

# **Ardingly Court Surgery – Patients rights and responsibilities**

**All members of the Surgery Primary Care Team are dedicated to achieving Health Services which meet your requirements.**

## **Practice Leaflet:**

All new patients will receive a copy of our practice leaflet. Copies will be available at the reception desk.

## **Surgery Premises:**

Our surgery will be a clean and friendly place where it is easy for all patients to find their way around. It will provide trouble free access for all.

## **Your rights to Primary Medical Care:**

As a patient you have the right to:

- be registered with a named doctor
- change doctor if desired. Please remember that you may have to see any of the doctors if your need is urgent.
- receive emergency care.
- receive appropriate drugs and medicines.
- be referred for specialist or second opinion if they and the GP agrees.
- see your medical records or have a copy, subject to certain laws.
- know that by law, everyone working for the NHS must keep the contents of your medical records private.

## **Your Right to see your Medical Records:**

- The Practice Manager will help any patient to see their own medical record, subject to the laws which apply.
- The patient's doctor will be available to explain medical terms and words within 40 working days.

## **Teaching Practice**

We are a teaching practice and you may be asked if your consultation can be videoed or if a student can observe. You may choose not to participate in the training and your consultation and care will not be affected.

## **Comments, Suggestions & Complaints:**

- The Practice Manager handles all comments or complaints about our services.
- We record all complaints. We write to say we have received a written complaint within 5 days of receiving it. We respond to all complaints within 28 working days.
- Where a complaint is about a doctor, you have the right to choose to discuss this with another doctor in the practice if you wish.
- Use of the practice complaints procedure does not take away your right to make a complaint to other NHS bodies. However we find that the sooner we are made aware of your problem, the sooner we can solve it and make sure that it does not happen again.

**Changes to Services or the way we work:**

When changes are introduced to our methods of working or services that affect patients, we will explain these changes clearly in our practice leaflet / newsletter; on posters on the waiting room notice board or in separate leaflets.

**Repeat Prescriptions:**

The system for obtaining repeat prescriptions is explained in our Practice Leaflet. You must first give (or send) us your repeat prescription slip. You can then pick up your prescription from the reception desk 48 hours later (2 working days).

**Referrals to other doctors or healthcare professionals:**

- Urgent referrals to other health and social care agencies will be made within 1 working day of the patient consultation.
- We will normally process non-urgent referrals within 5 working days of the patient consultation or the doctor's decision to refer.
- You may have a copy of our letters, ask your doctor at the time when you discuss with him/her the need to see someone else.

**Test Results:**

When a test is taken, you will be told by the doctor or nurse how to get the result. You can usually get your test results within 5 working days.

**Privacy and Confidentiality:**

We will respect our patients' privacy and confidentiality at all times.

**Appointments:**

With a Doctor: For routine consultations we will try to offer you an appointment within 3 working days of the request. For medically urgent requests, we will offer an appointment on the same day. If you wish to see a doctor of your choice you may have to wait longer, the receptionist will make every effort to help you.

With a Practice Nurse: For routine appointments we will offer an appointment within 10 working days.

**Home Visits:**

Our procedure for home visits is explained in the practice leaflet. Home visits are made at the doctors' discretion after consultation with the patient or their carer.

**Out of Hours Emergencies:**

We will do all we can to make sure that our system for contacting the duty doctor service is easy to follow, reliable and effective.

**Waiting Times:**

- surgeries will normally start on time.
- we usually expect patients to be seen within thirty minutes of their appointment time. Please ask at reception if you are kept waiting longer than this.
- when a doctor is called away on an emergency, we will inform you. We will then give you the chance to book another appointment, or if you wish, to be seen by another doctor.

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

- Courtesy to all staff at all times - remember they are working under doctors' orders. We will, if necessary, ask you to join another practice if you are abusive to our staff or premises.
- We ask you to be as prompt as you can for appointments; if you are more than 20 minutes late you will need to re-book.
- 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.
- 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 48 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.

Thank you for respecting our staff and for working with the procedures that we have set in place. This is your practice and we want to work with you to make it the best.