

## Cove and Kincorth Surgery Charter for Patients and GPs

### **What we will do you for you and what you can do to help us**

#### **The Medical Practice**

Patients will be treated with courtesy, respect and confidentiality at all times.

**Urgent** problems will be seen the same day by whichever healthcare professional is available.

The practice will try to reduce the wait for routine appointments.

Whenever possible you will be seen by the Doctor of your choice for routine appointments.

You will be seen as near to your appointment time as possible.

Medical staff will visit you at home if you are too ill to come to the surgery.

The practice will inform you of the services it provides, how you can access them, and information to help you to be healthy.

Advice will be given and/or medication prescribed to patients as required.

We will try to process repeat prescriptions within two working days.

The practice will provide and publicise ways patients can be involved in decisions about the services the practice provides.

Patients will only be removed from our practice list as a last resort if the practice/patient relationship has broken down irretrievably.

For **emergencies** outside normal surgery hours the local GPs provide **24-hour cover through NHS 24**. If you telephone our practice out of hours you will hear a message which tells you NHS 24's number: **08454 242424**.

**Your Doctor will always do their best for you.**

#### **Patients**

Patients have a responsibility to treat our practice staff with courtesy and respect.

Only request an urgent appointment when medically necessary.

If you cannot keep your appointment please let us know as far in advance as possible so another patient may take that appointment.

Please try and be flexible in setting appointment times to allow yourself to see the Doctor of your choice.

Please understand that some patients' medical problems take longer to deal with.

Please do not ask for a home visit unless it is absolutely necessary. The surgery has the best facilities for treating patients and home visits should be only for the very ill/housebound.

Please read the practice booklet and information (notices and newsletter) in the waiting area.

Please be aware that your local pharmacist and NHS 24 are also able to provide health information.

Please be aware that a prescription is not always necessary. Good advice is often the best treatment.

Order repeat prescriptions before your medications run out.

Please telephone our repeat prescription line - Kincorth 846875, Cove 846786.

Please do not ask for repeat prescriptions during consultations.

Please forward any suggestions to our Business Manager, Louise Dey, and take part in any surveys or discussion meetings about particular issues when you can.

If you are unhappy with us please contact our Business Manager and we will try to resolve the problem for you. We also welcome any compliments you may have about our service.

Please remember Doctors are only human; they cannot solve all your problems and some illnesses cannot be cured!

**This charter was produced following consultations with staff and patients of Cove and Kincorth Medical Centres in 2002 and was reviewed in 2013.**