities to us ...

To notify us if there are any changes to your registration details – such as name address or telephone numbers.

Out of Hours Cover

Serious emergencies are best dealt with by the emergency services – police fire ambulance by dialling 999. In cases less than 999 emergencies, please dial 111 when the surgery is closed. If you telephone the surgery on 701834 out of hours [times other than 8am to 6pm weekdays] you will be asked to dial 111. A trained operator will listen and advise what to do next.

Your responsibilities to us ...

- *To reserve calling the doctor out of hours unless your case cannot wait until the next surgery.*
- *If you are unsure or feel your case is urgent dial 111.*
- *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.*

Health Care

The main aim of the practice is to provide the best possible health care and services for our patients. To this end, our staff receives training in their various fields so that they are professionally competent and able to work efficiently and effectively. The practice is constantly reviewing services in order to be responsive to patients' needs.

Your responsibilities to us ...

- *To comply with recommended treatments and medication.*
- *To recognise that a healthy lifestyle helps maintain health.*
- *To ensure children are fully immunised.*
- *To take advantage of any health promotion activities or advice offered.*

Health, Safety and Security

Our main surgery is modern and purpose built as is our new branch surgery. Our aim is to provide safe, health and pleasant facilities for all our patients.

Your responsibilities to us ...

- *To drive and park safely when coming to the surgery*
- *Not to smoke or consume food/drink in the surgery.*
- *To use receptacles for litter.*
- *Not to bring pets to the surgery (except guide dogs).*
- *To keep children supervised and under control at all times.*
- *To wash hands after using the toilet.*
- *To secure cars, cycles and other belongings.*
- *To ensure that nothing is done by act or omission to place at risk yourself, staff, other patients or visitors to the practice.*
- *To let us know of any problems you find.*

Investigations and Results

From time to time the doctor may take various tests for the purpose of diagnosis or monitoring. You will be given some idea about the time taken for results to be received. Any treatment arising from these tests will be organised at the earliest possible time.

Your responsibilities to us ...

- *To ring for results after 3pm on week days (Mon – Fri) only.*

Monitoring & Review

The practice has always been concerned about patient care and the quality of services that we provide. This charter enables us to record in writing those issues that are central to the 'partnership' that we seek. We will monitor and review those matters in pursuit of the quality and consistency to which we aspire.

Prescriptions

Patients should not expect a prescription every time they visit the doctor. Requests for one-off prescriptions for routine or minor ailments for which you do not need a personal consultation with the doctor (acute prescriptions) can be requested by telephone or by visit to reception. The doctor will consider your request in the light of the symptoms you have described.

We will do our best to have prescriptions ready for 4.30pm on the day of your request – if it is a week day (Monday – Friday). You should ring before 10.30am on the week day (Monday – Friday).

You can order your repeat prescription Monday to Friday by personal visit during office hours, by post or on-line. Housebound patients (Preston Road) may ring our repeat prescribing unit on 790681 between 9am and 5pm or 376330 (Branch) 1.30-5pm.

Repeat prescriptions will normally be ready for collection after 4.30pm on the 2nd day after the day we receive your request. Repeat prescriptions ordered on a Friday will be ready after 4.30pm on the following Tuesday. We do not telephone prescriptions through to the chemist.

Your responsibilities to us ...

- *Unless housebound and need to ring, submit your request for a repeat prescription in writing, by repeat counterfoil, or order on-line after obtaining a username and password.*
- *To enclose a stamped self-addressed envelope if you wish us to post your prescription.*
- *To give appropriate notice when ordering repeat prescriptions.*
- *To clearly mark the computerised counterfoil when ordering repeat medication.*

Referrals

From time to time your doctor may feel it necessary to refer you to a consultant for further care. Urgent referrals are processed within the practice as a top priority. All correspondence is dealt with promptly.

Your responsibilities to us ...

- *To recognise that delays in receiving a consultant's appointment are usually beyond our control*

Visits – Daytime Home /Out of Hours Calls/Night Visits

Home visits may sometimes be necessary. Requests for these should be strictly reserved for patients who are unable to attend normal surgeries – either because they are too ill or because they are infirm.

Your responsibilities to us ...

- *Not to request a home visit if you are able to come to the surgery.*
- *Unless urgent, not to telephone the surgery after 10.30am for a home visit.*
- *To confine requests for a doctor out of hours to cases which cannot wait until the next surgery.*

Waiting Times

We are under great pressure of demand from patients to see the doctor. Often, we have to fit in urgent cases and some patients may need more than the allotted times. Since we are unable to predict all these factors in advance, there may be certain times when you have to be kept waiting. Obviously we will try and ensure this is kept to within a reasonable time.

Your responsibilities to us ...

- *To ensure you are not late for your appointment.*
- *To ensure that only one person sees the doctor per appointment.*
- *To be ready to tell the doctor details of symptoms, any past illnesses, medication, hospital admissions – or any other relevant information about your health.*
- *To remain patient and reasonable with reception staff.*