



THE ADAM PRACTICE
Patients Charter

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Aims:

This Practice aims to always provide the best possible standard of health care for our patients and to help you to keep healthy.

The Practice Patients' Charter sets out a statement of what you can expect from us and what we ask of you in return, so that we can work together to maintain the aims we have indicated. We are committed to ensuring high standards of care for you and your family and we seek your support in working together. The Practice is fully committed to the principle of equal treatment for all patients and opposes all forms of unlawful or unfair discrimination including those on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Practice Information

All practice information is available via our Website. Patients who cannot access this can access information from our Practice Leaflet (copies available from Reception).

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees, guided by local and national protocols.
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of our website; waiting room notice board or individual leaflets, giving as much notice as practicable.

Repeat Prescriptions:

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible and are issued in line with the Pan Dorset Formulary.

Referrals:

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result.

Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments:

With a Doctor: For routine consultations we will endeavour to offer patients an appointment within **two** working days of the request.

For medically urgent requests, we will offer an appointment on the same day although this may be with a Nurse Practitioner and may not be with the doctor of your choice or at a time of your choice.

With a Practice Nurse: For routine appointments we will offer an appointment within five working days.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

Home Visits:

Where a home visit is essential, we are unable to guarantee a specific doctor will visit you as this depends on availability and other factors, but we will endeavour to ensure continuity whenever possible. The decision to home visit will be at the doctors' discretion.

Out of Hours Emergencies:

Should you have an emergency out of surgery hours, please contact Out of Hours on 111.

Waiting Times:

Surgeries will normally start on time.

We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times - remember they are working under doctors' instructions.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for **one** person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record will be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience. Requests should be made by 10am.
- When patients are asked to give 2 working days notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.
- Informing us if you are worried or unsure of any aspect of your condition or treatment
- Follow all advice and complete any course of medication your Doctor/Nurse offers you
- To co-operate fully with the surgery if you are contacted to attend a clinic to monitor your health
- Advise us promptly of any changes to your name, address and contact numbers.