

*With these rights come responsibilities and for the patients this means:*

- **Courtesy** to the staff always - remember they are working under doctors' orders.
- Responding in a **positive way** to questions **asked by the reception staff.**
- To attend appointments on time or give the practice adequate notice that they wish to cancel. **Someone else** could **use your appointment!**
- An appointment is for **one** person only - where another member of the family needs to be seen or discussed, **another appointment** should be made, and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give **72 hours' notice** for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Out-of-hours calls (e.g., evenings; nights & weekends) should only be requested if they are felt to be truly necessary.

**ALL MEMBERS OF THE TURNER ROAD SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.**

**Practice Leaflet:**

All new patients will receive a copy of our surgery leaflet and copies will be displayed at the reception desk.

# TURNER ROAD SURGERY

## PATIENTS' CHARTER

**Dr F. OZAIR**

MB BS, GMC Reg: 5202286  
GP Partner

**Dr S. QASIM**

MBBS, GMC Reg: 7052724  
GP Partner

**Out of Hours Emergencies:**

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

**Waiting Times:**

- Surgeries will normally start on time.
- We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency, we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

**Surgery Premises:**

Turner Road Surgery premises will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

### **Patients' rights to General Medical Services:**

Patients have the rights to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agree
- Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for **Turner Road Surgery** are under legal obligation to keep the contents confidential.

### **Changes to Procedures:**

When changes are introduced to **Turner Road Surgery** procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, cascaded down through the Patient Participation Group giving as much notice as practicable.

### **Repeat Prescriptions:**

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

### **Referrals:**

- Urgent referrals to other Community health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.

- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

### **Test Results:**

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (Results can be obtained by calling the surgery after 14:00pm and not before)

### **Transfer of Medical Records:**

**Turner Road Surgery** will endeavour to dispatch any medical record required by Primary Care Support England (PCSE) within seven working days and same day if the request is urgent.

### **Privacy and Confidentiality:**

We will respect our patients' privacy, dignity, and confidentiality always.

### **Appointments:**

*With a doctor:* For routine consultations we will endeavour to offer patients an appointment within **two** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

*With a Practice Nurse:* For routine appointments we will offer an appointment within five working days. If there is a delay in the appointment wait (when you arrive) of more than **20 minutes** we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.

### **Home Visits:**

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion.