

MERSTOW GREEN MEDICAL PRACTICE

PRACTICE CHARTER

Patients' rights to general medical services

- To be offered a health check on joining a GP's list for the first time
- To have appropriate drugs and medicine prescribed
- To be referred to a Consultant acceptable to them when they and their GP think 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 research or medical student training
- To receive a copy of their GPs Practice Leaflet, setting out the services and he or she provides
- To receive a full and prompt reply to any complaints they make about the care they receive at this Practice.

The Practice's philosophy

- Our aims are to offer the highest standard of health care 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 GPs are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- You will be greeted courteously
- You have the right to confidentiality
- We will not disclose any information without written consent
- You have the right to see your medical record subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will see the GP of your choice whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a Consultant when a GP thinks that it is necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestion and comments about the services offered will be considered sympathetically and any complaint dealt with quickly
- Should we be unable to resolve the problem we will advise you on other agencies to assist you further
- We wish to the Practice as accessible as possible. If you have hearing, visual or physical difficulties, please let the patient liaison team on the reception desk know so that we can enable you to fully use our services.

Patients' responsibilities

- Please treat the Practice staff with respect. Violent or abusive behaviour may result in removal from our list
- Attendance if required at our Chronic Disease Clinic (ie asthma, COPD, diabetes, hypertension)
- Attendance for immunisations (influenza vaccination if appropriate)
- Attendance for cervical smear tests (if appropriate)
- Do not ask for information about anyone other than yourself unless you have documented authority on the person's medical record
- Tell us of any changes of name, address or contact telephone numbers so that our records are accurate
- Only request any urgent appointment if appropriate
- Home visits should only be requested if you are really too ill or attend the Practice and night visits should be for emergencies only
- Please cancel your appointment in good time if you are unable to attend
- Please be punctual but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us. You will be advised of the usual length of time to wait
- Please attend for review of your repeat medicines when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibilities to you.

Surgery opening times

	Surgery	Dispensary (closed lunch 1.00pm-2.00pm)
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

Telephone numbers

Emergencies	01386 765600	'Press 1'
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

Partners

Dr John Egan
Dr Emma Shackley
Dr Holly Ash
Dr Chethan Reddy

Salaried GPs

Dr Katie Reeve
Dr Siddarth Viswanath
Dr Yuliya Gonzalez Sanchez

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.