

## **VALENTINE HEALTH PARTNERSHIP: PATIENT CHARTER**

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

### **YOUR RIGHTS - You Have The Right To:**

- Be registered with the practice and express a preference for which GP you wish as your usual Doctor.
- Be promptly and courteously provided with information and assistance regarding the services provided.
- Be communicated with in a polite and helpful manner in person, over the telephone and in any other means.
- Receive an apology and explanation if kept waiting unduly long.
- Expect to be served in a clean and safe environment and to have your privacy, dignity and confidentiality maintained at all times.
- Receive appropriate health checks.
- Have emergency care when needed.
- Receive information about your health, treatments or illness, and be prescribed with appropriate drugs/medicine according to acceptable modern general practice.
- Referral to a specialist in another service or consultant when agreed between you and your GP.
- Have access to your health records subject to limitations in the law and for the contents of such records to be complete, accurate and confidential.
- Choose whether or not to take part in any medical research teaching or training activities.
- A full and prompt reply to any complaint you may make about our service or your treatment.

### **YOUR RESPONSIBILITIES :**

**To assist us to give you the best health care possible and ensure that our practice runs smoothly, please comply with the following guidelines:**

- Please treat our practice staff and other patients with courtesy and respect.
- Only ask for appointments on the same day if your problem is urgent.
- Please make all efforts to attend any appointments on time.
- Please treat our premises and equipment with respect.
- Please let us know as soon as you change any of the following:
  - Name
  - Address
  - Telephone number
- Let us know as soon as possible if you are unable to keep your appointment.
- Please use designated disabled car parking spaces only if you are disabled.
- Please keep all our entrances clear at all times as access for emergency services may be needed.
- No food is allowed in the waiting areas and noise must be kept to a minimum. Drinking Water is provided if you need.
- Please keep all mobile telephones switched off during your visit to the practice.
- Please attend promptly for medication, long term condition, immunisation or other reviews and checks when requested or invited or let us know promptly if you do not wish to have it done.

**Signed: All Partners**