

Rationale for the charter and implementation

We are proud as a Practice that we offer access to appointments within a timely manner and that patients can have continuity of care by seeing their own doctor.

However, this can be jeopardised by the high number of patients who arrive late for appointments or phone to cancel within a minute or two of the appointment time and ask to book for later in the day which uses more appointments.

Sadly a small number of patients make demands over and above their medical needs which can be difficult for the surgery teams to deal with. We recognise that patients may not realise that what they are asking for may be considered unreasonable, and so we are writing this Charter to help with this.

In addition we also occasionally witness behaviour which is threatening or intimidating for our staff without any good reason.

This Charter sets out what patients can expect from the surgery team and what behaviour staff can expect from patients. This charter is not intended for the majority of patients who use our resources appropriately.

We aim to direct all new patients to this charter, and will circulate via e mail and the Practice website to our existing patients

If you have any comments, please let us know

Carly Hobbs

Operations Manager



Portsdown Group Practice

SURGERY CHARTER

Our Patient Charter defines how the surgery wants to work in partnership with patients. It states how we will conduct ourselves and how we expect patients to work with us to provide primary care. This is our promise to you and we ask that patients act in a way that delivers this too.

What we promise to our patients:

The Practice will provide the best service it can to patients

Communication with patients Telephoning

The Practice will seek to provide promptly answered and appropriately manned phones at all times, signposting patients towards the best way of dealing with their problem.

Appointment Availability

- The Practice will aim to offer routine GP appointments up to 1 week in advance. Many of these can be booked using Online Access.
- For more urgent problems the Doctors will see or telephone patients if they have contacted us as early as possible at 8am and 2pm
- The Practice will offer advice appointments with a Duty Doctor if patients contact the surgery with a non-urgent problem that does not require an appointment.
- The Practice can offer Out of Hours appointments for patients who are not able to attend the surgery during usual opening times. These appointments may be with an alternative service provider.

Home visits requests– These are only for patients who are bed bound and who cannot leave the house. Doctors will phone and review first to see if a visit is required and which team member is best able to help. Requests need to be made before 10.00am so the resource can be allocated.

Text Messages

The Practice will send patients reminders for appointments, which can be used to cancel appointments if no longer needed.

Behaviour

Staff will be courteous at all times displaying empathy and sensitivity to our patient's needs.

Feedback and information

We will keep you informed about services at the surgery. This will be posted on our Practice Website and social media pages. Leaflets are also available from the surgery on our website and in paper form, on request.

What we ask of our patients:

Patients understand that the Doctors and other Health Professionals require a reason for the patient's appointment; this is so the contact centre team can book patients in with the most appropriate clinician for their problem, and to ensure the clinician is prepared for the consultation.

Communication with the surgery Telephoning

Before 10.00am is a 'peak' time when the phones are busy. If you have a query please call after this time or use online services to check test results.

Attending Appointments

- Please do not be late for your appointment, allow time for parking.
- We ask patients to inform us with enough notice if they cannot attend an appointment so it can be offered to someone who needs it. Appointments can be cancelled using Online Access or replying Cancel to the text message reminder sent.
- Failure to attend appointments on a number of occasions may result in a warning being issued by the Practice.
- Routine and Urgent appointment times are 15 minutes long; if you have more than one problem and they cannot be managed in the time the doctor may ask you to book another appointment

Updating your Contact Information

Patients should let us know if their address or mobile number changes. This is so that medical records are up to date and correct information is added to any referrals and we can send text reminders to the right phone number.

Behaviour

Patients are expected to act in a polite and courteous manner.

Patients understand that the Practice has a Zero Tolerance policy and aggressive behaviour may result in sanctions being put in place or removal from the Practice list

Feedback and information

Patients can give feedback so that we can improve our services and help patients more effectively.