

ELBOROUGH STREET SURGERY

PATIENT CHARTER

	OUR COMMITMENT TO YOU:	WHAT WE EXPECT FROM PATIENTS:
Behaviour	<ul style="list-style-type: none">We will always treat you with politeness, respect and dignity	<ul style="list-style-type: none">Treat us in the same mannerWe will not tolerate any verbal or physical abuse; this behaviour may result in removal from the practice listWe will not tolerate unrealistic or persistent service demands that disrupt our staff and services. We will inform you and warn you if we feel this is the case and try to reach a mutually agreed solution with you. If the situation continues without resolution and the disruption to our staff and services continues, this may result in a removal from the practice list.
Access and appointments	<ul style="list-style-type: none">We operate a triage system for all medical requests. These are assessed based on clinical need on the dayAdmin queries: we aim to respond within two working daysDoctor's appointments are between 10-15 minutes duration depending on the issueMost nurse appointments are 15 minutes in durationIf you see us for an ongoing issue, the triage clinician will try to organise for you to see the same clinician, where appropriate. However, this may not always be appropriate, especially if you have a new condition or the triage GP asks you to attend the same day. Your preferred clinician may not be available.	<ul style="list-style-type: none">Cancel your appointment in advance if you no longer need itTo try and stick to the allocated timeframe and only discuss the issues that have been triaged for that appointmentTo not send in multiple requests in one day about the same issue, to wait for a response from our teamTell us if you change your contact telephone number or emailSign up to use the NHS app where possible for repeat medication requests and messages
Waiting times	<ul style="list-style-type: none">We aspire to see all patients within one hour of the booked appointment timeWe will tell you if your waiting time in person is likely to be more than 30 minutesFor telephone appointments, we will contact you within 2 hours of the time slot	<ul style="list-style-type: none">Do your best to be punctual for your appointmentsPlease be patient if the clinician is running late; it may be you who needs more time in futureDo your best to answer your phone for telephone appointments or when you have asked us to contact youMissing several calls may result in you having to re-submit another appointment request
Home Visits	<ul style="list-style-type: none">We will notify you in advance of the day and time of any home visit that is agreed	<ul style="list-style-type: none">Request home visits only if you are too frail to attend or unable to be brought to the surgeryContact us to request your home visit by 10 am when possible

<p>Information about your health & our services</p>	<ul style="list-style-type: none"> • We will provide patients with information about our services • Every effort will be made to ensure that you receive all the information directly affecting your health and the care being offered, including: <ul style="list-style-type: none"> • illness, treatment pathways and alternatives • possible side effects of treatment • duration and development of the illness • likelihood of recovery • how to prevent or avoid the illness from recurring • We provide and support NHS childhood immunisation; we have a duty of care to discuss this with you • We provide and support NHS travel vaccination • We will offer you a chaperone if needed for your appointment • We will seek interpreting services for your consultation if needed 	<ul style="list-style-type: none"> • Please refer to our website for information about our services • Complete the travel health questionnaire in advance before you book travel vaccinations • Advise reception or the clinician if you require a chaperone at your appointment • Make reception aware if you need interpreting services for your appointment
<p>Consent</p>	<ul style="list-style-type: none"> • When the clinician is advising you to have investigations or treatment at the surgery, they will explain your choices to you, including any risks, so that you can give your informed consent 	
<p>Your care or treatment plan</p>	<ul style="list-style-type: none"> • Your clinician will agree to your care or treatment plan with you. They will ensure you understand the choices and help you decide • Our clinicians will be understanding if you wish to seek a second opinion 	<ul style="list-style-type: none"> • Once you agree to your care plan with your clinician, we will ask you to follow it. Please discuss with your clinician if your agreed care plan is not working or if you have any concerns about it • To complete any investigations (i.e. blood test) that the clinician suggests in a timely manner
<p>Referrals / working with other care providers</p>	<ul style="list-style-type: none"> • Urgent referrals will be completed in 24 hours; routine ones may take longer 	<ul style="list-style-type: none"> • Once referred, contact the hospital or healthcare provider directly with any queries, not the GP practice • Tell the hospital if you can't attend your appointment, or if you move house or change your telephone number • Any enquiries regarding referrals for third-party appointments or treatment should be raised directly with them • If required, request a copy of correspondence relating to hospital visits and outcomes from them rather than from your surgery

<p>Test results</p>	<ul style="list-style-type: none"> • If you have had tests here at the practice, or if we have referred you for tests, then we will tell you when to expect the results • We will generally advise you on any test results via text and offer a follow-up appointment if it is indicated. • Test results will be available in the NHS app 	<ul style="list-style-type: none"> • Be aware that tests organised elsewhere and not requested by the GP will not be returned to the GP. If organised outside of the GP to contact the third party for results • We will contact you once the clinician has reviewed your results. Please don't contact us in under 7 days since your test unless your symptoms are deteriorating • Please advise us if you are unable to receive a result organised by the surgery via a text
<p>Repeat prescriptions</p>	<ul style="list-style-type: none"> • You will receive an NHS prescription for regular medication when this is available on the NHS • We will offer you regular medication reviews so your medications remain safe and effective • Some medications cannot be issued without a clinical review due to safety requirements. • Some medications, such as controlled drugs, can only be issued in small amounts and not on repeat • Repeat prescriptions will be dealt with within two working days after request. You should check with your chemist how long they need to dispense it. Further information and timeframes are on our website • We will review any shared care prescribing that an NHS Consultant asked us to consider, but if the GP feels that this is outside of their scope of practice, they may ask the hospital consultant to continue the prescribing • Elborough Street Surgery will not undertake shared care prescribing with private providers. Please refer to our website for further information 	<ul style="list-style-type: none"> • Try to take all the medication prescribed, following the instructions given to you by the clinician • Attend medication reviews of your condition when requested. • Plan when ordering your repeat medications so there is enough time • Be understanding if you are advised that an urgent prescription request needs time to be processed. Prescription safety is vital to us, and clinical staff need time to review your medical records before they issue a medication. • Reduce waste and do not over-order your medication • Try to use the NHS App to order repeat items or via the pharmacy. Medication requests can't be taken over the phone • Keep your nominated pharmacy up to date • If you are given a prescription at the hospital (NHS or private) and need to start it that day, you must take it to the hospital pharmacy and not bring it to the GP surgery- we cannot process this for you on the day. • Please be aware that private doctors may advise you to take a medication that is not possible for an NHS GP to prescribe. • Please read our website regarding what to expect from the NHS practice when you seek private healthcare. Our NHS GPs cannot always prescribe the same medicines that a hospital doctor can prescribe • If your medication is on 'consultant shared care', and you do not attend follow-up appointments and blood test monitoring, then please understand that our GP may stop prescribing and refer you back to the hospital specialist for the prescribing.

<p>Private Referrals and Non-NHS work</p>	<ul style="list-style-type: none"> • The surgery can provide private referral letters if our NHS GP agrees that a private referral is in your best interest • We will not charge for private referral letters • We cannot refer to NHS and private services at the same time • We will charge a non-NHS fee for any forms that a private medical insurance company asks you to have completed for a private referral, health insurance or travel claim • Our staff will advise you if any form or letter you need is not covered by the NHS terms and services. • If we can do this work for you, then we will advise you on the fee before this work is undertaken • We will advise you if the non-NHS work is not provided by the surgery 	<ul style="list-style-type: none"> • Please understand that Elborough Street Surgery is an NHS practice, and we prioritise our work based on clinical need. • Please understand that the surgery only carries out limited non-NHS work, such as essential reports for life insurance. • Please understand that GPs are inundated with requests to write letters of support. There is usually another process for patients to follow that does not require a letter from the GP, so if your request is refused, please follow the advice we will give to find an alternative solution. • Non-NHS forms and requests for your complete medical records (Subject Access Requests) take up to 28 days to process. These are done in the order we receive them • Please do not put pressure on our staff to expedite these timeframes • Please liaise with your private health insurance company to seek a private medical opinion. Many private insurance companies do not need GP referral letters or can offer you a consultation with a private GP to facilitate a referral. • Any non-NHS work will need to be paid for as agreed before completion
<p>Feedback & Involvement</p>	<ul style="list-style-type: none"> • We investigate and respond to all complaints; please see our complaints procedure on our website • We will review and change how we work as a result of feedback and complaints if this improves standards • We are committed to patient involvement in the delivery of healthcare 	<ul style="list-style-type: none"> • Give us feedback about our services • Consider joining our patient participation group; please see our website • To follow the complaints procedure and timeframes for response
<p>Premises & waiting room</p>	<ul style="list-style-type: none"> • We do everything we can to make them as comfortable as possible 	<ul style="list-style-type: none"> • Use your phone respectfully on our premises. Remember you may be seated next to patients who are feeling unwell • Tell us if things go wrong, for example, if the toilet is out of order • Keep your children safe and behaving appropriately whilst waiting so that other patients are not impacted and staff can continue to work
<p>Confidentiality and medical records</p>	<ul style="list-style-type: none"> • We will keep your records and information confidential, only disclosing to other professionals for purposes related to your health care to which you have consented. • Your medical records are available to view via the NHS App. We won't routinely email you or print items of your medical records on an ongoing basis that you can obtain via the NHS App. 	<ul style="list-style-type: none"> • Please be discrete when you are in the practice, especially at the front desk, where it is possible to be overheard • Ask if you need to discuss something in a more confidential space • If your relatives, friends, or carers ask us for information about your health care, we can only speak to them with your consent.

	<ul style="list-style-type: none"> You can request to have complete copies of medical records under a subject access request (SAR), which takes four weeks to process. 	<ul style="list-style-type: none"> You can talk to us or attend with a relative or carer if you wish for them to be informed about your care. We can add consent to your records if you want them to access your information. Please let us know if you require additional assistance with digital communication. There are resources within our local Borough who we can signpost you to who can help you navigate computer technology
Registration	<ul style="list-style-type: none"> You can register if you live within our catchment area 	<ul style="list-style-type: none"> If you move outside the catchment area, you will be given 6 weeks to continue to use our services but will have to register with a GP closer to your new address Any child registering, we require one parent/guardian also to be registered. This is part of our safeguarding policy