



Practice Charter

INFORMATION FOR PATIENTS

Bridport Medical Centre – philosophy

Our aims are to offer the highest standard of healthcare and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Patient Charter

- ✓ You will be treated with courtesy and respect by all practice staff.
- ✓ An urgent appointment with a Doctor or Nurse Practitioner will be available on the day.
- ✓ A non-urgent appointment with your usual GP will be available within a reasonable time.
- ✓ Our standard is to see patients within 20 minutes of their appointment time. If you have waited longer, please ask the Receptionist for an explanation.
- ✓ We aim to answer the phone within 3 rings.
- ✓ An appointment with a Practice Nurse will be available within one week (for general matters).
- ✓ An appointment with a Practice Nurse will be available within 2 weeks (for chronic disease review).
- ✓ Requests for prescriptions will be dealt with within 48 hours (two working days). This can be in person or via pharmacy collection service.
- ✓ All comments and suggestions about the service are welcome. Please use the box in the waiting room.
- ✓ If you have a complaint, please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ✓ We wish to make Bridport Medical Centre as accessible as possible. If you have hearing, visual or physical difficulties, please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ✓ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ✓ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are unavoidably delayed, so that we can make alternative arrangements to help you.
- ✓ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.00am if at all possible.
- ✓ An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
- ✓ We would ask you to be patient if your Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ✓ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time they deserve.
- ✓ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ✓ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted. You may be asked to register at another surgery if this behaviour occurs.

Patient's Rights to General Medical Services

- ✓ To be offered a health check on joining a doctor's list for the first time.
- ✓ To have appropriate drugs and medicines prescribed.
- ✓ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ✓ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ✓ To choose whether to take part in medical research or medical student training.
- ✓ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ✓ To receive a full and prompt reply to any complaints that they receive at Bridport Medical Centre.