

FARNHAM ROAD PRACTICE	
ORGANISATION FOLDER	
	December 2013

Farnham Road Practice
Farnham Road Surgery **Weekes Drive Surgery**

Patients' Charter

As a Patient at Farnham Road Practice you have certain rights, including to:

- Access NHS Health Services for free (except where Parliament states otherwise) and on the basis of clinical need, as laid out in the NHS Constitution. You will not be refused access on unreasonable grounds.
- Expect us to monitor, and make efforts to improve continuously the quality of healthcare we provide.
- Be treated as an individual and with courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, sexual orientation or the nature of your health problems.
- Confidentiality.
- See your health records subject to limitations in law.
- A health check when joining the practice.
- See full information on the services we offer.
- Know the names of the doctors and other professional staff involved in your care. You have the right to express a preference for using a particular doctor within the practice, and we will try to comply with your preference.
- Make suggestions or complain about the care and the services we offer without jeopardising your care. The Practice Team should be the first point of contact for suggestions and complaints.

With these rights come some responsibilities, including:

- Understanding that your health and that of your family is substantially in your own hands, and your actions should at all times reflect this understanding.
- To consider how your use of the surgery's services impacts on other patients:
 - A doctor can see many more patients in surgery in the same time that it takes to make a home visit. It is therefore important to come to the surgery for all appointments unless prevented from doing so by serious illness or infirmity. When it is necessary to request a home visit please try and do so **before 10.00am** unless a genuine emergency arises later in the day.
 - Only request an emergency visit, or an urgent appointment, when you think it is truly necessary.
 - Where an appointment has been made, please keep it or give adequate notice to the practice that you wish to cancel, in order that the appointment can be given to someone else.
 - Please be punctual for appointments by arriving early and remember that a consultation is for one person only.
 - Please inform reception at the time of making your appointment if you are aware you will need a longer consultation.
 - Waiting lists to see specialists can be long. Please inform both the hospital and practice if you cannot keep or no longer need an

appointment with a specialist whether within the practice or at the hospital.

- You should provide up to date and accurate information about your contact details including all telephone numbers, address, email address, etc. as soon as possible if/as they change. You should refrain from smoking, eating or drinking whilst on surgery premises at all times. This includes whilst using the car park, which you are reminded is private premises.
- We are committed to providing best value for taxpayers' money by using the most effective, affordable, fair and sustainable use of finite resources. Please co-operate with us in our efforts to fulfil this important aspect of the NHS Constitution.

The practice operates a policy of 'zero tolerance' towards violent, abusive or threatening behaviour and any person behaving in this way can expect to be removed from the practice list. You should always treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.

May 2014

Agreed & Implemented		Partners
Communicated to staff		
QOF Reference		
CQC Reference		
Last Review Date	June 2014	PPG
Next Review Date	June 2015	