

NORK CLINIC PRACTICE CHARTER

(The Charter Is An Agreement Between The Practice And Yourself)

Your Rights to Primary Medical Care:

As a patient you have the right to:

- Be treated with courtesy and respect
 - Be registered with a Practice
 - See the doctor of your choice, subject to availability
 - Be offered a health check on joining the practice
 - Receive emergency care. Please do not abuse any of the emergency facilities. They are there for genuine emergencies only and are highly costly to operate.
 - Receive appropriate drugs and medicines.
 - Be referred for specialist or second opinion if they and the GP agrees
 - See your medical records or have a copy, subject to certain laws
 - Know that, by law, all NHS staff must keep the contents of your medical records private
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Your Right to see your Medical Records:

- The Practice Manager will help any patient to see their own medical records, subject to the laws which apply.
 - The patient's doctor will be able to explain medical terms and words within 40 working days
 - There is a charge for this service
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Waiting Times:

- Surgeries will normally start on time.
 - We usually expect patients to be seen within 20 minutes of their appointment time. Please ask at reception if you are kept waiting longer than this.
 - When a doctor is called away on an emergency, we will inform you. We will then give you the chance to book another appointment, or if you wish to be seen by another doctor.
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Out of Hours Emergencies:

- We will do all we can to make sure that our system for contacting the duty doctor service is easy to follow, reliable and effective.

Practice Leaflet:

- All new patients will receive a copy of our practice leaflet. Copies will be available at the reception desk and you are advised to obtain updated copies as they become available.
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Surgery Premises:

- Our surgery will be a clean and friendly place, where it is easy for all patients to find their way around. It will provide trouble free access for all.
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Patient Responsibilities:

With these rights comes responsibilities and for you, the patient, this means we would ask you to please:

- Be courteous to all the staff at all times. Please remember they are trying to help you. Please be patient when we are busy and understand some emergency situations may take priority. There is no place for aggressive or rude attitudes at our surgery; it upsets the other patients too. We want our practice to be a friendly place for all.
 - Be on time for your appointments.
 - Cancel your appointments in plenty of time. Someone else could use your appointment!
 - Make separate appointments for each member of the family who needs to be seen. An appointment is for one person only.
 - Try to make best use of nursing and medical time by making an effort to come to the surgery. Home visits should be for medical reasons and not requested to suit your social needs.
 - Give 48 hours notice for repeat prescriptions. This time allows us to make sure your medicines are correct.
 - Only ask for a doctor at night (after 6.30pm) or at weekends if it is urgent.
 - Read the practice leaflets and other information we give you. They are there to help you use our services.
 - Inform us of any change of name, address, telephone number or email.
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Website:

- For electronic information about any of our services, please visit our website at www.norkclinicbanstead.co.uk or feel free to email us at nork.clinic@nhs.net
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Patient Signature.....

Practice Signature

Date