



WEST QUAY MEDICAL CENTRE PATIENTS CHARTER

ALL MEMBERS OF THE WEST QUAY MEDICAL CENTRE ARE DEDICATED TO PROVIDING A QUALITY SERVICE IN ORDER TO ACHIEVE SERVICES WHICH MEETS THE PATIENTS NEEDS

Patients rights to General Medical Services

Patients living in our catchment areas have the right to:

- Be registered with a General Practitioner
- Change their doctor if so desired
- Be offered a health check when joining the Practice
- Receive emergency care from the Practice between the hours of 8:00 am – 6:30 pm, Monday to Friday
- Receive appropriate medication
- Be referred for specialist or second opinion if clinically appropriate
- Have the right to view their own medical records, subject to current legislation and to know that those working in the NHS are under a legal obligation to keep the contents confidential
- Have all relevant medical procedures adequately explained to them

Our responsibilities to the patient

Surgery Premises

Our surgery buildings will be welcoming, safe and easy for patients to find their way around and appropriate to the needs of users, including the disabled, satisfying the requirements of the Disability Discrimination Act.

Privacy and Confidentiality

We will respect our patients' privacy and confidentiality at all times. Confidentiality is of paramount importance within the Practice. All information about our patients is confidential.

Practice Booklet

All new patients will receive a copy of our Practice Booklet. Additional copies will be displayed at the reception desk.

Waiting Times

- We will endeavour to answer telephone calls in a timely fashion, but would point out that West Quay Medical Centre has almost 12,000 patients and at times of high demand, patients may have to wait a little longer than normal to speak to someone at the surgery

- Surgeries will normally start on time
- Patients will usually be seen within a reasonable time of their appointment
- Where there is likely to be an unduly long delay, we will inform patients and offer an explanation
- When a doctor is called away on an emergency, we will inform the patients and offer them an appointment with one of the other doctors or give them an opportunity to book an alternative appointment with the doctor called away

Appointments

- We will guarantee to see a patient on the day of request if the request is made before 4:00 pm that day
- Appointments can also be booked up to two weeks in advance with a specified doctor of choice. However, patients are asked to note that there may be occasions when the doctor of choice is not available due to other commitments
- West Quay Medical Centre has a triage system in operation. This allows us to provide patients with the most appropriate care and treatment
- Appointments with the Nurse Practitioner and Practice Nurses can be booked up to two weeks in advance but we can normally offer appointments within one week

West Quay Medical Centre is a Training Practice for Medical Students and GP Registrars (Trainee GP's). Patients will always be asked for permission if their consultation is to be recorded for training purposes, or if there is to be a student present during their consultation.

Changes to Procedures

When changes are introduced to the way the Practice works, we will endeavour to make sure that these are clearly explained, by means of our notice boards at our main and branch surgery, or individual leaflets.

Repeat Prescriptions

West Quay Medical Centre has a prescribing regime which means that patients can request their repeat prescriptions in various ways, by fax, e-mail, post, chemist collection service or handed in at the surgery. Requests take 48 hours (2 working days) to process and can be collected from Reception at any time of day when we are open although you are advised to avoid peak times such as first thing in the morning.

Home Visits

In an emergency or in the case of a patient who is so unwell that they are unable to get to surgery, the doctor will visit the patient in their home, if it is considered appropriate to do so. We ask that requests for home visits are made before 10:00 am. If you have requested a home visit for either yourself or a relative or friend, if you smoke, please ensure that no-one smokes in the home at least one hour prior to the visit and during the time the doctor is there.

Out of Hours Emergencies

We will do everything possible to ensure that our system for contracting the out of hours services is easy to follow and reliable.

Referrals

Urgent referrals to other health and social care agencies will be made as soon as reasonably possible of the patients consultation. Non-urgent referrals will normally be processed within one week of the patient consultation or the doctor's decision to refer.

Test Results

Patients who have undergone tests or x-rays ordered by the Practice are responsible for contacting the surgery to enquire about the results. Results are normally available after 5 working days and can be obtained by contacting the surgery after 1pm.

Accessing Medical Records

Patients have a right to see their medical records, subject to the relevant legislation. The Administrative Manager will assist any patient wishing to have access to their own medical records and a fee may be payable in certain circumstances. Records are kept confidential and not released to anyone without the patient's written consent.

Transfer of Medical Records

West Quay Medical Centre will endeavour to dispatch any medical record required by the Health Authority within seven working days and if the request is urgent, they will be dispatched the same day.

Comments, Suggestions and Complaints

All complaints will be recorded, and written complaints will be acknowledged within two working days of receipt. West Quay Medical Centre will respond to all complaints within 28 working days. We welcome patient comments and suggestions on the quality and type of services available from within the Practice.

Freedom of Information

Under section 19 of the Freedom of Information Act 2000, West Quay Medical Centre has a legal duty to adopt and maintain a Publication Scheme for the publication of Practice information.

The care that we can provide depends on the partnership between patients and their doctor. Whilst we will always strive to meet the demands placed on us, there are things that patient can do to make to make our job easier.

Patient Responsibilities

- Courtesy to all staff at all times – we will immediately remove patients from our list who are verbally or physically abusive
- To attend appointments on time or give the practice adequate notice of cancellation to enable us to make best use of the doctor or nurses time. If you fail to keep an appointment and do not tell us, we will remove you from our patient list if you do this three times in a year. If you are more than 10 minutes late for an appointment, the

doctor may not see you. You will certainly have to wait until the end of the surgery at the very least.

- If a doctor is running late, we ask that patients are understanding and do not blame the receptionists
- An appointment is for **one** person only – when another family member needs to be seen or discussed, another appointment **must** be made
- Patients should make every effort when consulting the surgery to make best use of medical and nursing time – there are certain things that the nurse is better suited to see you for than the doctor – remember, it could be you waiting to see a doctor. If you are not sure who can help you when you book an appointment, please ask the receptionist
- Home visits should be medically justifiable and not requested for social convenience
- When patients are asked to give 48 hours notice (2 working days) for repeat prescriptions, please give us this time as it allows us to prescribe accurately
- Patients are requested to keep us informed about changes in personal circumstances and in particular, any change of name, address and telephone numbers
- Read our Practice Information Booklet or our website as they contain important information
- Let us know if you feel there are things you want to see improved or changed in the Practice