

PRACTICE CHARTER

What we endeavour to provide our client's;

- See a doctor for consultation for non-urgent problems
- In cases of medical emergencies, to see or speak to a doctor within 24 and 48 hours depending on medical circumstances
- See the practice nurse for specialist and routine tests
- Be referred for further tests and, or treatment if it is appropriate
- Have a health check on a yearly basis if you are over 65 (routine bloods/BP etc)
- Be offered a range of facilities expected of a good general practice including child surveillance, health promotion, asthma and diabetic clinics and other services

HELP US TO HELP YOU

It is our aim to offer you a good service and you will be seen within a reasonable amount of time of the developing medical problem. However, for us to give you this service we ask your assistance by keeping to the following:

- Always book an appointment for non-urgent problems by ringing or visiting the surgery from 8.00AM Monday to Friday to book and always arrive 10 minutes before your appointment
- Remember to cancel appointments in good time if you are not attending or unable to attend, so they can be offered to other patients
- Always attend the surgery whenever possible, visits are only for those patients who are too ill or too frail to attend
- Emergency appointments can be made when it is considered a medical emergency
- Always treat the receptionists and staff members with courtesy and respect and they will do likewise
- Keep us informed of your correct contact details in order for us to keep your records up-to-date, especially when moving home

PATIENTS DATA & CONFIDENTIALITY

All staff members are aware of the patient confidentiality and any breach is treated very seriously. The practice manager is the practice Caldcott Guardian and protects patients data at all times. Patient data is only released to those Health Care Professionals where it is in the patient's interests and even then only the relevant information is disclosed. In all other instances, information will not be disclosed without the express consent of the patient.

GDPR (GENERAL DATA PROTECTION REGULATION) MAY 2018

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read our GDPR Privacy page on our website for more information.

<http://www.lmedicareagarwal.co.uk/WEBSITE%20%20NOVEMBER%202018%20-%20CURRENT%20Original%20Site/Privacy.htm>

REMOVING PATIENTS FROM THE PRACTICE LIST

Assaults and abusive language to any member of staff will result in the immediate removal of the patient. The police and CCG will be informed. Repeated rudeness from the patient's will result in a written warning and failure to improve will result in the removal from the practice list.

SUMMARY CARE RECORDS

All patients who are newly registered will be receiving the pack which contains information on changes to the way information is stored and managed, and your summary care record. The practice advises that you read this information carefully and allows an SCR for you to be created.

If you decline to do so, you need to complete the relevant forms, returning them to the practice manager who will record this information on the computer.

For concerns about your primary care visit the PALS website at the following address,

<https://www.nhs.uk/chq/Pages/1082.aspx?CategoryID=68&SubCategoryID=153>.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone who attends the surgery and abuses the GP's, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

WE UNDERSTAND HOW IMPORTANT IT IS TO KEEP YOUR PERSONAL INFORMATION SAFE AND SECURE AND WE TAKE THIS VERY SERIOUSLY. WE HAVE TAKEN STEPS TO MAKE SURE YOUR PERSONAL INFORMATION IS LOOKED AFTER IN THE BEST POSSIBLE WAY AND WE REVIEW THIS REGULARLY.

PLEASE READ OUR GDPR PRIVACY POLICY CAREFULLY, AS IT CONTAINS IMPORTANT INFORMATION ABOUT HOW WE USE THE PERSONAL AND HEALTHCARE INFORMATION WE COLLECT ON YOUR BEHALF.

STATEMENT UPDATED ON Saturday, 26 October 2019, NEXT REVIEW DATE ON MONDAY 26TH OCTOBER 2020