

## PATIENT CHARTER 2018

**We are committed to providing a comprehensive, holistic and high standard primary health care service to our patients, in pursuit of improving their health, well-being and lives, in a friendly and accessible way.**

This Charter sets out the rights and standards which can be expected both from the Fairlands Practice and our patients. We aim to comply with these standards however, please contact us if you are unhappy with the service you receive. We would also encourage all of our patients to comply with the standards stated below.

### **We believe high quality medical care includes the following:**

- You will be treated as an individual and will be given courtesy and respect at all times
- We will maintain strict confidentiality at all times and ensure all staff adhere to data protection/GDPR guidelines
- We are committed to safeguarding and promoting the welfare of children, young people and adults
- Our Receptionists will signpost or navigate your care appropriately. Receptionists may ask why you need to be seen so that we can ensure you receive the most appropriate care from the most appropriate health professional or service and at the most appropriate time.
- You will receive the most appropriate care from suitably qualified staff who will give an explanation of and involve you in any proposed treatment
- We will provide the appropriate and effective health promotion and screening
- Offer you an appointment on the day if your problem is urgent
- You will have access to a Doctor rapidly in an emergency
- Provide medical cover 24 hours a day, every day, with the use of our out-of-hours service
- Provide authorised repeat prescriptions in two working days following a written request on Monday to Friday, unless there is a problem leading to unavoidable delays
- We will arrange a home visit if appropriate
- If you are receiving repeat prescriptions you can expect your medication to be reviewed regularly
- We will try to answer the telephone promptly and if appropriate advise you when a Doctor will call you.
- You have the right to see your health records, including computer records, subject to any limitations within the Law.

### **Patients can help us to achieve the above standards in a number of ways.**

#### **We ask that you:**

- Treat the doctors and staff with courtesy and respect
- Cooperate with our Receptionists when you are asked why you need to be seen
- Please use an appointment for one person only. If another family member needs to be seen or discussed, another appointment should be made. This helps us to run to time and saves others waiting
- Please cancel an appointment if you no longer need it; someone else may be able to use it
- Call the out of hours NHS111 service or attend A&E only for medical reasons that are felt to be truly necessary
- Come to the surgery if at all possible, rather than request a home visit
- Take advantage of our preventative and chronic disease management services
- Be considerate when telephoning the Surgery, and if possible, avoid calling about non-urgent matters during peak times
- Give us advance warning if you will be unable to attend your appointment or will be late
- Inform us of any good or bad aspects of our service

## Equal Opportunities for Patients

The Practice:

- Will ensure that all visitors are treated with dignity and respect
- Will promote equality of opportunity
- Will not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or other beliefs
- Will provide the same services and treatment to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or other beliefs

## Violent And Abusive Patients

This practice supports the Government's NHS 'Zero Tolerance Zone' Campaign. Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and struck off the Practice's list with immediate effect. We ask that you have respect for other people's race, gender and disability and to treat your GP and the practice staff properly, without violence, aggression or abuse.

## General Data Protection Regulation (GDPR)

GDPR came into effect on 25/5/2018 and is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data

Our GDPR fair processing notice, with details of our Data Protection Officer, can be found in our waiting areas as well as on our website. Also, various privacy notices for patients are on our website or can be obtained from our Reception desk. Please speak to a receptionist if you have any queries or require a paper copy of our GDPR notices and documents.

## Consent for patients aged 13 to 16 years

Parents/guardians will be asked to obtain consent to access records of patients aged between 13yrs and under 16yrs. Please cooperative with our staff when asked to obtain consent for this age group.