

Newburn Surgery

PATIENT CHARTER

At Newburn Surgery we aim to provide our patients with the best quality care available. This patient charter has been developed with our patient participation group and is a statement of what you can expect from us and what we feel we can expect from you in return.

What you can expect...

- To be given an appointment/telephone consultation with any doctor at the surgery within two working days
- To be treated in a polite and respectful manner at all times by all members of the practice team
- The surgery to be clean and comfortable
- A health check, when you register with the practice
- Referral to a consultant, when appropriate for your condition
- Confidentiality at all times
- That students cannot attend your consultation without your permission. You will always have the right to refuse
- Waiting times to be kept to a minimum
- To be given an **urgent** appointment with one of our doctors as soon as possible, though this may not be with your preferred GP
- A female chaperone available on request
- To be given your test results by a receptionist, at the doctor's discretion, to save you having to make an appointment
- Your repeat prescription ready in two working days
- A home visit if you are too ill to attend the surgery
- Advice from the Practice Manager on your rights under the Access to Health Records Act 1990 or the Data Protection Act 1998

What we can expect from you...

- To attend all appointments on time
- To give us as much notice as possible if you need to cancel your appointment and **always tell us if you are unable to attend**, so that we can offer this appointment to other patients
- Treat all practice staff with courtesy
- To request out of hours services only when absolutely necessary
- To request a home visit only if you are too ill to travel to the surgery
- To work with the practice to keep yourself as healthy as possible by following advice from our clinical staff
- To update us immediately of any change of address or telephone number

Suggestions and complaints

- It is often possible to resolve concerns or complaints when they arise by talking to the staff immediately involved or you can contact the practice manager who will endeavour to deal with the issue as quickly as possible
- All complaints and concerns are treated seriously and in confidence
- We also have a suggestions and comments box in reception and we welcome your views

