

**Home Visits:** We are unable to guarantee a specific clinician will visit you, as this depends on availability and other factors. Our home visits are normally carried out by an Advanced Nurse Practitioner. The decision to home visit will be at the doctors' or Advanced Nurse Practitioner's discretion.

### Out of Hours Emergencies

We will do everything possible to make sure our system for contacting the duty doctor is easy to follow, reliable and effective. **111 is to be called during the out of hours period**

### Waiting Times

- Surgeries will normally start on time.
- We expect patients to be seen within **20** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- When a doctor is called away on an emergency, we will let patients know and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

### With these rights come responsibilities. For patients this means:

- **Showing courtesy to the staff at all times - remember they are working under doctors' orders. We do not tolerate abuse in any form.**
- Responding in a positive way to questions asked by reception staff.
- Attending appointments on time or giving the practice a fair amount of 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 and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be for medical reasons only and not for ease or convenience.
- When patients are asked to give 72-hours' notice for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing.

# Patients' Charter

## Priory Surgery

### Doctors:

Dr Richard Gillings  
MBBS BSc MRCGP

Dr Sarah Wigmore  
MB ChB BSc MRCGP

Dr Jillian Drury  
MB BCh BAO MRCP MRCGP DFFP DCH DRCOG

Dr Carrie Saunders  
MB ChB DRCOG DFFP

Dr Kate Rawling  
MB ChB BSc MRCGP

Dr Hilma Starostina  
MB ChB BSc MRCGP

Dr Helen McGeown  
BMedSci MBChB MPH DCH

Dr Jocelyn Stevens  
MBBS BSc MRCGP

## Our Mission and Values

Our Mission is simple - to deliver effective, compassionate care for our community. And our values are reflected in our name. We strive to be:

- P** - Professional
- R** - Respectful
- I** - Inclusive
- O** - Open
- R** - Responsive
- Y** - Here for You!

## Practice Leaflet

All new patients will receive a copy of our practice leaflet, and copies will be available at reception or from the practice website

## Surgery Premises

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

## Patients' Rights to General Medical Services

Patients have the right to:

- Be registered with a General Practitioner (GP)
- Change their GP if desired
- Receive urgent care from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and their GP agree
- View their medical records, subject to the Acts and associated procedure, and to know all NHS employees are legally obliged to keep the contents of their records confidential.

## Changes to Procedures

When changes are introduced to practice procedures that affect patients, we will make sure these are clearly explained using brochures, waiting room noticeboards, social media platforms or individual leaflets, giving as much notice as possible.

## Repeat Prescriptions

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

## Referrals

Urgent (Suspected Cancer, Mental Health & HOT clinic/Rapid Access Clinics) referrals to other health and social care agencies will be made within one working day of the patient appointment. Where requested, our GPs will refer you to a private health provider

We will normally process non-urgent referrals within five working days of the patient appointment or the doctor's decision to refer.

## Test Results

When a doctor or nurse arranges for a test to be taken, the patient will be told how to obtain the result. (Results are normally available after 5 working days)

## Transfer of Medical Records

When registering at a new practice within England, your computerised medical records will transfer over within 24 working hours. Registering will also generate a request from NHS England for your paper medical records. Once this is received the Practice will do their best to dispatch medical records required by the Health Authority within seven working days.

***\* We will respect patients' privacy, dignity and confidentiality at all times \****

## Appointments

**With a Doctor:** For routine consultations, we will always seek to offer patients an appointment at the earliest available opportunity. For medically urgent requests, we will offer an appointment on the same day.

**With a Practice Nurse:** For routine appointments, we will offer an appointment within two weeks. If there is a delay in the appointment wait (when you arrive) of more than 20 minutes, we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.