

## PUDDLETOWN SURGERY | PRACTICE CHARTER

The primary task of the Practice is to offer a wide range of Health Care Services for the maximum convenience of patients in a pleasant and approachable atmosphere.

In order to achieve this we will:

- Provide care in accordance with our Practice Charter, the South West Dorset Primary Care Trust and National Patient Charters
- Provide appropriate training to Practice staff
- Develop management systems which allow us to monitor the quality of service delivered and identify new needs in the community
- Communicate with our patients, colleagues and other agencies
- This charter has been published so that you know exactly what your rights are and the standards of healthcare you should receive.

A right is a level of service to which the patient is entitled and which must always be delivered.

A standard is a level of service that you can expect to be delivered other than in exceptional cases.

Please help us by letting us know if any of these rights or standards is not being delivered.

### PRACTICE CHARTER STANDARDS

<b>Our responsibilities to you. We are committed to giving you the best possible service.</b>	<b>Your responsibilities to us. Help us to help you.</b>
<b>Names</b> People involved in your care will give you their names and ensure you know how to contact them.	Please let us know if you change your name, address or telephone number.
<b>Waiting Times</b> We run both appointment and open surgeries. You will be given a time at which the Doctor or Nurse hopes to see you. You should not wait more than 20 minutes in the Waiting Room for an appointment without receiving an explanation for the delay. You may need to wait longer at open surgeries.	Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise other patients may have to wait longer. Non-urgent visits should be requested before 10.00am so the Doctors can plan their rounds.
<b>Access</b> You will have access to a doctor rapidly in case of an emergency; within half a working day in case of urgency and otherwise within 24 hours. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.	We need help too. Please ask for home visits by the Doctor only when the person is too ill to visit the surgery.
<b>Telephone</b> We will try to answer the phone promptly and ensure that there are sufficient staff available to do this. The Practice Leaflet shows the best times to telephone the Doctor.	Please keep your phone call brief and avoid calling during peak surgery time for non-urgent matters.
<b>Test Results</b> If you have undergone tests or x-rays	Test results take time to reach us. Please do

<p>ordered by the Practice, we will inform you of the results at your next appointment. If not further appointment needs to be arranged, we will advise you when and how to obtain the results.</p>	<p>not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the Practice.</p>
<p><b>Respect</b> You will be treated as an individual and as a partner in your own health care irrespective of your ethnic origin, religious and cultural beliefs, age or sexual preferences.</p>	<p>We ask that you treat the doctors and Practice staff with the same courtesy and respect.</p>
<p><b>Health Promotion</b> The practice will offer you advice and information on steps you can take to promote good health and avoid illness. We will advise on self-help that can be undertaken without reference to a Doctor in the case of minor ailments.</p>	<p>Remember that you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.</p>
<p><b>Health Records</b> You have the right to see your health records, subject to any limitations in the law. These will be kept confidential at all times.</p>	<p>Please ask your Doctor if you wish to see them.</p>
<p><b>Complaints</b> We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services, so we welcome any comments you have.</p>	<p>Please read our Practice Leaflet, which will tell you about the arrangements we have made to receive your suggestions, complaints and comments</p>