**PRACTICE CHARTER – POUNDBURY DOCTORS SURGERY**

**We aim to offer Comprehensive and Personal Care in Health as well as in Illness**

**HOW WE WANT TO HELP YOU:**

**Names:** Everyone working with patients will be readily identifiable by name badges on consulting room doors.

**Access:** If you have an urgent problem you will be seen on the same day. Whenever possible, you will see the health worker of your choice where appropriate.

**Waiting**: When you arrive in time for your appointment, you should not wait for more than 30 minutes without receiving an explanation for the delay.

**Home Visits:** Home visits will be made to patients too ill or infirm to attend the Practice. Please request visits before 10.00 am whenever possible.

**When we are Closed:** If you need to seek urgent medical advice when the Practice is closed please telephone 111. You may be asked to attend the treatment centre which is situated in Dorset County Hospital. All telephone conversations with NHS 111 are recorded as a matter of routine.

**Test Results**: For investigations and X-rays initiated by the Practice you will be advised the best time to telephone for results. For reasons of confidentiality we are only able to give results to the patient or the patient’s authorised representative.

**Courteous Treatment of Patients**: All patients will be treated courteously, considerately and equally.

**Queries, Compliments and Complaints:** We welcome constructive comments for improving our services there is a “Suggestions Box” by Reception for any ideas. Specific complaints should be addressed to the Practice Manager. Patients are entitled to move to a different GP practice if they so wish. Doctors have the right to remove patients from their list.

**Health Records:** You are allowed access to your health records subject to the limitations of the law. Practice staff are legally bound to keep the contents of medical records confidential.

**Parking**: We endeavour to provide reasonable car parking facilities.

**HOW YOU CAN HELP US:**

* Please let us know if you change your name, address or telephone number.
* We ask that you treat everyone at the Practice with the same courtesy and respect you expect.
* Please try to attend promptly for appointments and let us know if you are going to be late or need to cancel.
* Please only request a home visit when you are too ill to attend the Practice.
* Please be considerate to others when using the car park and only leave your car there while you are attending the Practice.