

# Wallington Family Practice

***Our mission statement: To provide high quality, safe and effective care to our patients whilst ensuring that we continuously improve and adapt to meet the changing needs of general practice***

## Practice Charter

www.wallingtonfamilypractice.nhs.uk

	<b>Our Commitment</b>	<b>Please Would You:</b>
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>We will always treat you with politeness, respect and sensitivity</li> </ul>	<ul style="list-style-type: none"> <li>Treat all our staff in the same manner</li> </ul>
<b>Access and appointments</b>	<ul style="list-style-type: none"> <li>To speak to patients with genuine urgent problems as soon as possible usually on the same day, and to see them where this is deemed clinically appropriate following triage with a clinician</li> <li>We aim to answer calls promptly by having enough staff available</li> <li>To provide patients with long terms conditions or repeat medication a review as clinically appropriate but usually at least once per annum</li> </ul>	<ul style="list-style-type: none"> <li>Cancel your appointment in advance if you don't need it so that it can be offered to another patient</li> <li>Book one appointment per person</li> <li>Prioritise multiple issues, raising one or possibly two per 10 minute consultation</li> <li>Tell us if you change your address, or contact telephone numbers</li> </ul>
<b>Waiting times</b>	<ul style="list-style-type: none"> <li>We aspire to see all patients within half an hour of the booked appointment time</li> <li>We will tell you if your waiting time is likely to be more than 30 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Do your best to be punctual for your appointment</li> </ul>
<b>Home Visits</b>	<ul style="list-style-type: none"> <li>We will notify you in advance of the day and time of any home visit that is agreed</li> </ul>	<ul style="list-style-type: none"> <li>Request home visits only if you are too frail to attend or be brought to the surgery</li> <li>Contact us to request your home visit by 10am</li> </ul>
<b>Information about your health &amp; our services</b>	<ul style="list-style-type: none"> <li>We will provide patients with full information about our services at reception or on the website</li> <li>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"> <li>illness, its treatment and alternative treatment</li> <li>possible side effects of treatment</li> <li>duration and development of the illness</li> <li>likelihood of recovery</li> <li>how to prevent or avoid the illness recurring</li> <li>any other information you request</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Read our practice leaflet or refer to our website so you have full information about our services</li> <li>Use the website online services to make non-urgent enquiries and keep the phone lines free for more urgent matters</li> <li>Be responsible for your own health and that of your family where possible, co-operating with clinicians and endeavouring to stay healthy</li> <li>Use other appropriate healthcare professionals and services such as community pharmacy</li> </ul>

<b>Consent</b>	<ul style="list-style-type: none"> <li>When the doctor is advising you to have investigations or treatment at the surgery, then your doctor or nurse will explain your choices to you, and their risks, in order that you can give your informed consent</li> </ul>	
	<b>Our Commitment:</b>	<b>Please Would You:</b>
<b>Your care or treatment plan</b>	<ul style="list-style-type: none"> <li>Your clinician will agree your care or treatment plan with you. They will ensure you understand the choices and help you decide</li> <li>Our clinicians will be understanding if you wish to seek a second opinion</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>
<b>Referrals / working with other care providers</b>	<ul style="list-style-type: none"> <li>Urgent referrals will be completed in 24-48 hours; routine ones may take longer</li> </ul>	<ul style="list-style-type: none"> <li>Tell the hospital if you can't attend your appointment, or if you move house or change your telephone number</li> <li>Once referred, contact the hospital or healthcare provider directly with any queries</li> </ul>
<b>Test results</b>	<ul style="list-style-type: none"> <li>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</li> <li>We will explain the results and discuss what the next steps are</li> </ul>	<ul style="list-style-type: none"> <li>If the clinician asks you to have tests or investigations, then please do so as soon as possible particularly if this involves self-referral or appointment making on your part</li> </ul>
<b>Repeat prescriptions</b>	<ul style="list-style-type: none"> <li>You will receive an NHS prescription for regular medication, when this is available on the NHS</li> <li>We will offer you regular medication reviews, so your medications remain effective</li> <li>Repeat prescriptions should be ready for collection from the nominated pharmacy in 3 working days after 4pm</li> </ul>	<ul style="list-style-type: none"> <li>Take all the medication prescribed, following the instructions given to you by the clinician</li> <li>Attend a medication review, and reviews of your condition when requested</li> <li>Plan ahead when ordering your repeat medications so there is enough time</li> <li>Avoid waste – please do not over-order your medication</li> <li>Order via: <ul style="list-style-type: none"> <li>The online services app</li> <li>The website repeat prescription request form</li> <li>The nominated pharmacy</li> </ul> </li> </ul>
<b>Feedback &amp; involvement</b>	<ul style="list-style-type: none"> <li>To investigate and respond to all complaints; please see our complaints policy</li> <li>To change how we work as a result of feedback and complaints if this improves our care or standards</li> </ul>	<ul style="list-style-type: none"> <li>Give us feedback about our services via the website form</li> <li>Consider joining our patient participation group via our website form</li> </ul>
<b>Premises &amp; waiting room</b>	<ul style="list-style-type: none"> <li>To provide a comfortable, safe and suitable environment for our patients</li> <li>Provide up to date information on display</li> </ul>	<ul style="list-style-type: none"> <li>Use your phone respectfully on our premises. Remember you may be seated next to patients who are feeling unwell</li> <li>Tell us if things go wrong, for example if the toilet is out of order</li> <li>If you experience issues with other services in the building please report these to the information desk on the ground floor</li> </ul>
	<ul style="list-style-type: none"> <li>We will keep your records and information confidential; only disclosing to</li> </ul>	

**Confidentiality  
and medical  
records**

others for purposes related to your health care (except when you have given permission)

- You can view some of your medical record via online services and we encourage patients to set this up
- You can also request further items from your medical records if you need them

- Please be discrete when you are in the practice especially at the front desk where it is possible to be overheard