Practice and Patient Charter

Dr Raju and Partners

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**Purpose of the Charter**

This charter sets out the standards of service you can expect from our practice, and in return, the responsibilities you have as a patient. It helps us work together to deliver safe effective and respectful care under the NHS.

**What you can expect from Us**

**We will:**

* Provide high quality medical care that meets national NHS standards.
* Treat you with Respect, dignity and courtesy at all time
* Keep your personal health information confidential and secure
* Offer same day appointments for urgent medical problems
* Aim to offer routine appointments within 2 weeks
* Provide access to telephone and/or online consultations where appropriate
* Ensure you are involved in decision about your care and that you are given:
* Clear explanations about your condition and treatment.
* Information about other NHS services and support options.
* Provide repeat prescriptions in 48 hours (2 working days)
* Handle complaints or concerns promptly, thoroughly and fairly
* Promote health and wellbeing through preventative care such as vaccinations and health checks
* Maintain a clean, safe and accessible environment

**What we ask from You**

**We ask that you:**

* Treat all staff, clinicians and other patients with respect and courtesy.
* Arrive on time for your appointments and inform us if you need to cancel

Use urgent appointments responsibly and only when genuinely needed.

* Understand that non-urgent issues may not be dealt with immediately
* Inform us of any changes to your name, address or contact details.
* Follow medical advice and take medications as prescribed.
* Take part in screening and preventative health programmes where invited.
* Provide honest and complete information about your health and circumstances
* Use online services (e.g. repeat prescriptions, appointment booking) where possible to reduce the pressure on phone lines.
* Respect the zero tolerance policy towards abuse, aggression or harassment

**Zero Tolerance Policy**

We have a zero tolerance policy towards violence, abuse and discrimination. Any patient behaving inappropriately may be removed from our patient list and where necessary reported to the police.

**Your feedback is important. You can:**

* Complete our Friends and Family Test
* Submit a comment or complaint through reception or our website
* Join our patient participation group (PPG) to help shape services

**This charter is reviewed annually and updated to reflect any changes in NHS guidelines or practice procedure.**